



# Wyse Management Suite 1.0

## Release Notes

Software releases are created to add new features, make enhancements or correct defects. These releases are tested on all current, actively shipping platforms and operating systems as applicable. The release notes contain details on the supported platforms, changes in the configuration settings and licensing details. The bug fixes along with the workarounds are documented in the release notes. Any changes in the feature functionality from an end-user perspective are listed with the description of each feature at a high level.

**Current Version:** 1.0

**Release Date:** 2017-05-30

## Contents

Release type and definition.....	1
Importance.....	2
Re-branding.....	2
Wyse Management Suite Public (SaaS) and Private Cloud.....	2
Wyse Management Suite Licensing model (Pro edition).....	2
New features.....	4
Tested platforms.....	8
Windows 2012 Server configuration requirement.....	9
Supported OS matrix.....	10
Software information.....	10
Known issues.....	11

## Release type and definition

Wyse Management Suite is the next generation thin client management software that allows 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 (public cloud) for automatic maintenance of software without any management software to install.

Dell Cloud Client Manager (CCM) has been re-branded as Wyse Management Suite. This release of Wyse Management Suite includes several major enhancements to CCM R14, as listed later in this document.

Wyse Management Suite Web based console provides following core areas of functionality for managing your thin clients:

- 1 Configuration and asset management.
- 2 Application, OS Image and content management.
- 3 Real-time reporting, alerts and analytics.
- 4 Troubleshooting and monitoring of endpoints.

Additionally, Wyse Management Suite Mobile app available on Android and iOS devices allows administrator to manage and monitor devices from anywhere.

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).

## Importance

Wyse Management Suite 1.0 is an important release of the next generation management solution from Dell Wyse. This build contains important new features for thin client management which will benefit the customers.

Legacy Cloud Client Manager (SaaS) Device Management Portal is re-branded as Wyse Management Suite, and is an incremental release with additional advanced features for Cloud Client Manager customers. The features are explained in the **New features** section.

## Re-branding

As part of re-branding the following URLs are updated:

- US Datacenter:
  - <https://us1.cloudclientmanager.com/> to <https://us1.wysemanagementsuite.com/>
- EU Datacenter:
  - <https://eu1.cloudclientmanager.com/> to <https://eu1.wysemanagementsuite.com/>
- Registration Portal:
  - [www.Cloudclientmanager.com](http://www.Cloudclientmanager.com) to [www.wysemanagementsuite.com](http://www.wysemanagementsuite.com)

**NOTE:** Existing CCM customers can use either the old or new URLs to connect to the cloud portal with the existing credentials, to continue to manage the thin clients. There is no impact to the existing thin client deployments.

## Wyse Management Suite Public (SaaS) and Private Cloud

- Wyse Management Suite is available as SaaS (Public cloud) or it can be installed in your organization's corporate network or private cloud, to manage thin clients.
- You can access Public Cloud (SaaS) edition of product by pointing your web browser to following links:
  - US Datacenter: <https://us1.wysemanagementsuite.com/>
  - EU Datacenter: <https://eu1.wysemanagementsuite.com/>
- Private cloud edition of the product is available for download from Dell Portal.

## Wyse Management Suite Licensing model (Pro edition)

- Single Wyse Management Suite Pro license can be used to manage devices using Public or Private Cloud.
- Organization administrator has an option to move license seats between its public and private cloud installation.
- As Wyse Management Suite Pro license is subscription based, timely renewals are required for software updates.

**Table 1. Feature Matrix for each license type**

<b>Features</b>	<b>Wyse Management Suite Standard (free)</b>	<b>Wyse Management Suite Pro Private Cloud</b>	<b>Wyse Management Suite Pro Cloud edition</b>
Highly scalable solution to manage thin clients	Free Up to 10,000 endpoints	50,000 endpoints and more	1 million endpoints and more
Group based management	Yes	Yes	Yes
Multi-Level Groups and Inheritance	Yes	Yes	Yes
Configuration Policy management	Yes	Yes	Yes
OS Patch and Image management (WES and WTOS)	Yes	Yes	Yes
View effective configuration at device level after inheritance	Yes	Yes	Yes
Application policy management	Yes	Yes	Yes
Asset, Inventory & Systems management	Yes	Yes	Yes
Automatic Device discovery	Yes	Yes	Yes
Real-time commands	Yes	Yes	Yes
Smart Scheduling	Yes	Yes	Yes
Alerts, Events and Audit logs	Yes	Yes	Yes
Secure communication (HTTPS)	Yes	Yes	Yes
Two-factor authentication	Yes	Yes	Yes
Manage devices behind firewalls	Limited	Limited	Yes
Mobile App	No	Yes	Yes
Alerts via Email and Mobile app	No	Yes	Yes
Scripting support for customizing application installation (WES)	No	Yes	Yes
Bundle Applications to simplify deployment and minimize reboots	No	Yes	Yes
Delegated Administration	No	Yes	Yes
Dynamic group creation and assignment based on device attributes	No	Yes	Yes
Active directory authentication for role based administration.	No	Yes	Yes
Multi-tenancy	No	Yes	Yes
Enterprise Grade Reporting	No	Yes	Yes
Multiple repositories	No	Yes	Yes
Enable/Disable HW ports on supported platforms	No	Yes	Yes
BIOS Configuration on supported platforms	No	Yes	Yes



