

# Dell Wyse Management Suite

Version 1.4 Migration Guide



## Notes, cautions, and warnings

 | **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 | **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 | **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Introduction

This guide contains instructions to migrate from Wyse Device Manager (WDM) to Wyse Management Suite. The target audience for this guide is enterprise customers with administrator privileges. You must have knowledge about various thin client operating systems, Wyse Device Manager, cloud infrastructure, network technologies, file system permissions, and user authentication technologies.

Dell recommends that you migrate from WDM version 5.7.2 to Wyse Management Suite version 1.4.

Data import refers to the process of importing data inventory from WDM to Wyse Management Suite. Data inventory refers to the following:

- RSP packages
- Windows-based Wyse Configuration Manager (WCM) resources
- Teradici-based WCM resources
- Groups and device information available in a WDM view
- Windows-based profiles
- Teradici-based configurations

After you import all data inventories to Wyse Management Suite, switch the devices from WDM to Wyse Management Suite.

**NOTE:** Any reference to Windows in this guide refers to the following operating systems:

- Windows Embedded Standard 7–32-bit
- Windows Embedded Standard 7 Professional–64-bit
- Windows Embedded 8 Standard–64-bit
- Windows 10 IoT Enterprise–64-bit

## Migrating from Wyse Device Manager to Wyse Management Suite

The overall migration process includes the following tasks:

- 1 Review the migration requirements—see [Prerequisites](#).
- 2 Review the license requirements—see [Wyse Management Suite license requirement](#).
- 3 Review the limitations before installing the import tool—see [Limitations](#).
- 4 Download and install the Wyse Management Suite Import Tool on your server operating system—see [Install Wyse Management Suite Import Tool](#).
- 5 Start the Wyse Management Suite Import Tool—see [Getting started with Wyse Management Suite Import Tool](#).
- 6 Import data inventories from Wyse Device Manager—see [Importing data inventory](#).
  - Import RSP packages—see [Import RSP packages](#).
  - Import Windows-based WCM resources—see [Import Windows-based WCM resources](#).
  - Import Teradici-based WCM resources—see [Import Teradici-based WCM resources](#)
  - Import view and Windows-based profiles—see [Import view and Windows-based profiles](#).
  - Import view and Teradici-based configurations—see [Import view and Teradici-based configurations](#).
- 7 View import status and import pending or unsuccessful data inventory.
  - View import status of RSP packages—see [View import status of RSP packages](#).
  - View import status of Windows-based WCM resources—see [View import status of Windows-based WCM resources](#).

- View import status of Teradici-based WCM resources—see [View import status of Teradici-based WCM resources](#).
  - View import status of View and Windows-based profiles—see [View import status of View and Windows-based profiles](#).
  - View import status of View and Teradici-based configurations—see [View import status of View and Teradici-based configurations](#).
- 8 Switch devices from WDM based on your thin client infrastructure—see [Switching devices from Wyse Device Manager to Wyse Management Suite](#).
    - Switch Windows-based devices—see [Deploy RSP package to Windows-based devices](#).
    - Switch ThinLinux-based devices—see [Deploy RSP package to ThinLinux devices](#).
    - Switch SUSE Linux Enterprise-based devices—see [Deploy RSP package to SUSE Linux devices](#).
    - Switch ThinOS-based devices—see [Deploy INI parameter to ThinOS devices](#).
    - Switch Teradici-based devices—see [Switch ThreadX 5.x devices from WDM to Wyse Management Suite](#).
  - 9 Validate data that is imported from Wyse Device Manager to Wyse Management Suite—see [Postmigration](#).
  - 10 Uninstall the Wyse Management Suite Import Tool—see [Uninstall Wyse Management Suite Import Tool \(Optional\)](#).

## Prerequisites for migration

Ensure that you meet the following migration requirements from Wyse Device Manager (WDM) and Wyse Management Suite:

- **Wyse Device Manager (WDM)**
    - Migration to Wyse Management Suite is supported from WDM version 5.7.2. If you are using an earlier version of WDM, then upgrade WDM to version 5.7.2.
    - WDM enterprise edition must be installed on your network.
    - Scheduled jobs or tasks in WDM must not be in progress state.
  - **Wyse Management Suite**
    - Install Wyse Management Suite version 1.4.
    - Single tenant is required to import views, Windows-based profiles and Teradici-based configurations. Multi-tenant is not supported.
    - Tenant must not have user created groups and devices.
    - Tenant must have a pro license.
- NOTE: Pro license is a paid license to access the enterprise version of Wyse Management Suite for thin clients.**
- Wyse Management Suite local repository must contain the same disk space (or more) as WDM to import the RSP packages. Remote repository is not supported.
  - Wyse Management Suite must contain equal number of device licenses (or more) as WDM.

Topics:

- [Wyse Management Suite license requirements](#)
- [Prerequisites for Teradici-based device migration](#)
- [Supported environment for migration](#)
- [Supported environment for data import](#)
- [Supported environment for device migration](#)

## Wyse Management Suite license requirements

Before you import data, the Wyse Management Suite Import tool checks the Wyse Management Suite license. Wyse Management Suite server verifies the expiration date that is based on the license category and private cloud installation type. Ensure that you have the proper license to perform migration.

The Wyse Management Suite Import tool proceeds with the migration in the following scenarios:

- Private cloud that is installed with a Pro license, and the thin client license is active.
- Private cloud that is installed with a Pro license, and the thin client license has expired.
- Private cloud that is installed with a Pro trial license, and the thin client trial license has not expired.

The Wyse Management Suite Import tool does not support migration in the following scenarios:

- Private cloud that is installed with a Standard license.
- Private cloud that is installed with a Pro trial license, and the thin client trial license has expired.

# Prerequisites for Teradici-based device migration

Before you migrate ThreadX.5.x devices from WDM to Wyse Management Suite using the Import Tool, ensure that you complete the following task:

- 1 Stop the WDM server—Jetty Apache service.
- 2 Stop all running EM SDK services.
- 3 Upgrade the EM SDK package to the latest version by using the Wyse Management Suite 1.4 installer.
- 4 Proceed with the Wyse Management Suite installation without selecting the EM SDK component.

