Dell Wyse TCX Suite 7.3

Installation 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.
- Marning: A WARNING indicates a potential for property damage, personal injury, or death.

Copyright © 2017 Dell Inc. or its subsidiaries. All rights reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

Contents

1 Overview	4
Introduction	4
Support information	5
Supported client environments	5
Supported server OS and TCX 7.3 component details	5
Supported protocols	7
Supported browsers	7
Multimedia support details for RDP 6.0, 7.1, 8.0, 8.1, and 10	7
Flash support details for flash acceleration and flash redirection	
TCX 7.3 USB redirection	
2 Installing and Upgrading the TCX Suite	
Pre-requisites to Install the TCX Suite	
Registering the Product and Downloading the License	12
Installation Modes	12
Various TCX installers	
Performing a Server Suite Interactive Installation	
Performing a Silent Installation on the Server	
TCX Client Installation Matrix	20
Client Installation (32–bit)	
Client Installation (64–bit)	
Performing a Client Suite Interactive Installation	21
Performing a Silent Installation on the Client	
Modifying Wyse TCX Server Suite	27
Modifying Wyse TCX Client Suite	
Performing a Server Suite Interactive Uninstallation	
Performing a Silent Installation on the Client	
Performing a Silent Uninstallation on the Server	
Performing a Silent Uninstallation on the Client	
Upgrading Wyse TCX Server Suite	
Upgrading Wyse TCX Client Suite	
RSP packages for Client	
3 Troubleshooting	

(DELL)

Overview

The SupportAssist Tech Console (SATC) is a web based application that provides tech support agents access to data collected from customer's environments.

SATC provides:

- · Access to client and enterprise configuration data.
- · Displays configuration changes, alerts, logs and diagnostic information.
- · Access to dashboard and an interface to common tools such as Delta, Oracle KCS and support.

SATC provides several advantages for technicians during the troubleshooting process:

- · Customer hardware and software environment information (includes topological view for complex deployments).
- · Recommended actions (based on SupportAssist Intelligence Engine rules)

Topics:

- Introduction
- Support information

Introduction

Dell Wyse TCX Suite is a single software solution that provides the benefits of cloud client computing. The supported environments for Dell Wyse TCX Suite are Microsoft Remote Desktop Services, Citrix XenApp, Citrix XenDesktop, Teradici, and VMware Horizon View. The Collaborative Processing Architecture (CPA) used in Dell Wyse TCX divides the workload between the server and Plug-n-Play USB devices. TCX Suite uses the established software protocols to provide breakthrough multimedia and audio technology for cloud client computing environments.

TCX Suite enables rich flash playback, multiple monitors awareness, rich multimedia playback, high-quality bidirectional audio capabilities, and seamless USB device access for cloud clients.

TCX Suite provides the following features:

- TCX Flash Acceleration and TCX Flash Redirection—Enhances the performance of the Flash video content in a remote computing environment.
- TCX Multidisplay—Provides productivity-enhancing advantages for cloud clients with multiple monitors by using virtual desktops.
- TCX Multimedia—Supports enhanced playback of MPEG, WAV, WMV, H.264, and other multimedia file formats. The software
 includes both the server and the client components that redirect multimedia processing tasks between the client and server for a rich
 user experience.
- **TCX Rich Sound**—Provides bidirectional audio capabilities for virtual desktops and applications and supports sound recording and playback applications. It supports zero-compromise deployment.
- TCX USB Virtualizer—Makes the USB devices attached to thin clients or endpoints visible to the virtual desktops and applications. It removes any dependencies on limited local device drivers for a broad range of USB-based printers, scanners, storage devices, Palmtop, BlackBerry, Pocket PC handhelds, HID devices, Webcams, headsets, iPhone, credit card machines, and smart cards.
- TCX Monitor—Helps you to efficiently identify the system state for proper functioning of USB and Flash Redirection modules.

Support information

This section provides information about supported client environments; supported server operating systems, and TCX 7.3 component details; and supported remote desktop protocols.

Supported client environments

Table 1. Supported client environments

Operating system	Supported thin clients
WES7 - Wyse Enhanced Microsoft Windows Embedded Standard 7	 Dell Wyse 5010 thin client (Build 7064) Dell Wyse 7010 thin client (Build 7064) Dell Wyse 5020 thin client (Build 7064)
WES7P - Wyse Enhanced Microsoft Windows Embedded Standard 7P	• Dell Wyse 5010 thin client (Build 896)
WE8S - Wyse Enhanced Microsoft Windows Embedded 8 Standard	• Dell Wyse 5010 thin client (Build 924)
WIE10- Windows 10 IoT Enterprise	 Dell Wyse 5020 thin client (Build 0A38) Dell Wyse 5060 thin client (Build 0A52) Latitude 3480 mobile thin client (Build 0A49) Latitude 5280 mobile thin client (Build 0A59)
ThinOS - Wyse ThinOS	 Dell Wyse 3020 thin client (Build 8.4) Dell Wyse 5010 thin client (ThinOS, PCoIP) (Build 8.4) Dell Wyse 5060 thin client (Build 8.4)
Dell Workstation	 Windows 7 (64-bit) Windows 8.1 (64-bit) Windows 10 (64-bit)

Supported server OS and TCX 7.3 component details

TCX 7.3 server software supports the operating systems as given in the following table. You require administrator privileges to install TCX 7.3 on the following platforms.

