

Dell Wyse Management Suite 1.4

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 and can also perform all the operations from the web UI. 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).

Version

1.4

Release date

August 2019

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

Priority and recommendations

Recommended: Dell recommends applying 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 5010 thin client Wyse 7010 thin client Wyse 5020 thin client Wyse 7020 thin client	Operating System 11.3.106 Wyse Device Agent 2.0.13-00.1 Platform Utility 1.0.4-0.1
ThinLinux 1.0	Wyse 5020 thin client Wyse 5060 thin client Wyse 7020 thin client Wyse 3030 LT	Operating System 1.0.7 Wyse Device Agent 2.4.3-00.01
	Wyse 3040 thin client	Operating System 1.0.7.1 Wyse Device Agent 2.4.3-00.01
ThinLinux 2.0	Wyse 3040 thin client Wyse 5070 thin client Wyse 5070 Extended thin client	Operating System 2.2.0.00 Wyse Device Agent 3.4.6-05
ThinLinux 2.2.1	Wyse 5470 thin client	2.2.1.00 Wyse Device Agent 3.4.6-06
Windows Embedded Standard 7 (WES7)	Wyse 5010 thin client Wyse 7010 thin client Wyse 5020 thin client Wyse 7020 thin client	Operating System 7064 Wyse Device Agent 14.4.0.135
	Wyse 3030 thin client	Operating System 7077 Wyse Device Agent 14.4.0.135
	Wyse 7010 Extended thin client	Operating System 7064 Wyse Device Agent 14.4.0.135
Windows Embedded Standard 7P (WES7P)	Wyse 5010 thin client Wyse 7010 thin client	Operating System 896 Wyse Device Agent 14.4.0.135
	Wyse 5020 thin client	Operating System 7091

Thin Clients	Device Type	Operating System, Wyse Device Agent versions
	Wyse 7020 thin client	Wyse Device Agent 14.4.0.135
	Wyse 7010 Extended thin client	Operating System 896 Wyse Device Agent 14.4.0.135
	Wyse 7040 thin client	Operating System 7091 Wyse Device Agent 14.4.0.135
	Latitude 3460 mobile thin client Latitude E7270 mobile thin client	Operating System 7065 Wyse Device Agent 14.4.0.135
	Wyse 5060 thin client	Operating System 7091 Wyse Device Agent 14.4.0.135
Windows 10 IoT Enterprise	Wyse 5020 thin client Wyse 7020 thin client Wyse 7040 thin client	Operating System 0A79 Wyse Device Agent 14.4.0.135
	Wyse 5070 thin client Wyse 5070 Extended thin client Wyse 5470 thin client Wyse 5470 All-in-One thin client	Operating System 10.03.06.10.18.00 Wyse Device Agent 14.4.0.135
	Wyse 5060 thin client	Operating System 0A71 Wyse Device Agent 14.4.0.135
	Latitude 5280 mobile thin client	Operating System 0A73 Wyse Device Agent 14.4.0.135
	Latitude 3480 mobile thin client	Operating System 0A72 Wyse Device Agent 14.4.0.135
	Wyse 5470 thin client	Operating system 10.03.08.06.19.00 Wyse Device Agent 14.4.1.5
	Wyse 5470 All-in-One thin client	Operating system 10.03.07.06.19.00 Wyse Device Agent 14.3.0.66
Windows Embedded Standard 8	Wyse 5010 thin client Wyse 7010 thin client Wyse 5020 thin client Wyse 7020 thin client	Operating System 930 Wyse Device Agent 14.4.0.135
Wyse ThinOS	Wyse 5040 AIO Wyse 3010 thin client Wyse 3020 thin client	Firmware 8.5

Thin Clients	Device Type	Operating System, Wyse Device Agent versions
	Wyse 5010 thin client (ThinOS, PCOIP) Wyse 7010 thin client Wyse 3030 LT thin client Wyse 5060 thin client Wyse 3040 Thin Client	
	Wyse 5070 thin client Wyse 5070 Extended thin client Wyse 5470 thin client Wyse 5470 All-in-One thin client	Firmware 8.6_185
Teradici	Wyse 5030 thin client, Wyse 7030 thin client Wyse 5050 thin client	Firmware 5.x (5.5.1, 5.4, 5.3) 6.x (6.0, 6.1.1)