## Supported environment for migration

**Table 1. Wyse Device Manager**

| Operating system   | Database  | Wyse Device Manager               |
|--|---|-----------------------------------|
| <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 SP1 Enterprise Edition</li> <li>• Windows Server 2012 Standard Edition</li> <li>• Windows Server 2012 R2 Standard Edition</li> <li>• Windows 7 Enterprise SP1 32-bit</li> <li>• Windows 7 Enterprise SP1 64-bit</li> </ul> | <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2014 Express</li> <li>• Microsoft SQL Server 2012</li> <li>• Microsoft SQL Server 2012 Enterprise for High Availability</li> <li>• Microsoft SQL Server 2008 R2—English</li> <li>• Microsoft SQL Server 2008 Enterprise 32-bit</li> </ul> | Wyse Device Manager version 5.7.2 |

**Table 2. Wyse Management Suite**

| Operating system  | Wyse Management Suite             |
|---|-----------------------------------|
| <ul style="list-style-type: none"> <li>• Windows Server 2012 R2</li> <li>• Windows Server 2016</li> </ul> | Wyse Management Suite version 1.4 |

## Supported environment for data import

**Table 3. Data migration**

| Data available on thin client   | Wyse Device Manager (WDM)                               | Wyse Management Suite  | Additional information   |
|---|---|--|--|
| Image packages on Windows Embedded Standard 7, Windows Embedded Standard 7P, Windows Embedded 8 Standard, Windows 10 IoT Enterprise, and ThinLinux. | Packages present in the <b>Images</b> category.         | Image packages are moved to the <b>OSImages/valid folder</b> in the local repository.          | Raw packages are moved to the <b>rspPackages/valid folder</b> in the Wyse Management Suite local repository. |
| Application packages on Windows Embedded Standard 7, Windows Embedded Standard 7P, Windows Embedded 8   | Packages present in the <b>Other Packages</b> category. | Application packages are moved to the <b>rspPackages/valid folder</b> in the local repository. | None   |



| Data available on thin client   | Wyse Device Manager (WDM)  | Wyse Management Suite  | Additional information  |
|---|--|--|---|
| Standard, Windows 10 IoT Enterprise, and ThinLinux.   |  |  |   |
| Configuration packages on Windows Embedded Standard 7, Windows Embedded Standard 7P, Windows Embedded 8 Standard, and Windows 10 IoT Enterprise.                      | Packages present in the <b>Device Configuration</b> category.  | Configuration packages are moved to Wyse Management Suite as profiles wherein you must assign configuration packages to groups.  | None  |
| Default packages  | Packages that are marked for agent upgrade, and boot agent upgrade.  | Not migrated.  | Wyse Management Suite includes the default agent update packages.     |
| Profiles on Windows Embedded Standard 7, Windows Embedded Standard 7P, Windows Embedded 8 Standard, and Windows 10 IoT Enterprise.                                    | Device configuration profile that is pushed through Profile Manager.   | Profiles are moved in the configuration policy.  | Remote connections for vWorkspace cannot be migrated.                 |
| Resources that are associated with profiles on Windows Embedded Standard 7, Windows Embedded Standard 7P, Windows Embedded 8 Standard, and Windows 10 IoT Enterprise. | Wallpaper and Windows wireless profile.  | Resources are moved to the data folder in the local repository.  | EULA and logo are not applicable for Windows-based operating systems. |
| Teradici configurations on ThreadX 5.x devices.   | ThreadX 5.x configuration profiles present in DDC.   | A Teradici policy is created for each ThreadX_5X configuration imported to Wyse Management Suite.  | None  |
| Resources that are associated with Teradici configurations on ThreadX 5.x devices.  | Company logo present in the PCoIP Device configuration category.<br>Firmware or image files present in the Applications/Images category. | Company logos are imported as Teradici OSD Logo files to <b>Apps &amp; Data &gt; File Repository &gt; Inventory</b> .<br>Firmware files are moved to <b>Apps &amp; Data &gt; OS Image Repository &gt; Teradici</b> . | None  |

## Supported environment for device migration

Table 4. Device migration

| Device operating system   | Supported in Wyse Device Manager (WDM) | Supported in Wyse Management Suite | Migrated from WDM to Wyse Management Suite |
|---|--|------------------------------------|--|
| <ul style="list-style-type: none"> <li>· Windows Embedded Standard 2009</li> <li>· Windows XP Embedded</li> </ul> | Yes                                    | No                                 | No   |

| <b>Device operating system</b>  | <b>Supported in Wyse Device Manager (WDM)</b> | <b>Supported in Wyse Management Suite</b> | <b>Migrated from WDM to Wyse Management Suite</b>                  |
|---|---|---|--|
| · Windows CE  |   |   |  |
| · Windows Embedded Standard 7—32-bit<br>· Windows Embedded Standard 7 Professional—64-bit<br>· Windows Embedded 8 Standard—64-bit<br>· Windows 10 IoT Enterprise—64-bit | Yes   | Yes                                       | Yes  |
| Windows Embedded 8 Standard (32-bit)  | Yes   | No  | No   |
| SUSE Linux Enterprise 11 SP1  | Yes   | No  | No   |
| SUSE Linux Enterprise 11 SP2  | Yes   | No  | Yes. Upgrade the device to SUSE Linux Enterprise 11 SP3 using WDM. |
| SUSE Linux Enterprise 11 SP3  | Yes   | Yes                                       | Yes  |
| · ThinOS<br>· ThinOS PC-over-IP (PCoIP)<br>· ThinOS Lite  | Yes   | Yes                                       | Yes  |
| ThinLinux   | Yes   | Yes                                       | Yes  |
| Teradici 4.x  | Yes   | No  | No   |
| Teradici 5.x  | Yes   | Yes                                       | Yes  |

# Using Wyse Management Suite Import Tool

Wyse Management Suite Import Tool allows you to import the data from WDM to Wyse Management Suite.

Topics:

- [Key features](#)
- [Prerequisites to install Wyse Management Suite Import tool](#)
- [Limitations of Wyse Management Suite import tool](#)
- [Install Wyse Management Suite Import tool](#)
- [Getting started with Wyse Management Suite Import Tool](#)

## Key features

Wyse Management Suite Import tool has the following key features:

- A user interface that enables you to import data from Wyse Device Manager (WDM) to Wyse Management Suite.
- Ability to import up to 50,000 devices from WDM.
- Ability to import up to 100 GB packages from WDM.
- Ability to import up to 40,000 groups from WDM.
- Ability to import devices using an existing view or default group types from WDM.
- Ability to view the group level hierarchy, configuration, and devices in a preview window. The preview window provides information about how the topology and configurations are assigned to Wyse Management Suite.
- Ability to view the import status of the data.
- Rollback capability to remove all the groups, devices, and Windows-based profiles imported to the Wyse Management Suite.
- Supports HTTP/HTTPS and FTP protocols to import packages and resources from WDM.
- Supports Windows and SQL authentication to connect to WDM.

## Prerequisites to install Wyse Management Suite Import tool

You can install Wyse Management Suite Import tool on any system that meets the server operating system and disk space requirements.

- A minimum free disk space of 200 MB is available.
- Microsoft .Net Framework 4.5 is installed.