# New features

The following are the new features in this release:

## Private cloud Wyse Management Suite installer

- New, Simple and powerful private cloud installer to install all the required components to run Wyse Management Suite within 5 minutes.
- Wyse Management Suite Installer can be installed on Windows 2012 R2 standard and Windows 2016 Standard servers.
- Private cloud installer deploys all the components required to support the Wyse Management Suite functionality. Following Windows services are installed after successful installation of product:
  - Dell Wyse Management Suite: Tomcat Service – Application Server that hosts Wyse Management Suite application.
  - Dell Wyse Management Suite: MariaDB – Relational Database for structured data and normalization.
  - Dell Wyse Management Suite: MongoDB – No-SQL Database for performance and scalability.
  - Dell Wyse Management Suite: Memcached – An application to launch the server faster.
  - Dell Wyse Management Suite: Mosquitto – Used for push notifications to devices.
- Installer will configure the local repository to store application and OS Images at the chosen path.

## Getting started Wizard (Private Cloud)

Getting started wizard allows you to select Licensing model and optionally configure Wyse Management Suite to enable email alerts and import certificate for secure communications.

## Advanced App Policy Engine

- Installs multiple apps in same policy to avoid excessive system restarts and to satisfy pre-requisite requirements of certain packages.
- Applies App and Image policies to devices based on OS or HW platform types.
- Auto publish app policies for new devices.
- Application installations can be deferred by the end-user for a configurable period of time.

## Wyse Management Suite Mobile App

Wyse Management Suite Mobile app available for Android and iOS devices allows administrator to manage and monitor devices from anywhere in real-time.

Following features are available through Mobile App.

- 1 View Dashboard, Device summary, Alerts, Jobs and Events.
- 2 Execute real time commands.

## Alerts through Mobile App and Email

- Administrator can configure Wyse Management Suite to receive critical, warning and, informational Alerts through Mobile App and/or Email.
- Admin can set the alert classification for each available alert from the Wyse Management Suite console.



## Device-Auto grouping capabilities

The administrator can create rules to automatically create groups or assign devices to existing groups, based on device attributes such as subnet, time zone, location, and custom values.

## WES image pull

- The administrator can choose to pull OS, BIOS or both OS and BIOS from thin client from Wyse Management Suite Server.

### NOTE:

- WDA and Merlin should be upgraded on devices.
- Existing customers must update their legacy on-premise gateway to new Wyse Management Suite Repository to use this feature.

## Wyse Management Suite Repository

- Wyse Management Suite Repository is a new component to store, manage and deploy application and OS images to your thin clients.
- This Wyse Management Suite Repository replaces legacy on-premise gateway.
  - In addition to new features, it is recommended that you **replace** legacy on premise gateway with Wyse Management Suite Repository for significant performance gains for existing features.
  - Please note that you cannot upgrade legacy on-premise gateway to new Wyse Management Suite Repository.
- Supported on Windows 2012 R2 and Windows 2016 standard server.

### NOTE: A local repository is automatically created as part of Wyse Management Suite Server installation.

## ThinOS package deployment from Wyse Management Suite Public Cloud

- Push ThinOS add-on packages over the air from Wyse Management Suite public cloud.
- From **Apps and Data > App Inventory > Thin Client**, files included in app policies will show as thin client managed apps (app is created when it is selected for the first time on policy page.).

## BIOS configuration for WES Thin Clients

Wyse Management Suite gives the ability to configure and read BIOS settings for the following platforms:

- Latitude 3460 mobile thin client
- Latitude E7270 mobile thin client
- Wyse 7040 thin client with WES7P

### NOTE: Dell Command Monitor (DCM) should be installed to support BIOS configurations.



## Simplified reporting

Ability to view data based on predefined filters and the ability to export predefined canned report. Reports for following information is available:

- Active App policies
- All App policies
- Quarantined devices
- Online devices
- Offline devices
- All devices
- Audit Logs
- Current Alerts
- Alert History
- Group Policies
- Application Policies
- Remote Connections
- Remote Commands

## Active Directory integration

Wyse Management Suite supports import of Admin User names from Active Directory, to enable authentication through Active Directory.