Previous version of Wyse Management Suite

1.3

New and enhanced features

Wyse Management Suite components Update

- Updated to Open JDK 11
- Tomcat is upgraded to 9.0.13
- Teradici EMSDK upgraded to 1.0.3

Public cloud storage of ThinOS packages

All released versions of ThinOS packages are uploaded into Cloud Wyse Management Suite repository using a new interface.

Unified workflow for ThinOS firmware and package

- You can publish ThinOS packages configuration without any dependency on firmware or platform.
- Multiple applications can be pushed via single configurations.
- Available in both public and private cloud.
- This feature is supported on pro licenses only.

NOTE: ThinOS version 8.6_017 is required to support this feature.

If the application fails to install, the device tries to install again in the next reboot.

Upload package UI from App and Data

- ThinOS packages can be uploaded from Wyse Management Suite UI (Apps and data > OS image repository > ThinOS).
- Available in both public and private cloud.

Teradici EMSDK upgrade

Teradici EMSDK is updated to version 1.3 to support Open JDK 11

Export or import policy configuration

- Exports group configurations from console to a file.
- Imports configurations to a console.
- All operating system export or import are supported at individual group level.
- Configurations can be exported from one server and can be imported in to another server.
- Export or import are version independent.

NOTE: The configurations with resource file cannot be imported.


Preserve device exception

- Wyse Management Suite preserves the device exception when device moves within groups.
- Configurations that are created at the device level are not removed when changing the groups.

- Applicable to all device types.


Option to publish host files

- ThinOS host file can be uploaded and pushed through configuration.

 **NOTE:** ThinOS version 8.6+ is needed to support this feature.

Multi monitor support (ThinOS)

- Multi monitor configuration is enabled.
- Enable multiple monitor option enables the Multi Monitors configuration grid to define settings for each monitor.

 **NOTE:** ThinOS version 8.6+ is needed to support this feature.

Dynamic assignment of application policy to a repository

- Ability to assign an application policy to a repository belonging to a specific subnet or assign application policy to dynamically select the repository as per the subnet assignment in the associated group.
- This feature is applicable only for pro license.
- This feature supports both public and private cloud.
- Device downloads applications from the file repository which is in the same or nearest subnet.
- Allows tenant administrator the possibility of activating replication of file repositories content.
- If one repository is offline, the policy is pushed from the next nearest repository.

 **NOTE:**

- File download fails from remote repository to local repository as there is no UI option to import the remote repository self-signed certificate to Wyse Management Suite Server.
- Checking **Replicate existing files** ensures that all files that have been added to any of your file repositories before the activation of **Automatic Replication** also gets replicated. Otherwise, only new added files gets replicated.

Wyse Management Suite console time-out

- Wyse Management Suite console time-out is configurable.
- All global administrators only can update the console time-out.

Apply on check-in option enabled on standard

Applying the application policy while device check-in is enabled for standard license.

Shutdown command

- Wyse Management Suite is enhanced to provide an option to shut down thin client.
- It is applicable to WES/Wyse software Thinclient/ThinLinux/ThinOS devices.
- **Shutdown Now** and **Schedule Device** command are supported.

 **NOTE:** Shutdown feature is not supported for Legacy SUSE Linux Thin Clients.

Wyse Easy Set up 2.0

- App State Aware feature is required only for RDP
- CIR98247(Requirement is to add a checkbox in Start Menu for Enable Help)

- User settings persistence/kiosk personalization
- Single sign-on

Overlay Optimizer 1.0

The script is bundled to enable or disable the overlay optimizer in Wyse Management Suite installer.

Dell Secure Client 1.0

- Dell Secure Client scripts to enable or disable are prebundled with Wyse Management Suite installer.

Support upgrade from ThinLinux 1.x to 2.1 on Wyse 3040 thin client and Wyse 5070 thin client

Pull and Push OS+Recovery using Merlin Advance and Default Pull options are available.

