

Dell Wyse Management Suite

Version 2.0 Release Notes



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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Release summary

Wyse Management Suite is the next generation thin client management software that enables organization to deploy, group, and manage devices. Wyse Management Suite can be installed on-premise in your organization's private cloud, or you can take advantage of Wyse Management Suite available as Software as a Service (SaaS) for automatic maintenance of software without any management software to install.

Wyse Management Suite uses industry standard architecture and components to efficiently manage your network devices. Wyse Management Suite is a web-based application where you can access the console using supported browser from anywhere. You can also perform all the operations from the web user interface. The Wyse Management Suite architecture is designed to manage the end-point devices in an efficient, reliable, and secure manner. Wyse Management Suite is available in Standard and Pro edition. Wyse Management Suite Standard is free edition of management software that can be deployed in organization's private cloud and supports up to 10,000 devices. Wyse Management Suite Pro is paid Enterprise grade management software solution that is available on private and public cloud (SaaS).

You can manage and configure thin clients that run Wyse ThinOS 9.0 operating system using Wyse Management Suite 2.0. You can also upgrade thin clients that run Wyse ThinOS version 8.x to ThinOS 9.x.

Version

2.0

Release date

March 2020

To download this version of the product, see [Downloading the image](#).

Priority and recommendations

Recommended: It is recommended to apply this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).

Compatibility

Supported thin clients on Wyse Management Suite

Table 1. Supported thin clients on Wyse Management Suite

Thin Clients	Device Type	Operating System, Wyse Device Agent versions
Linux	Wyse 7020 Thin Client	Operating System 11.3.110 Wyse Device Agent 2.0.13-00.1 Platform Utility 1.0.4-0.1 and later
ThinLinux 1.0	Wyse 5060 Thin Client	Operating System 1.0.7 Wyse Device Agent 2.2.10-00.01 Platform Utility 1.2.3-0.3 and later
	Wyse 3040 Thin Client	Operating System 1.0.7.1 Wyse Device Agent 2.2.10-00.01 Platform Utility 1.2.3-0.3 and later
ThinLinux 2.x	Wyse 3040 Thin Client	Operating System 2.2.0.01
	Wyse 5070 Thin Client	Wyse Device Agent 3.4.7-08 and later
	Wyse 5070 Extended Thin Client	Platform Utility 2.4.7-08 and later
	Wyse 5470 Thin Client	Operating System 2.2.1.00 Wyse Device Agent 3.4.7-08
Windows Embedded Standard 7P (WES7P)	Wyse 5060 Thin Client	Operating System 7067 Wyse Device Agent 14.4.2.x and later
Windows 10 IoT Enterprise	Wyse 5070 Thin Client	Operating System 10.03.06.11.19, 10.04.06.09.19.00
	Wyse 5070 Extended Thin Client	Wyse Device Agent 14.4.2.x
	Wyse 5060 Thin Client	
	Wyse 5470 Thin Client	Operating System 10.03.08.07.19.00 , 10.03.06.11.19 Wyse Device Agent 14.4.3.x
	Wyse 5470 All-in-One Thin Client	Operating System 10.03.07.06.19.00, 10.03.06.11.19 Wyse Device Agent 14.4.3.x
Wyse ThinOS	Wyse 5040 All-in-One Thin Client	Firmware 8.5 and 8.6
	Wyse 5010 Thin Client (ThinOS, PCOIP)	
	Wyse 7010 Thin Client	
	Wyse 5060 Thin Client	
	Wyse 3040 Thin Client	Firmware 8.6_204.57, 9.0.1121
	Wyse 5070 Thin Client	

Table 1. Supported thin clients on Wyse Management Suite (continued)

Thin Clients	Device Type	Operating System, Wyse Device Agent versions
	Wyse 5070 Extended Thin Client Wyse 5470 Thin Client Wyse 5470 All-in-One Thin Client	
Teradici	Wyse 5030 PColP zero client	Firmware Threadx 5.x
	Wyse 7030 PColP zero client	Firmware Threadx 6.x
	Wyse 5050 All-in-One Thin Client	

Previous version of Wyse Management Suite

1.4.1

New and enhanced features

ThinOS 9.x configuration user interface

A configuration user interface is provided for thin clients that run ThinOS version 9.x. You can configure the thin client at group level and device level. When a new schema is uploaded from Operator, the user interface changes without any downtime of Wyse Management Suite server.