Table 2. Supported server OS and TCX 7.3 component

Server OS	TCX 7.3 Flash	TCX 7.3 Multi- display	TCX 7.3 multimedia	TCX 7.3 Rich Sound	TCX 7.3 USB Virtualizer
Windows 10 Enterprise x86 LTSB 2016	Yes*	N/A	N/A	N/A	Yes
Windows 10 Enterprise x64 LTSB 2016	Yes*	N/A	N/A	N/A	Yes
Windows 10 Enterprise x86 RS2	Yes*	N/A	N/A	N/A	Yes
Windows 10 Enterprise x64 RS2	Yes*	N/A	N/A	N/A	Yes
Windows Server 2016	Yes*	N/A	N/A	N/A	Yes
Windows Server 2008 R2 (64-bit)	Yes*	Yes**	Yes#	N/A	Yes
Windows Server 2012 R2 (64-bit)	Yes*	Yes**	Yes#	N/A	Yes
Windows 7 (32-bit) (Enterprise***, Professional)	Yes*	Yes**	Yes#	Yes ***	Yes
Windows 7 (64–bit) (Enterprise***, Professional)	Yes*	Yes**	Yes#	Yes ***	Yes
Windows 8.1 (32-bit) (Enterprise, Professional)	Yes*	Yes**	Yes#	N/A	Yes
Windows 8.1 (64-bit) (Enterprise, Professional)	Yes*	Yes**	Yes#	N/A	Yes

* Uses Native RDP/ICA Audio Driver.

** You must install MDS by using **Custom Installation**.

***TCX 7.3 RS is supported only on Windows 7 Enterprise 32/64 bit.

#TCX 7.3 multimedia is supported only if it is a ThinOS-based client.

() NOTE:

- H.264 is supported only over Teradici PCoIP.
- · Windows Remote Desktop Connection must be enabled.
- · Windows Terminal Services must be installed and enabled.
- Multimedia Redirection is not supported on 64-bit clients.
- Flash Acceleration is not supported on 64-bit clients.
- \cdot $\,$ IE10 and IE11 is not supported for Flash Acceleration.
- Flash Acceleration supports Firefox.
- Flash Redirection is supported on 32-bit browsers.
- Flash Redirection over secure gateway such as, Netscalar is supported on Windows clients but it is not supported on ThinOS and Linux clients.
- TCX 7.3 Session Level Restriction with the supported USB class of devices include HID class, scanner, printer class, COM port, disk drive, smart readers, and WPD.

Supported protocols

TCX 7.3 supports the following remote desktop protocols:

- Remote Desktop Protocol
- ICA with XenDesktop 7.15
- · ICA with XenApp 6.5 and 7.15
- VMWare View 7.2 (RDP and PCoIP)
- PCoIP Teradici Client 1.9 and Server 2.6.1

Supported browsers

The following are the supported browsers for TCX 7.3:

- Internet Explorer 32-bit version 11.0.9600.18792
- Mozilla Firefox 32-bit version 55.0.3

Multimedia support details for RDP 6.0, 7.1, 8.0, 8.1, and 10

Table 3. Multimedia support details for RDP 6.0, 7.1, 8.0, 8.1, and 10

Server OS	WES7 (32-bit and 64- bit) client	WE8S (64-bit) client	WIE10 client	Thin OS client
Windows Server 2008 R2 or Windows 7 (X86 and X64) — Ultimate, Enterprise, and Professional	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Yes*
Windows Server 2012 and 2012 R2 (64-bit)	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Yes*
Windows 8 and 8.1 (32-bit & 64-bit) — Ultimate,	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Use Native RDP protocol multimedia redirection**	Yes*

Server OS	WES7 (32-bit and 64- bit) client	WE8S (64-bit) client	WIE10 client	Thin OS client
Enterprise and Professional				
Windows Server 2016	Use Native RDP protocol multimedia redirection**			
Windows 10 IoT Enterprise	Use Native RDP protocol multimedia redirection**			

* TCX 7.3 multimedia supported over RDP 6.1

** RDP 7.1 and above multimedia redirection.

() NOTE:

- multimedia Redirection is not supported on 64-bit clients.
- H.264 media redirection is supported only over Teradici PCoIP.

Flash support details for flash acceleration and flash redirection

Table 4. Flash support details for flash acceleration and flash redirection

Server OS	WES7 (32-bit and 64- bit) client	WE8S (64-bit) client	Thin OS 8.3 and earlier clients	WIE10 client
Windows Server 2008 R2	Flash Acceleration (Only 32–bit) and Flash Redirection	Flash Acceleration (Only 32–bit) and Flash Redirection	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.
Windows Server 2012 and 2012 R2 (64-bit)	Flash Acceleration (Only 32–bit) and Flash Redirection	Flash Acceleration (Only 32–bit) and Flash Redirection	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.
Windows 7 (X86 & X64) —Ultimate, Enterprise, and Professional	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.
Windows 8 (32-bit & 64- bit) — Ultimate, Enterprise, and Professional	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.
Windows 8.1 (32-bit & 64-bit) — Ultimate, Enterprise, and Professional	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.
Windows Server 2016	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.	Flash Acceleration (Only 32–bit) and Flash Redirection.