ThinLinux lockdown settings

The following options are added under the security settings in ThinLinux:

- Disable or enable USB ports
- USB devices lockdown
- USB Control based on USB Device Class

 **NOTE: This feature is valid only for ThinLinux 2.1 and later.**

Per application install timeout

- This feature provides an option to configure per application timeout for standard policy and Advance policy.
- Default value for logout is 60 minutes. Minimum and maximum values are between 5 minutes and 360 minutes respectively.
- Device receives application policy and time out if application installation takes more than configured installation timeout value.

Option to sort the device based on the write filter status

You can use the **Write Filter** column to sort the devices based on the **Write Filter** status.

Application filter based on operating system

- Applications are mapped to the operating system type while creating any application policy. Applications related to the defined operating system type only are listed while configuring any applications policy.
- Tenant administrator has the option to map the applications based on the extension to device type.

 **NOTE: An administrator can update the new extensions for operating system types from Portal Administration > File Repository UI.**

Option to configure Wyse Management Suite URL and MQTT URL

- Option to update external Wyse Management Suite Server URL.
- Option to update external MQTT URL.

- Applications published after the Wyse Management Suite URL change must have the new URL. However, applications that are published before the change can retain the old URLs.

NOTE: Application download fails on the devices if CA validation is ON and the Wyse Management Suite URL is changed.

ThinOS configuration enhancements

The following settings are newly added in this release:

- Remote Connection (8.5+) > Citrix Broker> NetScaler Gateway Authentication > CAGExternal
- Remote Connection (8.5+) > Citrix Broker> NetScaler Gateway Authentication > CAGUserAsUPN
- Remote Connection (8.5+) > Citrix Broker > Basic Settings> Timeout=5-300
- Device Configuration > General Settings (8.5+) > WMS Agent Settings> [Week={0, 1, 2, 3, 4}]
- Device Configuration > Security >Sign On Settings> IconGroupStyle=Default/Folder
- Remote Connection (8.5+) >Microsoft RDP Settings >Basic Settings > [ForceUpdatedNLA=yes/no]
- Remote Connection (8.5+) >Direct RDP Connections > Basic Settings > onscreen =x (1-6)

ThinLinux enhancements

The following are the new Citrix,VMware,RDP configurations that can be deployed to Thin Client running ThinLinux operating system:

Table 2. ThinLinux enhancements

Connection Type	Parameter
Citrix	Ping before connect—You can enable the ping option to verify that the host is reachable. Default value is OFF.
Citrix	Enable middle button paste login—This option enables you to control the mouse button action in a Unix environment. Default value is ON.
Citrix	Compression—Enables the compression during the session. Default value is ON.
VMware	Username with domain—Associates a username with the domain. Default value is OFF.
VMware	Unauthenticated Access—Prevents any unauthenticated access to the application. Default value is OFF.
VMware	Ping before connect—You can enable the ping option to verify that the host is reachable. Default value is ON.
VMware	Enable MMR—You can select this option to ping before connecting to the system. Default value is ON.
VMware	Interactive Mode—Enables interactive mode. Default value is ON.
VMware	Disable exit on disconnect—Disables listing of the systems after you logout of the session. Default value is OFF.
RDP	Ping before connect—You can enable the ping option to verify that the host is reachable. Default value is OFF.
RDP	Notify when disconnected—Sends notification when the system disconnects. Default value is OFF.
RDP	Compression—Enable the compression during the session. Default value is OFF.
RDP	Low Bandwidth—Notifies the low bandwidth. Default value is OFF.
RDP	Grab Keyboard Events—Enables the keyboard event grabbing. Default value is ON.
VMware	sslProtocol.
VMware	sslcipher.
RDP	Speed level—Enables keyboard grabbing in any direct RDP session. Default value is LAN.
RDP	Sounds—Enable or disables the sound effect. Default value is Local.
RDP	Encryption Level—From the drop-down list, select the preferred option. If the value is none, then no encryption is used. Default value is Normal.

