

Dell Wyse Device Agent Version 14.4.3

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 Device Agent (WDA) is a unified agent for all thin client management solutions. If you install WDA, you can manage thin clients using Wyse Management Suite. This release notes contains information about Wyse Device Agent version 14.4.3.5.

Version

14.4.3.5

Release date

January 2020

Topics:

- [Priority and recommendations](#)

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

Support matrix

WDA 14.4.3.5 installation and functionality are tested on the following platforms using Wyse Management Suite 1.4.1.

Table 1. Supported operating system

Operating system	Platforms	Build number
Windows Embedded Standard 7	Wyse 3030 Thin Client with WES7	7092
	Wyse 5010 Thin Client with WES7	7092
	Wyse 5020 Thin Client with WES7	7092
	Wyse 7020 Thin Client with WES7	7092
	Wyse 7010 Extended Chassis Thin Client with WES7	7092
	Wyse 3290 Thin Client	7092
Windows Embedded Standard 7P	Wyse 5020 Thin Client with WES7P	7091
	Wyse 7020 Thin Client with WES7P	7091
	Wyse 7020 Thin Client with Accelerated Graphics with WES7P	896
	Latitude 3460 mobile Thin Client with WES7P	7065
	Latitude E7270 mobile Thin Client with WES7P	7065
	Wyse 7040 Thin Client with WES7P	7091
	Wyse 5060 Thin Client with WES7P	7091
Windows Embedded Standard 8	Wyse 5010 Thin Client with WE8S	0930
	Wyse 5020 Thin Client with WE8S	0930
	Wyse 7020 Thin Client with WE8S	0930
	Wyse 7010 Thin Client with WE8S	0930
Windows 10 lot Enterprise Threshold	Wyse 7020 Thin Client	0A79
	Wyse 7020 Accelerated Graphics Thin Client	0A79
	Wyse 5020 Thin Client	0A79
	Wyse 7040 Thin Client	0A79
Windows 10 lot Enterprise LTSB 2016	Wyse 5060 Thin Client	0A71
	Latitude 3480 Mobile Thin Client	0A72
	Latitude 5280 Mobile Thin Client	0A73
	Wyse 5070 Thin Client	10.03.06.11.19.00
	Wyse 5470 Thin Client	10.03.07.11.19.00
	Wyse 5470 All-in-One Thin Client	10.03.07.11.19.00
Windows 10 lot Enterprise 2019 LTSC	Wyse 5070 Thin Client	10.04.06.09.19.00

Supported operating system

- Windows Embedded Standard 7—32-bit
- Windows Embedded Standard 7P—64-bit
- Windows Embedded Standard 8—64-bit
- Windows 10 IoT Enterprise LTSC 2016
- Windows 10 Enterprise 2019 LTSC

Previous version

14.4.2.51

Supported languages

- Japanese
- German
- Korean
- Spanish
- Canadian French
- French
- Italian
- Traditional Chinese
- Simplified Chinese
- Brazilian Portuguese

Fixed issues

- WES-636—Fixed an issue where the display settings did not work in extended mode for Wyse 5070 Extended Thin Client.
- WES-640—Fixed an issue where the Wyse Easy Setup RDP connection shortcut creation and WCM configuration fails.
- WMS-156—Fixed an issue where the CA validation of DHCP option does not work.

Known issues

Table 2. Known issues

Issue ID	Description	Workaround
WDA1443-7	The thin client does not reboot and enable the write filter after you deploy the package.	You must wait till the application installation times out defined in the application policy for the thin client. After the application times out, thin client will restart and the write filter is enabled.
WDA1443-6	Display 2 does not align with display 1 when you deploy four and three multimonitor configurations from the Wyse Management Suite server.	Interchange the display ports.
WDA1443-2	A blank screen is observed when you change the primary display from display 2 to display 1 from the Wyse Management Suite server.	Log out and log in to the thin client.

Installing package/Upgrading image

Downloading the installation file

Steps

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.

Install Wyse Device Agent manually

Prerequisites

- Microsoft .NET Framework 3.5 or 4.5 must be installed on the operating system. The installer does not support automatic installation of .NET Framework and stops if the version is earlier to 3.5.
- Microsoft Visual C++ Redistributable 2012 update 4 must be installed.

Steps

1. Log in to the device as an administrator.
2. Disable the write filter.
The device restarts.
3. Log in to the device as an administrator again.
4. Copy the WDA installer to the desktop.
5. Run the installer.
6. Follow the instructions on the wizard, and proceed with the installation.
7. Delete the copied installer package from the desktop.
8. Enable the write filter.

Install or upgrade Wyse Device Agent on Windows Embedded based thin clients using Wyse Management Suite

You can upgrade Wyse Device Agent to 14.4.3.5 from the previous two versions.

Prerequisites

- Microsoft .NET Framework 3.5 or 4.5 must be installed on the operating system. The installer does not support automatic installation of .NET Framework and stops if the version is earlier to 3.5.
- Microsoft Visual C++ Redistributable 2012 update 4 must be installed.

Steps

1. In the repository, go to **thinClientApps**, and copy the application to the folder.

2. Go to **Apps & Data > App Inventory > Thin Client** and verify that the application is registered to Wyse Management Suite.

NOTE: The App Inventory interface takes approximately two minutes to populate any recently added programs.