Server OS	WES7 (32–bit and 64– bit) client	WE8S (64-bit) client	Thin OS 8.3 and earlier clients	WIE10 client
Windows 10 IoT Enterprise	Flash Acceleration (Only 32–bit) and Flash Redirection.			

() NOTE:

- Flash Acceleration is not supported on WES7 and WE8S 64-bit clients.
- Firefox is supported, but IE10 and IE11 is not supported for Flash Acceleration.
- Flash Redirection over secure gateway such as, Netscalar is supported only on Windows Clients. Thin OS and Linux Clients are not supported.
- Supports Flash redirection over Teradici and VMware view PCoIP protocol only from Windows clients.

TCX 7.3 USB redirection

Table 5. TCX 7.3 USB redirection

TCX 7.3 USB Functionality	WES 7 (32-bit and 64- bit) client	WES 8 (64-bit) client	WIE10 (64-bit) client	Thin OS 8.3 and earlier clients
TCX 7.3 USB Device Redirection of USB 1.1, USB 2.0, and USB 3.0 Devices	Supported	Supported	Supported	Supported
TCX 7.3 USB Session Level Restriction (only in Terminal Server Environment) of USB 1.1, USB 2.0, and USB 3.0 Devices.	Supported	Supported	Supported	Supported
WAN acceleration of Mass Storage Device (NTFS and FAT), except Software based Secure USB device	Supported	Supported	Supported	Supported
WAN acceleration of WACOM devices	Supported	Supported	Supported	Supported
SLR for COM port and COM port assignment	Supported	Supported	Supported	Supported

 NOTE: TCX 7.3 Session Level Restriction with the supported USB class of devices includes HID Class, Scanner, Printer Class, COM port, disk drive, Smart readers, and WPD.

Installing and Upgrading the TCX Suite

This section describes the pre-requisites and procedures to install the TCX Suite Server and Client Software. The topics covered in this section are:

() NOTE: The version 7.3.0.xx, where xx denotes the relative build number displayed on the task bar of the displayed screen is a sample build number, and will be different in the final version of the product that will be shipped to you. This does not affect the overall product installation.

Installation:

- · Pre-requisites to Install the TCX Suite.
- Performing a Server Suite Interactive Installation.
- Performing a Silent Installation on the Server.
- Performing a Client Suite Interactive Installation.
- Performing a Silent Installation on the Client.

Uninstallation:

- · Performing a Server Suite Interactive Uninstallation.
- Performing a Client Suite Interactive Uninstallation.
- Performing a Silent Unistallation on the Client.
- · Performing a Silent Unistallation on the Server.

Modification:

- · Modifying Wyse TCX Client Suite.
- Modifying Wyse TCX Server Suite.

Upgrading:

- Upgrading the Wyse TCX Server Suite.
- Upgrading the Wyse TCX Client Suite.

Topics:

- Pre-requisites to Install the TCX Suite
- Registering the Product and Downloading the License
- Installation Modes
- Various TCX installers
- · Performing a Server Suite Interactive Installation
- · Performing a Silent Installation on the Server
- TCX Client Installation Matrix
- Performing a Client Suite Interactive Installation
- Performing a Silent Installation on the Client
- Modifying Wyse TCX Server Suite
- Modifying Wyse TCX Client Suite
- Performing a Server Suite Interactive Uninstallation
- · Performing a Silent Installation on the Client

- · Performing a Silent Uninstallation on the Server
- Performing a Silent Uninstallation on the Client
- Upgrading Wyse TCX Server Suite
- Upgrading Wyse TCX Client Suite
- RSP packages for Client

Pre-requisites to Install the TCX Suite

Before you install the TCX Server software and Client Software, make sure that the following requirements are met:

• Make sure that **Adobe Flash Plugin**, and **Active X Controls** are installed both on the Server and the Client systems. To install Adobe flash plugin and Active X control,

click https://get.adobe.com/flashplayer/ the link, download the file and then install it.

If the Plugins are not installed, then a warning message is displayed.

- Make sure that the supported browsers are, **Mozilla Firefox**, and **Microsoft Internet Explorer** are installed on the Server and Client systems.
- Make sure you have met all support requirements. If your server platform does not support a TCX component, the installation wizard is displayed during installation process.
- Make sure you complete the product registration and download the proper license key for your software.
- The disc space of **500MB** is required for installation of both TCX server and client suite in windows root drive.

Before you install the TCX Server software , make sure that the following requirements are met :

• Make sure you have met all support requirements as given in Support Information. If your server platform does not support a TCX component, the installation wizard is displayed during installation process.