Configuration user interface upload

- Wyse Management Suite 2.0 supports Dynamic user interface for ThinOS 9.x. You can upload the configuration user interface from operator account in the public cloud server.
- In the on-premise build, the feature is available in the **Portal Admin > Setup** page. This feature is available only with the Pro license.

Uploading files to ThinOS 9.x

- You can upload ThinOS 9.x files from the ThinOS 9.x configuration page.
- The files can also be uploaded using **Apps & Data > OS Image Repository > ThinOS 9.x**.
- All uploaded packages reflect in the configuration page and in the inventory page.

Remote repository to host ThinOS 9.x packages and firmware

- You can use remote repository to host large files such as firmware and packages in local or in the remote repository server.
- The uploaded file can be selected and configured using remote repository in configuration policy.
- You can download these files from remote repository after applying the configuration policy on the thin client.
- A new folder **ThinOSConfigFiles** is available in the repository to host such files.
- If you enable replication, the hosted packages are replicated in multiple repositories registered in the server.

Subnet mapping

Subnet mapping allows you to assign subnet to a file repository. Using Subnet mapping, you can associate a file repository to 25 subnets or range of subnets and also prioritize these subnets. Subnet mapping is not supported on ThinOS 9.x devices.

Upgrade ThinOS 8.6 device to ThinOS 9.0

- A ThinOS 8.6 thin client can be converted or upgraded to ThinOS 9.0 by registering conversion image and creating ThinOS 8.6 firmware upgrade policy.
- After you convert the thin client to ThinOS 9.0, it can be upgraded to latest ThinOS 9.0 version by creating ThinOS 9.0 firmware properties policy.
- Configurations that are created in ThinOS 8.6 are not available in ThinOS 9.0, when you convert the thin client from ThinOS 8.6 to ThinOS 9.0. Reconfigure the policy settings for ThinOS 9.0 from **Edit policies**.

 **NOTE:** You cannot downgrade ThinOS version 9.0 to version 8.6.

Enrollment validation

In Wyse Management Suite 2.0, the Enrollment Validation option is introduced where the tenant must manually approve before the device is registered to a group. When the Enrollment Validation option is enabled, the auto-discovered devices are in Pending Validation state in the Devices page. The tenant can select a single device or multiple devices in the Devices page and validate the enrollment. The devices are moved to the intended group after they are validated.


- You can enable **Enrollment Validation** from **Portal Admin > Other settings**.
- The option is enabled by default for new tenants.
- You can enable or disable **Enrollment Validation** on the OOB screen.
- For existing tenants, the option is disabled.
- New devices that are discovered manually or automatically are moved to Enrollment pending state. The administrator can approve the device and move to a group or unregister the device.
- The count of the devices that are not approved, are displayed on the **Dashboard** for approval.
- All unapproved devices are listed under Enrollment Validation Pending filter drop-down in **Device page > Status**.
- Group administrators have the permission to validate enrollment for the devices registering to that group.
- Viewers do not have the permission to validate enrollment.

Enhanced preview for import configurations

- Now users can preview all the configurations that are available in the exported file or a group.
- You can preview the imported configurations before you import them to the group.

Select group

In Wyse Management Suite 2.0, you can create a ThinOS select group using the Wyse Management Suite user interface. You cannot register the device to select group parent. The select group parent can have a maximum of 10 child select group. The child select group cannot have a child group.

 **NOTE:** You cannot change the select group to a custom group and vice versa.

Batch upload

Batch upload allows you to upload multiple certificates, application packages, and firmware packages together. You can upload up to 5 packages together from the Wyse Management Suite 2.0 configuration page with a Pro license.

In the public cloud you can have only 10 packages at any point. If you have to upload any new packages you have to delete the existing one and then upload a new package.

There are no package upload limits to the on-premise users.