The following are the supported server operating systems:

- Windows Server 2012 R2
- Windows Server 2016

## Limitations of Wyse Management Suite import tool

The following are the limitations of the Wyse Management Suite import tool:

- Only Windows-based profiles and Teradici-based configurations in JSON format from Wyse Configuration Manager (WCM) can be imported. You cannot import ThinOS and ThinLinux WCM profiles.

- Only Windows-based wireless profiles in .xml format from WCM can be imported.
- Scheduled jobs from Wyse Device Manager (WDM) cannot be imported.
- When verifying the licenses, the import tool does not filter the unsupported devices in the Wyse Management Suite. The tool checks the license based on total license subscriptions in Wyse Management Suite and devices imported from WDM.
- Only the first package is imported when you import Teradici 5.x configurations using Default Device Configuration (DDC).
- Default Device Configuration (DDC) cannot be imported for Windows and ThinLinux-based devices.

## Install Wyse Management Suite Import tool

To install the Wyse Management Suite Import tool:

- 1 Sign into [Dell Digital Locker](#), and download the Wyse Management Suite Import Tool installer on your server operating system.
- 2 Extract the contents of the installer.
- 3 Run the **WMS\_Import\_Tool.exe** file.

**NOTE:** If you do not run the Wyse Management Suite Import Tool installer on a supported server operating system, the following message is displayed:

**WMS Import Tool does not support this version of the operating system, installation aborts now.**

**To resolve this issue, install the supported server operating system and then continue with the import tool installation.**

- 4 Click the **Dell End User License Agreement** link, and read the license agreements.
- 5 Click **Next**.  
The default installation path is <Program Files>\Dell\WMS\ImportTool.
- 6 Click **Browse** to select a custom installation path.
- 7 Click **Next**.  
The installer checks if .NET Framework 4.5 is installed. If the framework is not installed, then .NET Framework 4.5 is installed in silent mode. After installation is complete, the **Installation Complete** screen is displayed.
- 8 Click **Launch**.

## Getting started with Wyse Management Suite Import Tool

- 1 Launch the Wyse Management Suite Import tool.

**NOTE:** The master repository of WDM is used during the import process, and must be configured for HTTP/HTTPS or FTP. Common Internet File System (CIFS) protocol is not supported.

- 2 Enter the IP address or hostname of the WDM server in the **Server\DBname for SQL Express** field. See, [Wyse Device Manager database guidelines](#).
- 3 Enter the username and password in the respective fields to access the WDM server.

**NOTE:** The import tool validates the credentials with the credentials that are stored in the WDM database.

- 4 Select the **Use Windows Authentication** check box if you want to connect using Windows authentication instead of SQL authentication.

The username and password fields are not available. Windows authentication functions in same domain or different domain when a trusted connection is enabled between two domains. However, log in to the system using an account that is already added as user in a remote database.

- 5 Enter the IP address or hostname of the Wyse Management Suite server in the **WMS Server URL** field.

**NOTE:** If the Wyse Management Suite server is configured on a different port other than 443, enter the port number with the server address.

For example, <https://10.0.0.444:567>, where 567 is the custom port number.

- 6 Enter the administrator username and password in the respective fields to access the Wyse Management Suite server.

7 Click **Connect**.

The **Wyse Device Manager Import task** screen is displayed.

**NOTE:** If you have entered the wrong credentials, or if you do not meet the license requirements, an error message is displayed.

**NOTE:**

- If the import tool is unable to connect to the WDM server, database, or repository, an error message is displayed.
- If the import tool is unable to connect to the Wyse Management Suite server, an error message is displayed.

The import tool saves the information—except passwords—that you have entered in the login screen at **C:\ProgramData\WMS-Import\WMSMigrationInfo.json**. The error logs are saved to the **C:\ProgramData\WMS-Import** folder.

## Wyse Device Manager database guidelines

- If the WDM database is created on Microsoft SQL Server, enter only the server name. If the WDM database is created on Microsoft SQL Server Express, enter the server name and the database instance name. For example, **VM\RapportDB**.
- If the WDM database is created on Microsoft SQL Server, and configured with a custom port, enter the server name followed by the custom port. Use a comma or a colon to separate the custom port from the server name. For example, **10.0.0.411,12345** or **10.0.0.411:12345**, where 10.0.0.411 is the WDM server IP address, and 12345 is the custom port number.
- If the WDM database is created on Microsoft SQL Server Express, and configured with a custom port, enter the server name followed by the custom port. Use a comma or a colon to separate the custom port from the server name. For example, **10.0.0.411\rapport,12345** or **10.0.0.411\rapport:12345**, where 10.0.0.411 is the WDM Server IP address, rapport is the database name, and 12345 is the custom port number.

**NOTE:** If you are using the import tool for the first time on the server where WDM is installed, the server URL is populated automatically. This WDM server URL is displayed in the **Wyse Device Manager Server URL** field. If you modify the WDM server information about the login screen, the WDM server URL is not populated on the login screen.

# Importing data inventory

Data import is the process of importing data inventories from Wyse Device Manager (WDM) to Wyse Management Suite.

In the **WDM Import Task** screen, you can perform each task independently. However, you must import Windows-based WCM resources from WDM before importing view and Windows profiles. To import view and Teradici configurations, you must first import Teradici-based WCM resources from WDM.

For each group and its subgroup:

- Wyse Management Suite creates a group with a group token enabled. The group token and group description are generated automatically.
- A single transaction is allowed to import view and Windows-based profiles/Teradici-based configurations. To import the data again after importing groups, devices and profiles, you must roll back the transaction using the **Rollback** option.

 **CAUTION: The Rollback option erases all the data that are imported to Wyse Management Suite.**

After the rollback activity is complete, you can import the data again using the **View and WES Profiles/ThreadX\_5X Configurations** option.

- Wyse Management Suite creates a group level configuration policy for the created group profile.
- The server creates an event of the import task that includes the number of groups, devices, and profiles.

Topics:

- [Import RSP packages](#)
- [Import Windows-based WCM resources](#)
- [Import view and Windows-based profiles](#)
- [Import Teradici-based WCM resources](#)
- [Import view and Teradici-based configurations](#)
- [Roll-back capability](#)

## Import RSP packages

- 1 Start the Wyse Management Suite Import Tool as explained—see [Getting started with Wyse Management Suite Import Tool](#).
- 2 Click **START IMPORT** in the **RSP Packages** section.

A list of RSP packages available in WDM is displayed. Each RSP package displays the following attributes:


- **NAME**—Displays the name of the RSP package.
- **TYPE**—Displays the type of the RSP package. Only RSP packages of the application and image type are listed.
- **OS**—Displays the operating system that is associated with the RSP package.
- **STATUS**—Displays the import status of the RSP package.