Before you install the TCX Client software , make sure that the following requirements are met :

- Before installing the TCX client suite, the **Quest USB redirection** service must be stopped. It does not display any message if the service is running prior the TCX suite installation. To disable Quest USB redirection complete the following task:
 - Select **Disabled** from the **Statup type** drop down list.

Quest USB Hub Clie	nt Service Properties (Local Computer)
General Log On	Recovery Dependencies
Service name:	pnusbvirtualhubwssrv
Display name:	Quest USB Hub Client Service
Description:	Runs on Windows clients to enable USB device redirection over RDP connections
Path to executable C:\Windows\syste	e: m32\pnusbvirtualhubwssrv.exe
Startup type:	Disabled 🗸
Help me configure	Automatic (Delayed Start) Automatic Manual
Service status:	Disabled Stopped
<u>S</u> tart	Stop Pause Resume
You can specify th from here.	e start parameters that apply when you start the service
Start para <u>m</u> eters:	
	OK Cancel Apply

The list is displayed.

•	a 🔒 📴 📷 🕨 🗰 🖬 🗛 👘					
Services (Local)	Services (Local)					
	Quest USB Hub Client Service	Name	Description	Status	Startup Type	Log On As
		Quality Windows Audio Video Exp	Quality Windows Audio Video Experience (gWave) is a networking platform for Au.,		Manual	Local Service
	Description	Q Quest USB Hub Client Service	Runs on Windows clients to enable USB device redirection over RDP connections		Disabled	Local System
	Runs on Windows clients to enable USB device redirection over RDP connections	Remate Access Auto Connection Remate Access Connection Mana Remate Desitop Configuration Remate Desitop Services Remate Desitop Services Remate Procedure Call (RPC) Remate Procedure Call (RPC) Remate Remate Registry Remate Registry Remate Registry	Remote Desktop Configuration service (RDCS) is responsible for all Remote Desktop Allows to connect interactively to a remote computer. Remote Desktop and Allows to explore the origination of Relates Divers/Desk Tota for RDP connections. The RPCSS service is the Service Control Manager for COM and DCOM servers. R In Windows 2003 and earlier versions of Windows, the Remote Procedure Call (RPL, Enables remote users to modify registry retings on this computer. If this tenrice is related users to modify registry retings on this computer. If this remote Proteco	Started Started	Manual Manual Manual Manual Automatic Manual Manual Automatic	Local System Local System Local System Network Service Local System Network Service Local Service Local Service
		Reating and Permit Access POC Endpoint Mapper Secure Socket Tunneing Protocol Security Account Manager Security Account Manager Security Center Server Sendel Hardware Detection Simple Total Paranees	The startup of this service signals other services that the Security Accounts Manag	Started Started Started Started Started Started	Disabled Automatic Manual Manual Automatic Automatic Automatic Automatic Automatic	Local System Network Service Local System Local System Local System Local System Local System Local System Local System

Registering the Product and Downloading the License

Before you download and install the production version of the TCX Suite, you must first complete the product registration and download the product license.

- 1 After you receive your product registration code through mail, go to the Self Service Center at http://www.dell.com/wyse/registration and log in.
- 2 On the **Home** tab under **Support Resources**, click the **Registration**, **Licenses & Downloads (**New)** option to open the **Registration**, **Licenses & Downloads** page of the Support and Service Center tab.
- 3 Enter the Registration Code which you have received from Dell while purchasing the package and then click **Register**. After the process is complete, the products you registered are displayed on the page.
- 4 Generate your license key by clicking **Generate Key** in the software list.
- 5 Activate your software maintenance by clicking Activate in the software maintenance list.
- 6 Activate your service contract by click **Activate** in the service contract list.
- 7 On the page displaying the products you have registered, select **Support and Service Center tab > Registration, Licenses & Downloads** to open the **Registration, Licenses & Downloads** page.
- 8 Click **My Products** to expand the list, select the **Software & Licensing** option to display the list of your registered software products, and then use the license key in the Product Key list for SW, WYSE TCX SUITE, SERVER.

Your product registration process is completed. You can now install the TCX Server and Client on the systems you have identified.

Installation Modes

The TCX 7.3 Client and Server suites can be installed in two different modes. The modes of installation are stated below:

1 GUI Installation:

- Performing a Server Suite Interactive Installation.
 - Typical Install
 - Custom Install
- Performing a Client Suite Interactive Installation.
- Typical Install
- Custom Install

Silent Installation:

2

- Performing a silent installation on the server.
- · Performing a silent installation on the client.

Various TCX installers

The TCX 7.3 package includes the following installers:

Utility for silent installation (Client and Server Suite):

· TCX_Suite_Utility.exe

TCX Client installers:

- · Wyse TCX Client Suite.msi
- Wyse TCX Client Suite_64.msi

TCX Server installers:

- Wyse TCX Server Suite_eval32.msi
- Wyse TCX Server Suite_eval64.msi
- Wyse TCX Server Suite_prod32.msi
- Wyse TCX Server Suite_prod64.msi

() NOTE:

- In TCX 7.3, all the installers are **User Account Control (UAC)** aware installers. The TCX components can be installed without turning-off the UAC.
- While performing **Installation**, **Uninstallation**, **Upgradation** or **Modifying** process, UAC always displays a message. Click **Yes** to continue the process.