The following are the supported browser global settings for Firefox and Chrome:

- 1 Google Chrome settings
 - Hide Bookmarks
 - Hide Downloads
 - Hide History
 - Clear Browser Data
- 2 Mozilla Firefox Settings
 - Hide Bookmarks
 - Hide Search Bar
 - Hide History
 - Clear Browser Data
 - Proxy Method

Windows Embedded Standard Citrix enhancement

- Launching Citrix Virtual Apps session is achieved using the ICA file approach. This implementation is compatible only with Citrix Hypervisor 6.5. ICA file approach enables Wyse Device Agent to configure password, window size, color depth and so on.
- Wyse Device Agent is implemented using Citrix Self Service Plugin commands interface on Citrix server types other than Citrix Hypervisor 6.5 (Citrix Virtual Apps 7.0+, Citrix Virtual Apps and Desktops, Gateway, Storefront).
- Windows Embedded Standard-Citrix policy page is modified as following:
 - Rename Connection Type = Citrix Virtual Apps to Published Application
 - Rename Connection Type = Citrix Virtual Apps and Desktops to server connection
 - Introduced AuthMethods and Published Application Properties for Connection Type= StoreFront
- Windows Embedded Standard-Wyse Device Agent changes are mentioned in the following table:

Table 3. Windows Embedded Standard-Wyse Device Agent Changes

Connection type	Wyse Device Agent 14.4 behavior	Citrix servers supported version
Published application	Published application is launched seamlessly.	Citrix Hypervisor 6.5 and below server types only.
Server connection	Citrix Standard Receiver is launched with prompt for credentials.	Citrix Virtual Apps 7.x, Citrix Virtual Apps and Desktops 7.x, and Citrix Secure gateways.
Gateway	If Citrix server Url is Citrix secure gateway, and then Citrix Standard Receiver is launched with prompt for credentials.	Citrix Secure gateways.
	If Citrix server Url is Netscaler gateway, and then Wyse Device Agent UI is launched with prompt for credentials.	Netscaler Gateways.
StoreFront	Wyse Device Agent UI with published applications of the store is displayed to the User.	Citrix Virtual Apps 7.x, Citrix Virtual Apps and Desktops 7.x, and Netscaler Gateways.

Last login details

- Wyse Management Suite console displays last login details for the specific user.
- This feature is applicable to the tenant administrator, group administrator, and viewer.

Email notification after 8 unsuccessful login attempts

Email is sent to the administrator after eight unsuccessful login attempts.

Wyse Management Suite upgrade path

Table 4. Wyse Management Suite upgrade path

Wyse Management Suite 1.2 upgrade path to Wyse Management Suite 1.4	Upgrade Supported
1.2 > 1.4	Yes
1.2 > 1.2 HF1 > 1.3 > 1.4	Yes
1.2 > 1.2 HF1 > 1.4	Yes
1.2 > 1.3 > 1.4	Yes

Table 5. Wyse Management Suite upgrade path

Wyse Management Suite 1.3 upgrade path to Wyse Management Suite 1.4	Upgrade Supported
1.3 > 1.4	Yes
1.2 > 1.2 HF1 > 1.3 > 1.4	Yes

Table 6. Wyse Management Suite upgrade path

Wyse Management Suite 1.2 HF1 upgrade path to Wyse Management Suite 1.4	Upgrade Supported
1.2 HF1 > 1.4	Yes
1.2 HF1 > 1.3 > 1.4	Yes

Wyse Management Suite import tool enhancement updates

- Wyse Device Manager to Wyse Management Suite device import tool updated for new EULA.
- Import Tool 1.3 can be upgraded from Import Tool 1.1 and 1.2.

Table 7. Wyse Management Suite import tool enhancement updates

Import Tool	WMS 1.2	WMS 1.3	WMS 1.4
1.0	Not supported	Not supported	Not supported
1.1	Supported	Not supported	Not supported
1.2	Not Supported	Supported	Supported
1.3	Not Supported	Supported	Supported

High availability

For information on high availability setup, see Wyse Management Suite 1.4 High Availability Guide at support.dell.com.