Use the **Search** box to search an RSP package in the list.

- 3 Select the packages that you want to import, and click **Import**.

Packages are imported even if they are part of pending updates or if they are assigned to Default Device Configuration (DDC). If the disk size on the network drive is less than the size of selected packages, an error message is displayed.

 **NOTE: Raw images are transferred to valid RSP packages.**

 **NOTE: Configuration Packages cannot be imported using the RSP Packages import screen. You can import the Configuration Packages in the Profile Manager for Windows clients using the View and WES Profiles/ThreadX\_5X Configurations option.**

The import status of a package is displayed as **In-Progress**. The time that is taken to import the RSP packages varies from minutes to hours depending on the size of the RSP package. The import status of a package is changed to **Imported** after the package is imported to the Wyse Management Suite repository. If the package import is unsuccessful, the import status of a package is changed to **Failed**. For more information about the import status screen—see [Viewing import status of RSP packages](#).

Dell recommends that you click the **Validate Repository Access** link to validate whether the Wyse Management Suite local repository is accessible. If the Wyse Management Suite local repository is configured, then you can enter the Wyse Management Suite local repository. If the Wyse Management Suite local repository is not accessible, then enter the network credentials.

## View import status of RSP packages

After you import RSP packages using the **WDM Import task** screen, the task status screen is displayed automatically. The status screen lists the following attributes:

- **Imported Packages**—Displays the total number of RSP packages that are successfully imported.
- **Pending Packages**—Displays the total number of RSP packages that are pending to be imported. To import a pending RSP package, click the link and start the import activity again.
- **Failed import Packages**—Displays the total number of RSP packages that failed during import. To import a failed RSP package, click the link and start the import activity again.

### **NOTE:**

- After the import activity of the RSP packages is complete, the **VIEW STATUS** option is displayed during next login or after you click **Back to Task**.
- The date of the last import activity is displayed in the **RSP packages** task section.

## Limitations

The following are the limitations for importing RSP packages:

- Hidden or inactive packages are not imported from WDM.
- Software package names containing **Tools** are not imported from WDM. **No Image** is an empty package that is used only on Default Device Configuration (DDC).

## Import Windows-based WCM resources

To import the resources that are associated with Windows-based Configuration Packages to Wyse Management Suite:

- 1 Start the Wyse Management Suite Import Tool—see [Getting started with Wyse Management Suite Import Tool](#).
- 2 Click **START IMPORT** in the **WCM Resources** section.

The list of the Windows-based WCM resources available in WDM is displayed. Each resource displays the following attributes:

- **NAME**—Displays the name of the resource.
- **TYPE**—Displays the type of the resource, either wallpaper or Windows wireless profile.
- **OS**—Displays the operating system that is associated with the resource.
- **STATUS**—Displays the import status of the resource.

You can use the **Search** box to search for a resource in the list.

- 3 Select the resources that you want to import, and click **Import**.

**NOTE:** In the Wyse Management Suite Import Tool, the package name is prefixed with an underscore that follows a resource name. When you import the corresponding configurations, the tool updates the name in same manner. However, the WDM data remains unaltered, and the changes are considered internally.

The import status of a resource is displayed as **In-Progress**. The import status of a resource is changed to **Imported** after the resource is imported to the Wyse Management Suite repository. If the resource import is unsuccessful, the import status of a resource is changed to **Failed**. For more information about the import status screen—see [View import status of Windows-based WCM resources](#).

## View import status of Windows-based WCM resources

After you import Windows-based Wyse Configuration Manager (WCM) resources using the **WDM Import task** screen, the task status screen is displayed automatically. The status screen lists the following attributes:

- **Imported Packages**—Displays the total number of resources that are successfully imported.
- **Pending Packages**—Displays the total number of resources that are pending to be imported. To import a pending resource, click the link and start the import activity again.
- **Failed import Packages**—Displays the total number of resources that failed during import. To import a failed resource, click the link and start the import activity again.

### **NOTE:**

- After the import activity of the resources is complete, the **VIEW STATUS** option is displayed during next login or after you click **Back to Task**.
- The date of the last import activity is displayed in the **WCM resources** task section.

## Import view and Windows-based profiles

Windows-based Wyse Configuration Manager (WCM) resources that are used in the Windows-based profiles must be imported before importing profiles to Wyse Management Suite. For more information about importing Windows-based WCM resources—see [Import Windows-based WCM resources](#).

You can select only one view to import groups, devices, and profiles. Wyse Management Suite supports only one group hierarchy, which is equivalent to a view in WDM.

To import a view and Windows-based profile to Wyse Management Suite:

- 1 Start the Wyse Management Suite Import Tool. See [Getting started with Wyse Management Suite Import Tool](#).
- 2 Click **START IMPORT** in the **View & WES Profiles/ThreadX\_5X Configurations** section.  
The **View & WES Profiles/ThreadX\_5X Configurations** screen is displayed with two options—**Create** and **Build**. By default, the **Create** option is selected.
- 3 Perform any one of the following tasks:
  - Create groups and profiles using one of the existing WDM views. See [Create groups and profiles using existing WDM views](#).
  - Create groups and profiles using WDM default group types, or create a group hierarchy that is not assigned as a view in WDM. See [Create groups and profiles using default WDM group types](#).
- 4 Click **Import**.  
The import status is displayed as **In Progress**. The time that is taken to import view and Windows-based profiles varies from minutes to hours depending on the size of the imported data. The import status is changed to **Imported** after the data is imported to the Wyse Management Suite repository. If the data import is unsuccessful, the import status is changed to **Failed**. For more information about the import status screen, see [View import status of view and Windows-based profiles](#).

## Create groups and profiles using existing WDM views

To create groups and profiles using one of the existing Wyse Device Manager (WDM) views:

- 1 On the **View and WES Profiles/ThreadX\_5X Configurations** screen, click the **Create** radio button.  
A drop-down list with the groups that are assigned to the selected view (except All Devices) is displayed. By default, all the groups under the view are selected for migration.
- 2 Select a view and click **Next**.



You can only select a view with nine or less levels of the group hierarchy. If there are group levels with empty values, then the group levels are renamed to `NotSet`. However, if the group levels are missing in WDM, then they are assigned to the available parent.

**NOTE:** If there are resources for wallpaper and wireless in profile/configuration, the resource filenames are prefixed with the configuration package name in WDM. For example, `packagename_resourcename`.

3 Select any of the following options:

- **Groups**—By default, the **Groups** check box is selected.
- **Devices**—To import devices that are already associated to the selected view in WDM, select the **Devices** check box, and click **Next**.
- **WES Profiles**—To import a Windows-based profile that is already assigned to the selected view in WDM, select the **WES Profiles** check box, and click **Next**.