Known issues

Table 2. Known issues

Issue number	Issue description	Workaround
RAPTOR-886	In the Device page, Search by Name field does not work when you search for Devices that do not exist.	There is no workaround.
RAPTOR-1031	There is no validation support for the fields in ThinOS 9.X policies.	There is no workaround.
RAPTOR-880	Users can perform other operations when any firmware or package file upload is in progress.	There is no workaround.
RAPTOR-1220	Policy removal feature is not present in ThinOS 9.x.	The Reset button for each field in the ThinOS 9.x page can be used for removing policies.
RAPTOR-979	Child domain users and child groups are not listed after importing from Active Directory.	There is no workaround.
RAPTOR-1428	Subnet Mapping option is enabled in Portal Administration > File Repository Section for Standard License Type.	This issue does not have any impact.
RAPTOR-1538	Remote repository fails with null point exception when you unregister with any ThinOS 9.X configurations applied.	Remove the package policy, and unregister the remote repository.
WMS21-131	Remote repository prolongs for an extended period during registration.	Click the Register button once again for successful registration.
RAPTOR-1543	If the ThinOS 9.0 device is registered to a custom group or a child custom group, the Select Group field dropdown in the ThinOS 9.0 login page lists all the custom groups.	There is no workaround. This issue does not have any impact.
WMS21-132	An error message is displayed when a policy is imported from a group that contains resource files or passwords for ThinOS 9.X.	Remove the resource files and passwords from the group and import the ThinOS 9.X policies.
WMS-239	Sync BIOS Admin Password option from the Jobs page shows successful, but the setting does not apply in BIOS.	There is no workaround to apply the BIOS password at Group level for specific operating system type from the Jobs page. You can perform the Sync BIOS Admin Password action from the Device details page for individual devices.
WMS21-153	On a ThinOS 9.x device, the Device details page stops working and shows an error message that states <i>Error: Error</i> . This issue is observed when a BIOS password is set using the Sync	There is no workaround. Do not use Sync BIOS Admin Password for ThinOS 9.0 device.

Table 2. Known issues (continued)

Issue number	Issue description	Workaround
	BIOS Admin Password option from the Device details page or from the Jobs page.	

Fixed issues

- WMS-149—Fixed the issue where the complex group token is accepted and simple group token is rejected when you clear and select the **Group Token** check box. The issue was observed in Wyse Management Suite 1.4.1.
- WMS-145—Fixed the issue where the on-prem Thin Client App Inventory notes does not work. The issue was observed in the pro license of Wyse Management Suite 1.4. When you added notes to applications after the first page, the notes were not being applied to the desired application. This issue is fixed and you can add a note to any application in any page.
- WMS-242—Fixed the issue where the database password containing special characters leads to a white screen in the browser. The Wyse Management Suite 2.0 repository installed with special characters for **Database**, opens the user interface normally.
- WMS-219—Fixed the issue where the Wyse Management Suite administrator accounts do not show the groups that they are assigned to, when reviewing the account. The issue is observed when the admin accounts are assigned as Group Administrators to specific groups.
- WMS-159—Fixed the issue where the device search attributes reset after logging off. The changed searched attributes are now retained after you log off and log back in.
- WMS-97—Fixed the issue where the Wyse Management Suite group taken name accepts long character length, causing registration problem. In Wyse Management Suite 2.0, 31 characters limitation is added to the field.

Important notes

Wyse Management Suite upgrade path

Table 3. Wyse Management Suite upgrade path

Upgrade type	Upgrade path	Compatibility
WMS 1.3 to WMS 2.0	1.3 > 2.0	Supported*
	1.3 > 1.4 > 1.4.1 > 2.0	Supported*
	1.3 > 1.4 > 2.0	Supported*
WMS 1.4 to WMS 2.0	1.4 > 1.4.1 > 2.0	Supported*
	1.4 > 2.0	Supported*
WMS 1.4.1 to WMS 2.0	1.4.1 > 2.0	Supported*

NOTE: * indicates that you must run the `WMSUpgradeFix_1.0` zip file before upgrading Wyse Management Suite version 1.3, 1.4, or 1.4.1 (upgraded from 1.0 or 1.1) to Wyse Management Suite version 2.0. To download the file, go to the *Wyse Management Suite version 2.0, 2.1, and 3.0 upgrade fix* package at <https://www.dell.com/support/>.