## Wyse Management Suite server Setup from the Portal Admin

Following Server configurations can be done from the setup page:

- Enabling the CA validation
- Updating the SMTP details
- Updating the Domain/Well known certificate Authority details.(.pem and .pfx certificates can be uploaded)
- License can be imported from the Public cloud server.

## WES Image Policy: Apply to new devices

Push new OS image to the thin client automatically during registration and when moved to a different group.

## Rename thin client

This option allows you to rename your thin clients from Wyse Management Console.

## Device Lockdown Capabilities

This feature allows admin to configure the WES thin clients by enabling and disabling the following options:

- Disable/Enable USB Storage Device Access

- Disable/Enable Print Screen
- Disable/EnableTask Manager

## Show device offline/online status

- Admin can filter devices by the online/offline status from the Device page.
- Admin can view the online/offline status from the device details page.
- Admin can export the online/offline status as part of the device export functionality.

## Thin Client Send Message

- This feature is supported in ThinOS version 8.4 Beta where admin can send message to ThinOS devices.
- This feature is supported on WES/Linux/ThinLinux as well.

## Thin client log file pull

- Thin client logs can be fetched from the Wyse Management Suite server.
- ThinOS will upload the syslog.
- WES/Linux will upload the WDA agent and system logs.

## Filter enhancements

- Filtering based on Subnet, OS Type and Platform is added on the device page.
- Filtering based on Device Types, Status and Detail status is added on the Jobs page.

## Wyse Management Suite localization (Preview)

- Wyse Management Suite supports switching between English and Canadian French.

## Simplified registration

Simplified registration is supported on Windows Embedded Systems and ThinLinux.

- For public cloud, register your thin clients by providing Wyse Management Suite URL and group token. You do not have to supply MQTT server URL.
- For private cloud, register your thin clients by providing Wyse Management Suite URL and optionally a group token. Group token is an optional parameter in a single tenant private cloud server and the devices are registered to the unmanaged groups if the group token is not provided.

## Discover Thin Clients using DNS SRV records

Auto discover Wyse Management Suite server using the DNS SRV record with following info:

- Wyse Management Suite Server URL
  - DNS Record Type : DNS SRV
  - Record Name : \_Wyse Management Suite\_MGMT.\_tcp.<Domain>



- Example : Wyse Management Suite-betaserver.Dell.com
- Group Token
  - DNS Record Type : DNS Text
  - Record Name : \_Wyse Management Suite\_GROUPTOKEN.<Domain>
  - Example : defa-defadefa
- CA Validation
  - DNS Record Type : DNS Text
  - Record Name : \_Wyse Management Suite\_CAVALIDATION.<Domain>
  - Example : True
- DHCP option tag for CA validation
  - Configure option tag 167 string value

**NOTE:**

- Upgrading from WES WDA 12.1 to 13.0 fails if self-signed certificate is not installed/imported on client devices.
- Admin must install platform utility before installing WDA agent on SUSE and Thin Linux platforms.

## Tested platforms

**Table 2. Tested platforms**

Thin Clients	Device Type	Tested OS
Linux	Wyse 5010 thin client Wyse 7010 thin client Wyse 5020 thin client Wyse 7020 thin client	11.3.106
ThinLinux	Wyse 5020 thin client Wyse 5060 thin client Wyse 7020 thin client Wyse 3030 LT thin client	10.3
WES7	Wyse 5010 thin client Wyse 7010 thin client Wyse 5020 thin client Wyse 7020 thin client Wyse 3030 thin client Wyse 7010 Extended thin client	895
WES7P	Wyse 5010 thin client Wyse 7010 thin client Wyse 5020 thin client Wyse 7020 thin client	896





Thin Clients	Device Type	Tested OS
	Wyse 7010 Extended thin client	
	Wyse 7040 thin client	7020
	Latitude 3460 mobile thin client	7041
	Latitude E7270 mobile thin client	7010
	Wyse 5060 thin client	7038
Windows 10 IoT	Wyse 5020 thin client	0A0F
	Wyse 7020 thin client	
WE8S	Wyse 5010 thin client	924
	Wyse 7010 thin client	
	Wyse 5020 thin client	
	Wyse 7020 thin client	
ThinOS	Wyse 5040 AIO	8.3 HF, 8.4
	Wyse 3010 thin client	
	Wyse 3020 thin client,	
	Wyse 5010 thin client (ThinOS, PCOIP)	
	Wyse 7010 thin client	
	Wyse 3030 LT thin client	
	Wyse 5060 thin client	
	Wyse 3040 Thin Client	