The screen displays the group hierarchy with devices and profiles that are assigned to each group.

**NOTE:** If you want to assign both devices and WES profiles to the selected view, select both **Devices** and **WES Profiles** check boxes. If you want to assign both **WES Profiles** and **ThreadX\_5X** configurations to the selected view, select both **WES Profiles** and **ThreadX\_5X Configurations** check boxes.

All configuration assignments in WDM are selected, and you cannot modify. Assignment of device configuration to specific groups can be performed only using the **Build** option. For more information—see [Create groups and profiles using default WDM group types](#).

## Create groups and profiles using WDM default group types

Use the **Build** option to create groups and profiles using WDM default group types. You can create a group hierarchy in Wyse Management Suite provided that grouping is not assigned as a view in WDM.

1 On the **View and WES Profiles/ThreadX\_5X Configurations** screen, click the **Build** radio button.

A drop-down list with all the default group types in WDM is displayed. The order determines the group hierarchy structure.

To create the group hierarchy, you can select a maximum of nine levels. The **Default Policy Group** is available as a default option in the Wyse Management Suite. The group hierarchy is part of **Default Policy Group**. Therefore, the total hierarchy depth in Wyse Management Suite can be maximum of 10 including **Default Policy Group**. After you dynamically create a group hierarchy using WDM default groups, you can assign the Configuration Packages to the group.

**NOTE:** All **Devices** view in WDM cannot be imported. You can have multiple views in WDM, but you can import only one view to the Wyse Management Suite. If you do not want to import an existing view from WDM, create a group hierarchy using the **Build** option.

**NOTE:** You cannot assign more than one WDM Configuration Package to a group. If you do not have profiles assigned to views, and you use an individual JSON Configuration Package in WDM, then assign the Configuration Packages to groups.

2 From the drop-down list, select a group type. If you want to create a group hierarchy, click the plus sign (+) next to the drop-down list, and start adding the group types. If you select a default group type from the list at any level, the same group type is not listed again for selection.

**NOTE:** If there are group levels with empty values, then the group levels are renamed to `NotSet`. However, if the group levels are missing in WDM, then they are assigned to the available parent.

**NOTE:** If there are resources for wallpaper and wireless in profile/configuration, the resource filenames are prefixed with the configuration package name in WDM. For example, `packagename_resourcename`.

3 Select any of the following options based on your requirement:

- **Groups**—By default, the **Groups** check box is selected.
- **Devices**—To associate devices to a group in the created view, select the **Devices** check box, and click **Next**.
- **WES Profiles**—To assign a Windows-based profile to a group in the created view:

1 Select the **WES Profiles** check box, and click **Next**.

- 2 From the **Profile** drop-down list, select a profile.
- 3 From the **Group** drop-down list, select a group.

To add more profiles and groups, click the **plus sign (+)** next to the drop-down list, and start adding profiles and groups. When you are creating the group hierarchy, select only up to nine group levels. This is because the maximum number of groups does not exceed the supported levels of Wyse Management Suite.

You can select both **Devices** and **WES Profiles** check boxes if you want to assign both devices and Windows-based profiles to the created view.

**NOTE:** If you are managing Teradici-based devices, and want to import Teradici-based configurations, select the **ThreadX 5.x Configurations** check box. For more information, see [Import view and Teradici-based configurations](#).

## View import status of view and Windows-based profiles

After you import the view and Windows-based profiles using the **WDM Import task** screen, the task status screen is displayed automatically. The status screen displays the following attributes:

- **Imported Groups**—Displays the total number of groups that are successfully imported.
- **Imported Profile**—Displays the total number of Windows-based profiles that are successfully imported.
- **Imported Devices**—Displays the total number of devices that are successfully imported.
- **Failed import Groups**—Displays the total number of groups that failed during import. To import a failed group, perform the rollback activity, and then import the group again.
- **Failed import Profile**—Displays the total number of Windows-based profiles that failed during import. To import a failed profile, perform the rollback activity, and then import the profile again.
- **Failed import Devices**—Displays the total number of devices that failed during import. To import a failed device, perform the rollback activity, and then import the device again.

### **NOTE:**

- After the import activity of the view and Windows-based profiles is complete, the **VIEW STATUS** and **Rollback** options are displayed. These options are displayed during next login or after you click **Back to Task**. For more information about rollback capability—see [Rollback capability](#).
- The date of the last import activity is displayed in the **View and WES Profile/ThreadX\_5X Configurations** task section.

## Import Teradici-based WCM resources

To import the resources that are associated with Teradici-based configurations to Wyse Management Suite:

- 1 Start the Wyse Management Suite Import Tool—see [Getting started with Wyse Management Suite Import Tool](#).
- 2 Click **START IMPORT** in the **WCM Resources** section.

The list of Teradici-based WCM resources available for ThreadX 5.x devices in WDM is displayed. Each resource displays the following attributes:

- **NAME**—Displays the name of the resource.
- **TYPE**—Displays the type of the resource, either company logo or Teradici firmware.
- **OS**—Displays the operating system that is associated with the resource.
- **STATUS**—Displays the import status of the resource.

Use the **Search** box to search for a resource in the list.

- 3 Select the resources that you want to import, and click **Import**.

The import status of a resource is displayed as **In-Progress**. The import status of a resource is changed to **Imported** after the resource is imported to the Wyse Management Suite repository. If the resource import is unsuccessful, the import status of a resource is changed to **Failed**. For more information about the import status screen—see [View import status of Teradici-based WCM resources](#).

# View import status of Teradici-based WCM resources

After you import Teradici-based Wyse Configuration Manager (WCM) resources using the **WDM Import task** screen, the task status screen is displayed automatically. The status screen lists the following attributes:

- **Imported Packages**—Displays the total number of resources that are successfully imported.
- **Pending Packages**—Displays the total number of resources that are pending to be imported. To import a pending resource, click the link and start the import activity again.
- **Failed import Packages**—Displays the total number of resources that failed during import. To import a failed resource, click the link and start the import activity again.

## NOTE:

- After the import activity of the resources is complete, the **VIEW STATUS** option is displayed during next login or after you click **Back to Task**.
- The date of the last import activity is displayed in the **WCM resources** task section.

# Import view and Teradici-based configurations

Teradici-based Wyse Configuration Manager (WCM) resources that are used in the Teradici-based configurations must be imported before importing configurations to Wyse Management Suite. For more information about importing Teradici-based WCM resources—see [Import Teradici-based WCM resources](#).

You can select only one view to import groups, ThreadX 5.x devices, and configurations. Wyse Management Suite supports only one group hierarchy, which is equivalent to a view in WDM.