NOTE: This feature requires pro license.

High availability is tested on Microsoft Windows Server 2012 and Windows Server 2016.

Wyse Device Agent 14.4.x

The following features are supported with Wyse Device Agent 14.4.x:

- Citrix configurations enhancements on Windows Embedded Standard—based devices.
- Device shutdown
- Wyse Easy Set up 2.0 support
- Wyse Software Thin Wyse Easy Set up 2.0 support
- Dell Secure Client 2.0 support

Fixed issues

The following are the fixed issues:

Table 8. Fixed issues

Issue ID	Description
STRATUS-18063	Report locally attached devices to Wyse Management Suite.
STRATUS-18076	Enhancement in AD login authentication mechanism.
STRATUS-18113	Licensing expired and 2 factor-authentication issue.
STRATUS-18067	Swiss/French keyboard layout missing.
STRATUS-18149	Wyse Management Suite 1.2 does not report any device inventory information accurately.
STRATUS-18276	Wyse Management Suite SSL/TLS issue.
STRATUS-18229	Wyse Management Suite 1.2 HF1/W10IOT—Advanced Policy does not apply.
STRATUS-18479	Wyse Device Agent does not differentiate DHCP option tags correctly. The server does not put a NULL at the end of the string.
STRATUS-19157	Wyse Configuration Manager XenApp services URL missing the store information while pulling it from Wyse Management Suite.
STRATUS-19156	Wyse Easy Setup Kiosk Mode unable to connect to Netscaler Gateway.

Known issues

Table 9. Known Issues

Issue Number	Description	Workaround
STRATUS-19629	A message— An error occurred during the import!Status: 404 Error is displayed when Invalid File Format Alert is closed and Import Button is clicked.	There is no workaround.
STRATUS-19626	A wrong message is displayed for hosts file size in public cloud.	There is no workaround.
STRATUS-19622	If resolution=&*()- is pushed in an Advanced payload and if the Wyse ThinOS device display becomes blank, you need to reimage the device.	There is no workaround.
STRATUS-19621	You can upload up to 100 KB File as host file.	There is no workaround.
STRATUS-19590	Delay in updating IPV6 address in Wyse Management Suite Devices page.	There is no workaround.
STRATUS-19555	If edited, the advanced app policy filter does not apply on already added applications and scripts.	There is no workaround.
STRATUS-19541	Validation is not present in Wyse Management Suite while creating new user for CIFS. If you enter the existing user, it overwrites without any validation.	There is no workaround.
STRATUS-19525	The system wide proxy is not set if Central Configuration is configured. This is when the addon for System-wide proxy is present on the ThinLinux device.	There is no workaround.
STRATUS-19435	Teradici - missing tenantId when querying Teradici EM SDK in Code Review.	There is no workaround.
STRATUS-19314	Wyse Management Suite allows configuration of OOBE screen again even though it is configured already.	There is no workaround.
STRATUS-19250	Two RDP connections are applied on the client when RDP configuration is pushed to ThinOS.	There is no workaround.
STRATUS-19085	Wyse Management Suite HA Setup upgrade from 1.3 to 1.4 fails with a message— Database migration failed.	There is no workaround.
STRATUS-18983	Configuration Push not completed fully and exception that is found on DeviceEventCounter Queue in Rebalance Queues in Wyse Management Suite public cloud Performance.	There is no workaround.
STRATUS-18746	Payload for deletion of USB COM port data does not get updated in the ThinLinux2.0 client devices.	There is no workaround.
STRATUS-18543	The Animated Circle Stops rotating after sometime and the UI does not respond while importing large number of configurations.	There is no workaround.
STRATUS-19631	Queue assigned server is not active. Click Re Assign to re assign the server error, if tomcat service stops and starts for Wyse management Suite server. Clicking on Re assign button displays the Alert : Error message.	There is no workaround.
STRATUS-19624	While uploading the larger host file is in-progress, cancel the upload wizard and re-open the upload wizard again.	There is no workaround.
STRATUS-19620	Backend Script is displayed in View Pending Changes of Proxy Settings Configuration .	There is no workaround.
STRATUS-19619	Platform Filter is not displayed in Add Standard App Policy and Add Advanced App Policy pop-up when you click the Cancel button in App Policy Job screen.	There is no workaround.