Performing a Server Suite Interactive Installation

An Interactive installation of the TCX Server enquire you for inputs during installation. Make sure you have completed the product registration process and activated the license key before installing the TCX Server. To perform a Interactive installation on the server, do the following:

1 Download your software from the **Registration**, **Licenses**, and **Downloads** page on the Self Service Center at www.dell.com/wyse/ registration.

The downloaded package includes the msi file:

- a For Production version:
 - Wyse TCX Server Suite_prod32.msi, for 32-bit OS.
 - Wyse TCX Server Suite_prod64.msi, for 64-bit OS.
- b For Evaluation version:
 - Wyse TCX Server Suite_eval32.msi, for 32-bit OS
 - Wyse TCX Server Suite_eval64.msi, for 64-bit OS
- 2 Double click the downloaded Wyse TCX Server Suite_eval32.msi or Wyse TCX Server Suite_prod32.msi to start the installation process.

The Wyse TCX Server Suite Version 7.3.0.xx welcome screen is displayed.

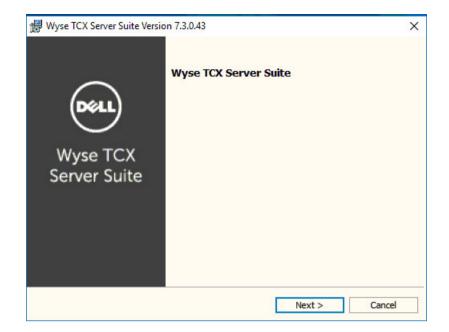


Figure 1. Wyse TCX Server Suite

3 Click Next.

The **Licence Agreement** dialog box is displayed.

4 Select the I accept the terms in the Licence agreement, and click Next.

🔀 Wyse TCX Server Suite Version 7.3.0	.43		×
License Agreement			Dell
			^
Dell End User Lice	ense Agreement	- A VERSION	
THIS END USER LICENSE AGREEMENT YOU (EITHER AN INDIVIDUAL OR AN I LIMITED PARTNERSHIP, OR DELL GLC SINGAPORE BRANCH OF A COMPANY LIMITED LIABILITY ON BEHALF OF ITS	ENTITY) AND DELL BAL B.V. (SINGAF INCORPORATED	PRODUCTS L.P., PORE BRANCH), TH IN THE NETHERLA	A TEXAS IE NDS WITH
 I accept the terms in the license agree 	ment		Print
O I do not accept the terms in the license	e agreement		
מ ואנסווטו ווכוע	< Back	Next >	Cancel



The Licence Agreement dialog box is displayed.

			ersion 7.3.0.43				_
	10	icense Information				6	en)
	E	valuate Wyse TCX Server S	Suite Version 7.3.0.43 for	30 days	s.	e	
		You have chosen to install To continue the installation		e TCX S	Server Suite Versi	on 7.3.0.43.	
		Note: This process ma completes the further		s. Pleas	se wait until the	e installer	
	Inst	allShield					
			< Back		Next >	Cance	l i
				2			
-	ense Information of the I		screen is displayed.	Enter	the Licenc	e Key,ar	nd click Next .
n case of Pro	oduction, the l	tion Licence Information X Server Suite Versio nformation	1.00000000	Enter	the Licenc	e Key,ar	nd click Next .
n case of Pro	oduction, the l Wyse TC License In	Licence Information X Server Suite Version	1.00000000	Enter	the Licenc	e Key,ar	nd click Next.
n case of Pro	Oduction, the I Wyse TC License In Please enter You have continue	Licence Information X Server Suite Version	on 7.3.0.43 nsed version of Wyse need a product key o	TCX	Server Suite -	7.3.0.43.1	×
n case of Pro	Vou have some oth	Licence Information X Server Suite Version formation er your License key. e chosen to install licer the installation, you'll	on 7.3.0.43 nsed version of Wyse need a product key o	TCX Sobtain	Server Suite - led from a full (7.3.0.43. 1 product pa	To ckage or
n case of Pro	Vou have some oth	Licence Information X Server Suite Version nformation er your License key. e chosen to install licer the installation, you'll er authorized source.	on 7.3.0.43 nsed version of Wyse need a product key o	TCX Sobtain	Server Suite - led from a full (7.3.0.43. 1 product pa	To ckage or
n case of Pro	Vou have continue some oth Please entre You have continue some oth Please entre License	Licence Information X Server Suite Version formation er your License key. e chosen to install licer the installation, you'll er authorized source. hter your valid produce Key	on 7.3.0.43 nsed version of Wyse need a product key o t key into the box be	TCX { obtain	Server Suite - led from a full ; nd dick "Next"	7.3.0.43. 1 product pa when done	X To ckage or 2.
n case of Pro	Vou have continue some oth Please entre You have continue some oth Please entre License Note: Th	Licence Information X Server Suite Version nformation er your License key. e chosen to install licer the installation, you'll er authorized source.	on 7.3.0.43 nsed version of Wyse need a product key o t key into the box be ke several minute	TCX { obtain	Server Suite - led from a full ; nd dick "Next"	7.3.0.43. 1 product pa when done	X To ckage or 2.
n case of Pro	Vou have continue some oth Please entre You have continue some oth Please entre License Note: Th	Licence Information X Server Suite Version nformation er your License key. e chosen to install licer the installation, you'll er authorized source. hter your valid produce Key	on 7.3.0.43 nsed version of Wyse need a product key o t key into the box be ke several minute	TCX { obtain	Server Suite - led from a full ; nd dick "Next"	7.3.0.43. 1 product pa when done	X To ckage or 2.
n case of Pro	Vou have continue some oth Please enter You have continue some oth Please en License Note: Th complet	Licence Information X Server Suite Version nformation er your License key. e chosen to install licer the installation, you'll er authorized source. hter your valid produce Key	on 7.3.0.43 nsed version of Wyse need a product key o t key into the box be ke several minute	TCX Sobtain	Server Suite - led from a full ; nd dick "Next"	7.3.0.43. T product pa when done til the ins	X To ckage or 2.