To import a view and Teradici-based configuration to Wyse Management Suite:

- 1 Start the Wyse Management Suite Import Tool. See [Getting started with Wyse Management Suite Import Tool](#).
- 2 Click **START IMPORT** in the **View & WES Profiles/ThreadX\_5X Configurations** section.  
The **View & WES Profiles/ThreadX\_5X Configurations** screen is displayed with two options—**Create** and **Build**. By default, the **Create** option is selected.
- 3 Perform any one of the following tasks:
  - Create groups and configurations using one of the existing WDM views. See [Create groups and configurations using existing WDM views](#).
  - Create groups and configurations using WDM default group types, or create a group hierarchy that is not assigned as a view in WDM. See [Create groups and configurations using default WDM group types](#).
- 4 Click **Import**.

The import status is displayed as **In Progress**. The time that is taken to import view and Teradici-based profiles varies from minutes to hours depending on the size of the imported data. The import status is changed to **Imported** after the data is imported to the Wyse Management Suite repository. If the data import is unsuccessful, the import status is changed to **Failed**. For more information about the import status screen, see [View import status of view and Teradici-based configurations](#).

# Create groups and configurations using existing WDM views

To create groups and configurations using one of the existing Wyse Device Manager (WDM) views:

- 1 On the **View & WES Profiles/ThreadX\_5X Configurations** screen, click the **Create** radio button.  
A drop-down list with the groups that are assigned to the selected view (except All Devices) is displayed. By default, all the groups under the view are selected for migration.
- 2 Select a view and click **Next**.  
You can only select a view with nine or less levels of the group hierarchy. If there are group levels with empty values, then the group levels are renamed to `NotSet`. However, if the group levels are missing in WDM, then they are assigned to the available parent.

- 3 Select any of the following options:
  - **Groups**—By default, the **Groups** check box is selected.
  - **Devices**—To import devices that are already associated to the selected view in WDM, select the **Devices** check box, and click **Next**.
  - **ThreadX\_5X Configurations**—To import a ThreadX 5.x device configuration that is already assigned to the selected view in WDM, select the **ThreadX\_5X Configurations** check box, and click **Next**.

The screen displays the group hierarchy with devices and profiles that are assigned to each group.

The configuration/package name are displayed after the number of devices for groups with ThreadX\_5X configurations. If an image is selected, the name of the image is displayed.

- ① **NOTE:** To assign both devices and ThreadX\_5X configurations to the selected view, select both the **Devices** and the **ThreadX\_5X Configurations** check boxes. If you want to assign both WES Profiles and ThreadX\_5X configurations to the selected view, select both the **WES Profiles** and the **ThreadX\_5X Configurations** check boxes.
- ① **NOTE:** All configuration assignments in WDM are selected, and you cannot modify. Assignment of device configuration to specific groups can be performed only using the **Build** option. For more information—see [Create groups and configurations using default WDM group types](#).

## Create groups and configurations using WDM default group types

Use the **Build** option to create groups and profiles by using WDM default group types. You can create a group hierarchy in Wyse Management Suite provided that grouping is not assigned as a view in WDM.

- 1 On the **View & WES Profiles/ThreadX\_5X Configurations** screen, click the **Build** radio button.
 

A drop-down list with all the default group types in WDM is displayed. The order determines the group hierarchy structure.

To create the group hierarchy, you can select a maximum of nine levels. The **Default Policy Group** is available as a default option in the Wyse Management Suite. The group hierarchy is part of **Default Policy Group**. Therefore, the total hierarchy depth in Wyse Management Suite can be maximum of 10 including **Default Policy Group**. After you dynamically create a group hierarchy using WDM default groups, you can assign the Configuration Packages to the group.

- ① **NOTE:** All Devices view in WDM cannot be imported. You can have multiple views in WDM, but you can import only one view to Wyse Management Suite. If you do not want to import an existing view from WDM, create a group hierarchy using the **Build** option.
- ① **NOTE:** You cannot assign more than one WDM Configuration Package to a group. If you do not have ThreadX 5.x configurations assigned to views, and you use an individual JSON Configuration Package in WDM, then assign the Configuration Packages to groups.

- 2 From the drop-down list, select a group type. If you want to create a group hierarchy, click the plus sign (+) next to the drop-down list, and start adding the group types. If you select a default group type from the list at any level, the same group type is not listed again for selection.

- ① **NOTE:** If there are group levels with empty values, then the group levels are renamed to `NotSet`. However, if the group levels are missing in WDM, then they are assigned to the available parent.

- 3 Select any of the following options based on your requirement:
  - **Groups**—By default, the **Groups** check box is selected.
  - **Devices**—To associate devices to a group in the created view, select the **Devices** check box, and click **Next**.
  - **ThreadX\_5X Configurations**—To assign a ThreadX 5.x configuration to a group in the created view:
    - 1 Select the **ThreadX\_5X Configurations** check box, and click **Next**.
    - 2 From the **Profile** drop-down list, select a Teradici-based configuration.
    - 3 From the **Group** drop-down list, select a group.

To add more profiles and groups, click the **plus sign (+)** next to the drop-down list, and start adding configurations and groups. When you are creating the group hierarchy, select only up to nine group levels. This is because the maximum number of groups does not exceed the supported levels of Wyse Management Suite.

You can select both **Devices** and **ThreadX\_5X Configurations** check boxes if you want to assign both devices and Teradici-based configurations to the created view.

**NOTE:** If you are managing Windows-based devices, and want to import Windows-based profiles, select the **WES Profiles** check box. For more information, see [Import View and WES profiles](#).

## View import status of view and Teradici-based configurations

After you import the view and Teradici-based profiles using the **WDM Import task** screen, the task status screen is displayed automatically. The status screen displays the following attributes:

- **Imported Groups**—Displays the total number of groups that are successfully imported.
- **Imported Configurations**—Displays the total number of Teradici-based configuration that are successfully imported.
- **Imported Devices**—Displays the total number of ThreadX 5.x devices that are successfully imported.
- **Failed import Groups**—Displays the total number of groups that failed during import. To import a failed group, perform the rollback activity, and then import the group again.
- **Failed import Configurations**—Displays the total number of Teradici-based configurations that failed during import. To import a failed configuration, perform the rollback activity, and then import the configuration again.
- **Failed import Devices**—Displays the total number of ThreadX 5.x devices that failed during import. To import a failed device, perform the rollback activity, and then import the device again.

### **NOTE:**

- After the import activity of the view and Teradici-based configuration is complete, the **VIEW STATUS** and **Rollback** options are displayed during next login or after you click **Back to Task**. For more information about rollback capability—see [Rollback capability](#).
- The date of the last import activity is displayed in the **View and WES Profile/ThreadX\_5X Configurations** task section.