## Windows 2012 Server configuration requirement

- Minimum requirements for the Wyse Management Suite operations are as follows:
  - Supported Operating System – Windows server 2012 R2
  - Minimum CPU requirements – 4 CPU
  - Minimum Disk Space –40 GB
  - Minimum Memory (RAM) – 8 GB
- For 50K+ devices
  - Supported Operating System – Windows server 2012 R2
  - Minimum CPU requirements – 4 CPU
  - Minimum Disk Space –120 GB
  - Minimum Memory (RAM) – 16 GB



# Windows 2016 Server configuration requirement

Minimum requirements for the Wyse Management Suite operations are as follows:

- Supported Operating System – Windows server 2016.
- Minimum CPU requirements – 4 CPU
- Minimum Disk Space –40 GB
- Minimum Memory (RAM) – 8 GB
- Supported browsers:
  - Firefox version 52.0 and above
  - Chrome version 58.0 and above
  - Internet Explorer version 11

## Supported OS matrix

**Table 3. Supported OS matrix**

OS type	Wyse Management Suite server	Wyse Management Suite Repository	Remote Database
Windows 2012 R2 ENG	Yes	Yes	Yes
Windows 2012 R2 French	Yes	Yes	No
Windows 2012 R2 Italy	Yes	Yes	No
Windows 2012 R2 German	Yes	Yes	No
Windows 2012 R2 Spanish	Yes	Yes	No
Windows 2016 ENG	Yes	Yes	Yes
Windows 2016 French	Yes	Yes	No
Windows 2016 Italy	Yes	Yes	No
Windows 2016 German	Yes	Yes	No
Windows 2016 Spanish	Yes	Yes	No

## Software information

**Table 4. Software information**

File Name	Description
WMS.exe	Wyse Management Suite server
WMS_Repo.exe	Wyse Management Suite Repository
MerlinPackage_Common.exe	Merlin package



File Name	Description
WDA_13.0.0.167_x64.exe	WDA package for 64 bit devices.
WDA_13.0.0.167_x64_WIE10.exe	WDA package for WIE10 devices.
WDA_13.0.0.167_x86.exe	WDA package for 32 bit devices.
wda-2.0.11-00.1.sletc11sp3.rpm	WDA package for SUSE Linux
platform_util-1.0.3-0.1.sletc11sp3.rpm	Platform utility for SUSE Linux
wda-2.0.24-00.01.x86_64.rpm	WDA package for Thin Linux
platform_util-1.0.12-0.3.x86_64.rpm	Platform utility for Thin Linux

## Known issues

Table 5. Known issues

SI no.	Issue	Workaround
1	Email alert notifications are not working	Configure the SMTP server from the Wyse Management Suite server portal admin.
2	Wake on LAN is not working	Enable the local or remote file repository.
3	Unknown File type warning messages is displayed while double clicking the Launch CCM icon.	Check the security settings or UAC of the server.
4	WDA agent upgrade is not working from WDA 12.1 to 13.0 version in private cloud.	Make sure the server is configure with well know certificate so that client can download the WDA or Register the device to communicate with Wyse Management Suite server and repository using HTTP.
5	Not able to pull the TC Log file when Thin Linux device is not in Sync with NTP server	Configure the device with proper NTP server.
6	" Error in syncing TC files " Alert is popping up when user try to sync the file repository	Make sure the local repository is having full permission to everyone and no user access message is popped up while copying the image or apps to the local repository
7	Events are not listing when filtered with custom filter	Provide the end date as next date to filter out the events.
8	File download (Wallpaper, cert etc..) fails for WTOS when server is out of time sync	Configure the device with proper NTP server.
9	WTOS DHCP discovery does not happen when already DNS SRV tags are available with blank values	Remove the empty DNS tags
10	Advanced apps & data is not supported with Legacy On premise gateway.	It is recommended to use new Wyse Management Suite repository.
11	Wyse Management Suite UI is not opening properly in Internet Explorer	Disable Internet Explorer enhanced security. Disable the Compatibility view settings.



SI no.	Issue	Workaround
12	Apply to new devices not working for WTOS app policies during registration.	Create a job to push the app policy.
13	Moving a WTOS device to different group the status of the resultant event is moving to Canceled state.	N/A