5 Click **Next**. The **Setup Type** dialog box is displayed.

DELL

In the **Setup Type** dialog box, there are two types of installation modes. You can select any one of them to continue the installation process.

To proceed the installation process using **Typical Install** mode, complete the following tasks:

a Select **Typical Install** option and click **Next**.

🔀 Wyse TCX Server Suite Version 7	.3.0.43 ×
Setup Type	Dell
• Typical Install	Installs all TCX Components. Requires 500 MB of disk space.
Multi-Display will not be in Rich Sound will not be ins	
O Custom Install	
Install to: C:\Program Files (xa InstallShield	6)\Wyse\TCX\Server\ Browse
	< Back Next >

Figure 5. Setup Type

() NOTE:

- Multi-Display is not installed on the OS.
- Rich sound is not installed on the OS.
- b The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

Summary				Dell
Summary :-				
Type of Install: Typic	cal Installation			
Components selected :	-			
USB, Multimedia, Flash	, TCX Monitor.			
Installation directory:	C:\Program Files (x86)	\Wyse\TCX\Serve	٠١	
Disk space required:	500 MB			
	in is not installed in the s Iministrator or download			
Note: This process r completes the furth	may take several min her processing.	nutes. Please wa	ait until the	installer
stallShield				

Figure 6. Summary

(i) NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the installer window.

To proceed the installation process using **Custom Install** mode, do the following:

a Select **Custom Install**, and click **Next**.

🔀 Wyse TCX Server Suite Version 7.3.0.43		\times
Setup Type		Dell
○ Typical Install		
● Custom Install	Customized install of 7 Recommended for adv	
Install to: C:\Program Files (x86)\Wys InstallShield	e\TCX\Server\	Browse
	< Back	Next >

Figure 7. Setup Type

(i) NOTE: It enables the Browse tab. you can choose the path to install the component. It is a customized installation process of TCX components and it is recommended for advanced user.

b The Custom Setup screen is displayed. Select the TCX components you would like to install, and click Next.

Wyse TCX Server Suite Vers	Dell
Select the TCX Compo	nents you would like to install.
🔹 🗹 USB	Clicking "Next" will install USB Virtualizer.
Multimedia	Clicking "Next" will install Multimedia.
Multi-Display	
Rich Sound	Rich Sound is not adequate for running in this OS.
🖋 🗹 Flash	Clicking "Next" will install Flash Redirection.
C TCX Monitor	Clicking "Next" will install TCX Monitor.
InstallShield	< Back Next >

Figure 8. Custom Setup

c The Summary is displayed. It provides the summary of installation process. Click Install.

🔀 Wyse TCX Server Suite Version 7.3.0.43	×
Summary	eu
Summary :-	
Type of Install: Custom Installation	
Components selected :-	
USB, Multimedia, Multi-Display, Flash, TCX Monitor.	
Installation directory: C:\Program Files (x86)\Wyse\TCX\Server\	
Disk space required: 470 MB	
N.B.: Flash Player plugin is not installed in the system you will not experience flash redirection Please contact your administrator or download from <u>http://get.adobe.com/flashplayer/</u> .	on!
Note: This process may take several minutes. Please wait until the installer completes the further processing.	
InstallShield	
< Back Install	

Figure 9. Summary

O NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the screen.

	X Server Suite Version 7.3.0.43 — 🗌	Des
P	Installing Wyse TCX Server Suite. This may take several minutes.	
	Status:	
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.	
InstallShield -		
u istaliofilelu -		

6 The **Installing Wyse TCX Server Suite** screen is displayed. It shows the progress of installation process.

Figure 10. Installing Wyse TCX Server Suite

(i) NOTE: Do not interrupt while the process is in progress. This may lead to unexpected results.

7 The Windows Security dialog box is displayed. Select the Always trust software from "Wyse Technology LLC". option and click Install.