## Roll-back capability

Wyse Management Suite Import tool provides you with a **Rollback** option to erase all groups, devices, and profiles imported to Wyse Management Suite.

**CAUTION:** The Rollback option erases all the data that are imported to Wyse Management Suite. If the administrator has created any group, device, or profile, the relevant data are also removed from Wyse Management Suite.

After rollback, you can perform the view and profiles import activity again.

To perform a rollback:

- 1 Go to the **WDM Import Task** screen.
- 2 Click **Rollback** in the **View and WES Profiles/ThreadX\_5X Configurations** section.  
If you have any device that is registered to Wyse Management Suite, you are prompted to reconfirm whether you want to continue the rollback process.
- 3 Click **Rollback**.  
The time that is taken to complete the rollback process depends on the size of the data inventory that is imported to the Wyse Management Suite.

**NOTE:** Rollback option is available only for view, Windows-based profiles, and Teradici-based configurations.

After you perform Rollback on Teradici-based devices, the devices are not removed from Wyse Management Suite, and devices still communicate with the Wyse Management Server. To move the devices from Wyse Management Suite to WDM using EM SDK sync, do the following:

- 1 Stop Teradici SDK services on the EM SDK server.

- 2 Log in to WDM and go to **Devices** page.
- 3 Select all devices and click **Refresh**.

# Switching devices from Wyse Device Manager to Wyse Management Suite

After you import devices from WDM to Wyse Management Suite, the device registration status in Wyse Management Suite is displayed as **Pre-registered**.

Deploy an RSP package to switch the Windows Embedded Standard, Windows 10 IoT Enterprise, ThinLinux, and SUSE Linux devices from WDM to Wyse Management Suite. Deploying an RSP package changes the connectivity from WDM to Wyse Management Suite and upgrades the Wyse Device Agent (WDA) to a newer version.

Deploy an INI parameter to switch the ThinOS devices from WDM to Wyse Management Suite.

Use the **Portal Administration** tab on Wyse Management Suite to synchronize the ThreadX 5.x devices to the Teradici server.

## **NOTE:**

- For each device in the group, the device is preregistered to the group. Preregistration fails if the MAC address exists in the tenant. If the import data has devices with a duplicate MAC address, only the first device with the MAC address is successfully imported.
- Wyse Management Suite matches a device to an existing preregistered device using the MAC address. If the MAC address is correct, the group **ownerId** of the preregistered device is returned. If the MAC address is incorrect or unavailable, then the device is placed in an unmanaged group.

After you switch the devices from WDM to Wyse Management Suite, the device registration status in the Wyse Management Suite console is changed to **Registered**.

Topics:

- [Supported operating systems](#)
- [Deploy RSP package to ThinLinux devices](#)
- [Deploy RSP package to SUSE Linux devices](#)
- [Deploy RSP package to Windows-based devices](#)
- [Deploy INI parameter to ThinOS devices](#)
- [Switch ThreadX 5.x devices from WDM to Wyse Management Suite](#)

## Supported operating systems

Device switch functionality is supported on the following operating systems:

- Windows Embedded Standard 7–32-bit
- Windows Embedded Standard 7P–64-bit
- Windows Embedded 8 Standard–64-bit
- Windows 10 IoT Enterprise–64-bit
- ThinLinux
- SUSE Linux Enterprise
- ThinOS and ThinOS Lite
- ThreadX 5.x



# Deploy RSP package to ThinLinux devices

To deploy an RSP package to the ThinLinux-based devices:

- 1 Download the RSP package from [Dell Digital Locker](#).
- 2 Register the downloaded RSP package to Wyse Device Manager (WDM) version 5.7.2.
- 3 Navigate to **Other Packages**, select the registered RSP package, and click **Package Script**.  
The Package Script screen is displayed.
- 4 Click **Edit**, and replace the server URL with the Wyse Management Suite server URL in the RSP package script.  
For example: `"/bin/sh/tmp/deviceSwitchOver.sh https://wmserver.wms.com:443"`.
- 5 Click **Save**.
- 6 Deploy the RSP package to the ThinLinux devices by using WDM.  
For information about installing an RSP package using WDM, see the *Wyse Device Manager version 5.7.2 Administrator's Guide* at [www.dell.com/manuals](http://www.dell.com/manuals).

# Deploy RSP package to SUSE Linux devices

To deploy an RSP package to the SUSE Linux Enterprise-based devices:

- 1 Download the RSP package from [Dell Digital Locker](#).
- 2 Register the downloaded RSP package to Wyse Device Manager (WDM) version 5.7.2.
- 3 Navigate to **Other Packages**, select the registered RSP package, and click **Package Script**.  
The Package Script screen is displayed.
- 4 Click **Edit**, and do the following:
  - a Replace the tag `<WMS Server URL>` in the RSP package script with the Wyse Management Suite server URL.
  - b Replace the tag `<MQTT Server URL>` in the RSP package script with the notification server URL.
  - c Replace the tag `<GroupToken>` in the RSP package script with the group token.  
For example, `"/bin/sh/tmp/deviceSwitchOver.sh https://wmserver.wms.com:443 wmserver:1883 defa-quarantine"`.
- 5 Click **Save**.
- 6 Deploy the package to the SUSE Linux devices using WDM.  
For information about installing an RSP package using WDM, see the *Wyse Device Manager version 5.7.2 Administrator's Guide* at [www.dell.com/manuals](http://www.dell.com/manuals).

**NOTE:** Dell recommends that you use the unmanaged group token—defa-quarantine—in the RSP package script. After the device is registered to the Wyse Management Suite, the device moves to the group.

# Deploy RSP package to Windows-based devices

To deploy an RSP package to the Windows-based devices:

- 1 Download the RSP package from [Dell Digital Locker](#).
- 2 Register the downloaded RSP package to Wyse Device Manager (WDM) version 5.7.2.
- 3 Navigate to **Other Packages**, select the registered RSP package, and click **Package Script**.  
The Package Script screen is displayed.
- 4 Click **Edit**, and replace the server URL with the Wyse Management Suite server URL in the RSP package script.  
Example: `"C:\Temp\WESMigrationUtil.exe WDA_14.0.0.108_Unified.exe https://wmserver.wms.com:443" "+"`.
- 5 Click **Save**.
- 6 Deploy the package to the Windows-based devices by using WDM.  
For information about installing an RSP package using WDM, see the *Dell Wyse Device Manager version 5.7.2 Administrator's Guide* at [www.dell.com/manuals](http://www.dell.com/manuals).