Issue Number	Description	Workaround
STRATUS-19616	If you try to login with a user without any role, Web UI page does not load in private and UI is scrambled in public cloud.	There is no workaround.
STRATUS-19615	You can select Uninstall Application while creating App Policy using RSP Package.	There is no workaround.
STRATUS-19584	The check box gets misaligned after selecting the applications, in Wyse ThinOS.	There is no workaround.
STRATUS-19474	Change Password button is not enabled on public cloud connect view.	There is no workaround.
STRATUS-19312	Items under show start menu and show task bar are not aligned on Wyse Easy Setup.	There is no workaround.
STRATUS-19093	RSP Folder is not deleted after Wyse Management Suite server is uninstalled with DO NOT Preserve Repository folder.	There is no workaround.
STRATUS-18551	Import continues after canceling the Import or closing the Import Wizard .	There is no workaround.
STRATUS-18514	All the dependencies are not listed if the import fails due to a referenced file.	There is no workaround.
STRATUS-19608	Printer settings deployed using Wyse Management Suite is not applied on the thin client running ThinOS operating system.	Set the required printer as default and deploy the settings.

Important notes

Server or Device agent details

Table 10. Server or Device agent details

Server/Device name	Version
Wyse Management Suite 1.4	42073
Wyse Management Suite Repository 1.4	42069
Wyse Management Suite Import Tool 1.3	41937
WES Wyse Device Agent	14.4.0.135
Thin Linux 1.0 Agent	2.4.3
Thin Linux 2.0 Agent	3.4.6
Merlin Boot Agent	4.0.1

Table 11. Supported browsers

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

Windows 2012 R2 and Windows 2016 Server configuration requirement

Table 12. Windows 2012 R2 and Windows 2016 Server configuration requirement

Server requirements	Minimum requirements
Server requirements for Wyse Management Suite operation for upto 10000 devices	<ul style="list-style-type: none"> Minimum CPU requirements— 4 CPU Minimum Disk Space — 40 GB Minimum Memory— 8 GB
Server requirement for Wyse Management Suite operator for upto for 50,000 devices	<ul style="list-style-type: none"> Minimum CPU requirements — 4 CPU Minimum Disk Space—120 GB Minimum Memory— 16 GB
Server requirement for Wyse Management Suite operation for 50,000 and 120,000 devices	<ul style="list-style-type: none"> Minimum CPU requirements— 16 CPU Minimum Disk Space—200 GB Minimum Memory—32 GB

Supported operating system matrix

Table 13. Supported operating system matrix

Operating System	Wyse Management Suite server	Wyse Management Suite repository	Remote database
Windows server 2012 R2 English	Yes	Yes	Yes
Windows server 2012 R2 French	Yes	Yes	No
Windows server 2012 R2 Italian	Yes	Yes	No
Windows server 2012 R2 German	Yes	Yes	No
Windows server 2012 R2 Spanish	Yes	Yes	No
Windows 2016 English	Yes	Yes	Yes
Windows 2016 French	Yes	Yes	No
Windows 2016 Italian	Yes	Yes	No
Windows 2016 German	Yes	Yes	No
Windows 2016 Spanish	Yes	Yes	No

Software information

Table 14. Software information

File Name	Description	Version
WMS_1.4.exe	Wyse Management Suite server	42073
WMS_Repo	Wyse Management Suite repository	42069
WMS_Import_Tool	Wyse Device Manager to Wyse Management Suite import tool	41937
WDA_14.4.0.135_Unified.exe	Unified Wyse Device Agent for Windows	14.4.0.135
wda-2.4.3-00.01.x86_64.tar	Wyse Device Agent package for Thin Linux 1.0	2.4.3
wda_3.4.6-05_amd64.tar	Wyse Device Agent package for Thin Linux 2.0	3.4.6

NOTE: WDA 14.4.x agent is not tested with WDM

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.