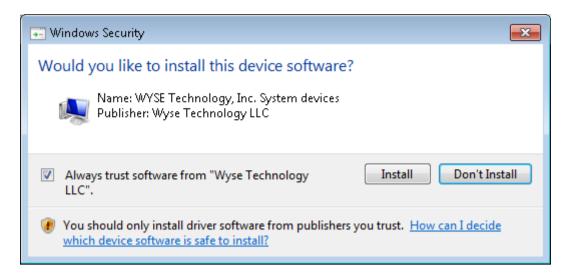


Figure 11. Windows Security

8 The Install Complete screen is displayed. It shows the list of installed TCX components on your system. Click Finish.

😽 Wyse TCX Server Suite Versio	on 7.3.0.43	×
	Install Complete	
DELL	Successfully installed Wyse TCX Server Suite.	
\sim	🔹 🗹 USB	
Wyse TCX	🗰 🗹 Multimedia	
Server Suite	Multi-Display	
	📓 🗌 Rich Sound	
	📕 🗹 Flash	
	🔮 🗹 TCX Monitor	
	Show the Windows Installer log	
	Finish Cano	el

Figure 12. Installation Complete

If you select Show the Windows Installer Log, you can see the log.

Performing a Silent Installation on the Server

In a silent installation, you use the command prompt to install the TCX components. The silent installation process performs a complete Typical installation and Custom installation of the product.

() NOTE: The Licence key is only used for TCX Server Suite Production installation.

To perform a silent installation and interactive installation of 64-bit or 32-bit TCX Server Suite, complete the following task:

1 Download the software from **Registration**, Licenses, and Downloads page on the Self Service Center at http://www.dell.com/wyse/ registration. The msi file that you want to download could be either **Wyse TCX Server Suite_prod32.msi** for a server with a 32–bit OS, or **Wyse TCX Server Suite_prod64.msi** for a server with a 64–bit OS and **TCX_Suite_Utility.exe**.

(i) NOTE: Make sure the TCX Suite msi is present in same location as the TCX_Suite_Utility.exe file.

- 2 After completing the download, open the **Command Prompt** window in administrator mode on the system.
- 3 On the command prompt window, navigate to the folder where you have downloaded the **.msi** file. Enter the following command:

TCX_Suite_Utility.exe /hide_progress <Mode of install> <Type of installer> <Components to be installed> LICENSE_KEY=<25-digit license key that you downloaded>

- 4 To install the components, do the following:
 - a Mode of install Values are:
 - Silent for Silent mode of installation.
 - b Type of installer: For installing type of installer, values are:
 - · Eval32 For TCX Server Suite Evaluation 32bit.
 - Eval64 For TCX Server Suite Evaluation 64bit
 - Prod32 For TCX Server Suite Production 32bit
 - Prod64 For TCX Server Suite Production 64bit
 - c Components to be installed:
 - FLASH=1 For installing Flash.
 - MDS=1 For installing MDS.
 - MMR=1 For installing MMR.
 - RS=1 For installing RS.
 - USB=1 For installing USB.
 - MAT=1– For installing MAT tool.

The TCX components are installed.

TCX Client Installation Matrix

The following tables provide the details of the Client OS and the TCX features that can be installed, or in built, or are not supported.

Client Installation (32-bit)

Table 6. Client Installation

Client OS	TCX Flash Acceleration	TCX Flash Redirection	TCX Multi- display	TCX Multimedia	TCX Rich Sound	TCX USB Virtualizer
WES7 32–bit	Yes	Yes	Yes	Yes	Yes	Yes
ThinOS	Built in	Supported (From Build 8.3 on Dell Wyse 5060 Thin Client)	Built in	Built in	Built in	Built in

() NOTE: The 64-bit TCX installer will install both 32-bit and 64-bit binaries.

Client Installation (64-bit)

Table 7. Client Installation

Client OS	TCX Flash Acceleration	TCX Flash Redirection	TCX Multi- display	TCX Multimedia	TCX Rich Sound	TCX USB Virtualizer
WES7p 64–bit	Not supported	Yes	Not supported	Not supported	Not supported	Yes
WE8S 64–bit	Not supported	Yes	Not supported	Not supported	Not supported	Yes

Performing a Client Suite Interactive Installation

The TCX Client Installer supports both 32–bit and 64–bit client operating systems. You can install a 32–bit installer package on a 32–bit client OS to run 32–bit remote desktop clients and 64–bit installer package on a 64–bit client OS to run 64–bit remote desktop clients. For more information, see the TCX Client Installation Matrix.

(i) NOTE: Quest USB redirection and TCX USB redirection are mutually exclusive. If you plan to use TCX USB redirection, then uninstall the Quest add-on or stop the Quest USB HUB Client Service.

To perform a Interactive installation on the client, do the following:

- 1 Log in as an administrator, and disable the File Based Write Filter.
- 2 Restart the client, and log in as an administrator.

You can disable the File Based Write Filter by double clicking on the FBWF Disable icon on the client desktop.