3. Go to **Apps & Data > App Policies > Thin Client**.

4. Click **Add Policy**.
Add Standard App Policy window is displayed.

5. Enter the **Policy Name**.

6. From the **Group** drop-down list, select the group.

7. From the **Task** drop-down list, select the task.

8. From the **OS Type** drop-down list, select the operating system.

9. Select the **Filter files based on extensions** checkbox to filter the applications.

10. From the **Application** drop-down list, select the application.
If the application files are available on multiple repositories, then the number of repositories is displayed next to the file name.

11. To deploy this policy to a specific operating system or a platform, select either **OS Subtype Filter** or **Platform Filter**.

12. Specify the number of minutes the message dialog box should be displayed on the client.
A message on the client which gives you time to save your work before the installation begins.

13. To enable delay in implementation of the policy, select the **Allow delay of policy execution** checkbox. If this option is selected, the following drop-down menus are enabled:

- From the **Max Hours per Delay** drop-down list, select the maximum hours (1–24 hours) you can delay the policy execution.
- From the **Max delays** drop-down list, select the number of times (1–3) you can delay execution of the policy.

14. From the **Apply Policy Automatically** drop-down list, select any of the following options:

- **Do not apply automatically**—This option does not apply any policy automatically to the devices.
- **Apply the policy to new devices**—This option automatically applies the policy to a registered device which belongs to a selected group or is moved to a selected group.
- **Apply the policy to devices on check in**—This option is automatically applied to the device at check-in.

15. To stop the installation process after a defined value, specify the number of minutes in the **Application Installation Timeout** field.
The default value is 60 minutes.

NOTE: The Application Installation Timeout option is applicable only for Windows Embedded Standard devices and Wyse Software thin clients.

16. Click **Save** to create a policy.
A message is displayed to enable the administrator to schedule this policy on devices based on group.

17. Select **Yes** to schedule a job on the same page.

18. Select any of the following options:

- **Immediately**—Server runs the job immediately.
- **On device time zone**—Server creates one job for each device time zone and schedules the job to the selected date or time of the device time zone.
- **On selected time zone**—Server creates one job to run at the date or time of the designated time zone.

19. To create the job, click **Preview** and schedules are displayed on the next page.

20. You can check the status of the job by going to the **Jobs** page.



Install or upgrade Wyse Device Agent on Wyse Software Thin Clients using Wyse Management Suite

You can upgrade Wyse Device Agent to 14.4.3.5 from the previous two versions.

Prerequisites

- Microsoft .NET Framework 3.5 or 4.5 must be installed on the operating system. The installer does not support automatic installation of .NET Framework and stops if the version is earlier to 3.5.
- Microsoft Visual C++ Redistributable 2012 update 4 must be installed.

Steps

1. In the repository, go to **softwareTcApps**, and copy the application to the folder.
2. Go to **Apps & Data > App Inventory > Wyse Software thin client** and verify that the application is registered to Wyse Management Suite.
 **NOTE: The App Inventory interface takes approximately two minutes to populate any recently added programs.**
3. Click **Add Policy**.
Add Standard App Policy window is displayed.
4. Enter the **Policy Name**.
5. From the **Group** drop-down list, select the group.
6. From the **Task** drop-down list, select the task.
7. From the **OS Type** drop-down list, select the operating system.
8. Select the **Filter files based on extensions** checkbox to filter the applications.
9. From the **Application** drop-down list, select the application.
If the application files are available on multiple repositories, then the number of repositories is displayed next to the file name.
10. To deploy this policy to a specific operating system or a platform, select either **OS Subtype Filter** or **Platform Filter**.
11. Specify the number of minutes the message dialog box should be displayed on the client.
A message on the client which gives you time to save your work before the installation begins.
12. To enable delay in implementation of the policy, select the **Allow delay of policy execution** checkbox. If this option is selected, the following drop-down menus are enabled:
 - From the **Max Hours per Delay** drop-down list, select the maximum hours (1–24 hours) you can delay the policy execution.
 - From the **Max delays** drop-down list, select the number of times (1–3) you can delay execution of the policy.
13. From the **Apply Policy Automatically** drop-down list, select any of the following options:
 - **Do not apply automatically**—This option does not apply any policy automatically to the devices.
 - **Apply the policy to new devices**—This option automatically applies the policy to a registered device which belongs to a selected group or is moved to a selected group.
 - **Apply the policy to devices on check in**—This option is automatically applied to the device at check-in.
14. To stop the installation process after a defined value, specify the number of minutes in the **Application Installation Timeout** field.
The default value is 60 minutes.
 **NOTE: The Application Installation Timeout option is applicable only for Windows Embedded Standard devices and Wyse Software thin clients.**
15. Click **Save** to create a policy.
A message is displayed to enable the administrator to schedule this policy on devices based on group.
16. Select **Yes** to schedule a job on the same page.
17. Select any of the following options:
 - **Immediately**—Server runs the job immediately.
 - **On device time zone**—Server creates one job for each device time zone and schedules the job to the selected date or time of the device time zone.
 - **On selected time zone**—Server creates one job to run at the date or time of the designated time zone.
18. To create the job, click **Preview** and schedules are displayed on the next page.
19. You can check the status of the job by going to the **Jobs** page.

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.