Server or Device agent details

Table 4. Server or Device agent details

File name	Description	Version
WMS_2.0.exe	Wyse Management Suite server	2.0.304
WMS_Repo.exe	Wyse Management Suite Repository	2.0.33
WMS_Import_Tool.exe	Wyse Device Manager to Wyse Management Suite import too	1.5.0.2
WDA_14.4.2.51_Unified.exe	Unified Wyse Device Agent for Windows	14.4.3.5
wda-2.4.3-00.01.x86_64.tar	Wyse Device Agent package for ThinLinux 1.0	2.4.3-00.01.x86_64
wda_3.4.7-08_amd64.tar	Wyse Device Agent package fo ThinLinux 2.0	3.4.7-08

NOTE: The agents listed above are not tested with Wyse Device Manager.

Table 5. Supported browsers

Browsers	Version
Chrome	66.0.3359 and later
Firefox	56.0 and later
Internet Explorer	11.0 and later

Windows Server configuration requirements

Table 6. Windows Server configuration requirements

Devices	Server requirements
Minimum server requirements for Wyse management Suite operations	<ul style="list-style-type: none"> Supported operating systems—Windows 2012 R2, Windows 2016, and Windows 2019 Server Standard Minimum CPU requirements—4 CPU Minimum Disk Space—40 GB Minimum Memory—8 GB
Server requirement for Wyse Management Suite operations—50,000 devices	<ul style="list-style-type: none"> Supported operating systems—Windows 2012 R2, Windows 2016, and Windows 2019 Server Standard Minimum CPU requirements—4 CPU Minimum Disk Space—120 GB Minimum Memory—16 GB
Server requirement for Wyse Management Suite operations—120,000 devices	<ul style="list-style-type: none"> Supported operating systems—Windows 2012 R2, Windows 2016, and Windows 2019 Server Standard Minimum CPU requirements—16 CPU Minimum Disk Space—200 GB Minimum Memory—32 GB

Supported operating system matrix

Table 7. Supported operating systems

Operating system	WMS server	WMS repository	Remote database
Windows Server 2012 R2 English	Supported	Supported	Supported
Windows Server 2012 R2 French	Supported	Supported	Not supported
Windows Server 2012 R2 Italian	Supported	Supported	Not supported
Windows Server 2012 R2 German	Supported	Supported	Not supported
Windows Server 2012 R2 Spanish	Supported	Supported	Not supported
Windows Server 2016 English	Supported	Supported	Supported
Windows Server 2016 French	Supported	Supported	Not supported
Windows Server 2016 Italian	Supported	Supported	Not supported
Windows Server 2016 German	Supported	Supported	Not supported
Windows Server 2016 Spanish	Supported	Supported	Not supported
Windows Server 2019 Standard English	Supported	Supported	Supported
Windows Server 2019 Standard French	Supported	Supported	Not supported
Windows Server 2019 Standard Italian	Supported	Supported	Not supported
Windows Server 2019 Standard German	Supported	Supported	Not supported
Windows Server 2019 Standard Spanish	Supported	Supported	Not supported

Installing package/Upgrading image

Downloading the installation file

1. Go to www.dell.com/support.
2. In the **Enter a Service Tag, Serial Number, Service Request...** field, type the Service Tag or the model number of your device, and press Enter or click the search icon.
3. On the product support page, click **Drivers & downloads**.
4. Select the appropriate operating system.
5. From the list, locate the file entry and click the download icon.

Resources and support

Accessing documents using the product search

1. Go to www.dell.com/support.
2. In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** search box, type the product name. For example, **Wyse 3040 thin client** or **Wyse ThinOS**.

A list of matching products is displayed.

3. Select your product and click the search icon or press Enter.
4. Click **Manuals & documents**.

Accessing documents using product selector

You can also access documents by selecting your product.

1. Go to www.dell.com/support.
2. Click **Browse all products**.
3. Click **Thin Clients**.
4. Click the desired category, either **Wyse Hardware** or **Wyse Software**.
5. Click the desired product.
6. Click **Manuals & documents**.

Contacting Dell

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for technical support or customer service issues, see www.dell.com/contactdell.

If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or the product catalog.