**NOTE:** The system reboots three times during the package deployment process.

## Deploy INI parameter to ThinOS devices

Ensure that your devices are running ThinOS version 8.4 or later. To deploy an INI parameter to the ThinOS-based devices:

- 1 Create a `wnos.ini` file with the following INI parameters:

**Table 5. INI parameters**

| ThinOS v8.5-based devices              | ThinOS v8.4-based devices  |
|--|--|
| AutoLoad=1                             | AutoLoad=1   |
| SignOn=1                               | SignOn=1   |
| WDAService=yes\<br>Priority=WMS        | WDAService=yes\<br>Priority=CCM  |
| WMSEnable=yes\<br>Server=<Server URL>\ | CCMEnable=yes\<br>CCMServer=<Server URL>\  |
| CAValidation=no\<br>Override=yes       | GroupPrefix=<Prefix>\<br>GroupKey=<Key>\<br>MQTTServer=<Server URL>\<br>CAValidation=no\<br>Override=yes |

**NOTE:** For ThinOS Lite devices, you must create a `xen.ini` file with the same INI parameters that are listed in the table.

- 2 Place the `wnos.ini` file in the `C:\inetpub\ftproot\Rapport\WTOSCONFIG\WNOS` folder of the Wyse Device Manager (WDM) server.

**NOTE:** The group token information is not needed for ThinOS v8.5-based devices. The device registers to the default policy group, and the group token is automatically updated in the Wyse Device Agent user interface.

- 3 Log in to WDM Web UI, and on the **Wyse ThinOS** page, enable the **WTOS INI path upon checkin** option.

**NOTE:** If you are using WDM Microsoft management console (MMC), navigate to Configuration Manager and enable this option.

- 4 Restart the device using WDM.

## Switch ThreadX 5.x devices from WDM to Wyse Management Suite

Before you migrate ThreadX 5.x devices, ensure that you have upgraded the EM SDK package to the latest version. For more information, see [prerequisites for Teradici-based device migration](#). To switch ThreadX 5.x devices from WDM to Wyse Management Suite, do the following:

- 1 Log in to Wyse Management Suite.
- 2 Go to **Portal Administration**, and click **Teradici** in the **Console Settings** section.
- 3 Select the check box that corresponds to the Teradici server, and click **Enable Server**.
- 4 Click **Sync Devices**.

The devices that are registered to the EM SDK server get registered to the Wyse Management Suite server.

# Postmigration

Verify the data that is imported from Wyse Device Manager (WDM) to Wyse Management Suite. You can use the event logs to compare the total file count and capacity.

To verify that the data is successfully migrated:

- 1 Log in to the Wyse Management Suite.
- 2 On the **Dashboard** page, verify the device count for total devices that are imported from WDM.
- 3 On the **Dashboard** page, verify the summary of events for WDM import activity.
- 4 On the **Groups and Configs** page, verify the groups and policies that are imported from WDM.
- 5 On the **Groups and Configs** page, click the group that you have imported, and verify the corresponding configuration settings or resources.
- 6 On the **Devices** page, verify the devices that are switched from WDM. You can perform real-time commands and verify whether the commands are responding to Wyse Management Suite.
- 7 On the **Apps and Data** page, verify the packages that are imported from WDM.

# Uninstall Wyse Management Suite Import Tool

To uninstall Wyse Management Suite Import Tool:

- 1 Go to **Control Panel**, and click **Programs > Programs and Features**.
- 2 Select **Wyse Management Suite Import Tool**.
- 3 Click **Uninstall**.

The **Wyse Management Suite Import Tool Uninstaller** screen is displayed. By default, the **Remove** radio button is selected.

- 4 Click **Next**.
- 5 Click **Finish** after the uninstallation is complete.

You can also uninstall Wyse Management Suite Import Tool by using Wyse Management Suite Import Tool installer.

- 1 Run the **WMS\_Import\_Tool.exe** file on your device.  
The **Wyse Management Suite Import Tool Uninstaller** screen is displayed. By default, the **Remove** radio button is selected.
- 2 Click **Next**.
- 3 Click **Finish** after the uninstallation is complete.

# Troubleshooting

This section describes some basic troubleshooting that you can implement when you experience any problem.

**NOTE:** If the details of the previous import session are not required, delete the `%programdata%\WMS-Import\WMSMigrationInfo.json` file.

Topics:

- [Data import failure](#)
- [Incorrect devices, groups, or profiles are imported](#)
- [Wyse Management Suite is not accessible](#)
- [Import process stops when importing view and profiles](#)
- [Switching SUSE Linux device from WDM to Wyse Management Suite is unsuccessful](#)
- [Teradici-based devices communicate with WDM and Wyse Management Suite servers](#)

## Data import failure

**Problem**—During migration, the data import activity fails.

**Solution**—View the `%programdata%\WMS-Import\WMSImportLog.txt` file for a detailed error log report, and ensure that the import failure is not due to unsupported data. If the RSP packages and Windows-based WCM resources are not imported, you must click the link on the corresponding import status screens to import the data—see [Importing RSP packages](#) and [Importing Windows-based resources](#). If the groups, devices and profiles are not imported, you must perform data rollback, and then retry the import activity—see [Importing view and Windows-based profiles](#).

## Incorrect devices, groups, or profiles are imported

**Problem**—Incorrect devices, groups, or profiles are imported to Wyse Management Suite.

**Solution**—Perform the **Rollback** operation on the **View and WES Profiles task** screen, and start the import activity—see [Importing view and Windows-based profiles](#).

## Wyse Management Suite is not accessible

- **Problem**—After you import more than 3,000 groups and 50,000 devices, and perform the Rollback operation using the import tool, Wyse Management Suite is not accessible.

**Solution**—Dell recommends that you do not import more than 1,500 groups. Select a view that is supported on Wyse Management Suite.

- **Problem**—Server is inaccessible when importing an RSP package of size equal or greater than the size of local disk where Wyse Management Suite is installed.

**Solution**—Ensure that the Wyse Management Suite server has a minimum of 1 GB of free disk space.

## Import process stops when importing view and profiles

*Problem*—While importing view and Windows-based profiles, if you close and reopen the import tool, then the import process stops. The import status screen displays a zero value.

*Solution*—Perform the **Rollback** operation on the **View and WES Profiles task** screen, and start the import activity again—see [Importing view and Windows-based profiles](#).

## Switching SUSE Linux device from WDM to Wyse Management Suite is unsuccessful

*Problem*—Switching the SUSE Linux Enterprise device from WDM to Wyse Management Suite is unsuccessful.

*Solution*—Ensure that the server URL, MQTT URL, and group token that is entered in the RSP package script are valid. Switch the devices to Wyse Management Suite using the RSP package.

## Teradici-based devices communicate with WDM and Wyse Management Suite servers

*Problem*—After you switch the devices to Wyse Management Suite, Teradici-based devices communicate with both the Wyse Device Manager and Wyse Management Suite servers.

*Solution*—Shut down the WDM server.