- 3 To download the client software, do the following:
 - a Go to the www.dell.com/wyse/support.
 - b Click Software Downloads.
 - c Expand the list next to **Product Downloads Active**.
 - d Select your cloud client model, and click **Search**.
 - e On the resulting page, scroll down to the **Firmware Addons** section, and click **Wyse TCX** 7.3 Client file to download the software and save it in shared location or file.

The downloaded package includes the msi file:

- Wyse TCX Client Suite.msi, for a client with a 32-bit OS.
- Wyse TCX Client Suite_64.msi, for a client with a 64-bit OS.
- 4 Double-click the downloaded Wyse TCX Client Suite.msi or Wyse TCX Client Suite_64.msi to start the installation process.

The Wyse TCX Client Suite Version 7.3.0.xx welcome screen is displayed.

Wyse TCX Client Suite Version 7.3.0.43	×
Wyse TCX Client Suite	
Next >	Cancel

Figure 13. Wyse TCX Client Suite

- 5 Click **Next** to start the installation process. The **Licence Agreement** dialog box is displayed.
- 6 Select the I accept the terms in the Licence agreement, and click Next.

🖟 Wyse TCX Client Suite Version 7.3.0.4	43		×
License Agreement			Dell
Dell End User Lice THIS END USER LICENSE AGREEMENT YOU (EITHER AN INDIVIDUAL OR AN E LIMITED PARTNERSHIP, OR DELL GLO SINGAPORE BRANCH OF A COMPANY LIMITED LIABILITY ON BEHALF OF ITS	("EULA") IS A LE INTITY) AND DELI BAL B.V. (SINGA INCORPORATED	GAL AGREEMENT L PRODUCTS L.P., PORE BRANCH), T IN THE NETHERL	A TEXAS HE ANDS WITH
 I accept the terms in the license agreer I do not accept the terms in the license InstallShield			Print
	< Back	Next >	Cancel

Figure 14. License Agreement

Click Next. The Setup Type dialog box is displayed.
 In the Setup Type dialog box, there are two types of installation modes. you can select any one of them to continue the installation process.

To proceed the installation process using **Typical Install** mode, do the following:

a Select Typical Install, and click Next.

😸 Wyse TCX Client Suite Version 7.3.0.43		×
Setup Type		-
Typical Install	Installs all TCX Components. Requires 50(of disk space.) MB
🔿 Custom Install		
Install to: C:\Program Files\Wyse\TCX\Client	Browse	
InstallShield	< Back Next >	

Figure 15. Setup Type

b The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

Wyse TCX Client Suite Version 7.3.0.4	3		
Summary			Del
Summary:-			
Type of Install: Typical Installation.			
Components selected :-			
USB, Flash, TCX Monitor.			
Installation directory: C:\Program Files	s\Wyse\TCX\ <mark>(</mark> Clien	it	
Disk space required: 500 MB			
Note: This process may take sever completes the further processing.		ase wait until the	installer
tallShield			
		< Back	Install

Figure 16. Summary

(i) NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the screen.

To proceed the installation process using **Custom Install** mode, do the following:

a Select **Custom Install**, and click **Next**.

(i) NOTE: It enables the Browse tab. you can choose the path to install the component. It is a customized installation process of TCX components and it is recommended for advanced user.

🖟 Wyse TCX Client Suite Version 7.3.0.43		×
Setup Type		Dell
🔿 Typical Install		
Custom Install	Customized install of Recommended for a	
Install to: C:\Program Files\Wyse\TCX\Client		Browse
nstallShield	< Back	Next >

Figure 17. Setup Type

b The Custom Setup screen is displayed. Select the TCX components you would like to install, and click Next.

🔀 Wyse TCX Client Suite Vers	ion 7.3.0.43 ×
Custom Setup	Dell
Select the TCX Client (Components you would like to install.
∳ ⊻USB	Clicking "Next" will install USB Virtualizer.
Multimedia	Multimedia/Flash Acceleration is not adequate for running on this 05.
🖌 🗹 Flash	Clicking "Next" will install Flash Redirection.
Multi-Display	Multi-Display is not adequate for running on this OS.
Rich Sound	Rich Sound is not adequate for running on this OS.
TCX Monitor	Clicking "Next" will install TCX Monitor.
	< Back Next >

Figure 18. Custom Setup

c The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

Summary			0
Summary:-			
Type of Install: Cust	om Installation.		
Components selected	:-		
USB, Flash, TCX Monit	or.		
Installation directory:	C:\Program Files\Wyse\TCX\Client		
Disk space required:	420 MB		
Note: This process completes the furt	may take several minutes. Plea her processing.	se wait until the i	nstaller
tallShield			

Figure 19. Summary

8

DELL

() NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the installer window. The Installing Wyse TCX Client Suite screen is displayed. It shows the progress of installation process.

🛃 Wyse TC	X Client Suite Version 7.3.0.43 —	×
Installing	Wyse TCX Client Suite	Dell
₽	Installing Wyse TCX Client Suite. This may take several minutes.	<u> </u>
50	Status:	
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.	
InstallShield -		

Figure 20. Installing Wyse TCX Client Suite

(i) NOTE: Do not interrupt while the process is in progress. This may lead to unexpected results.

9 The Windows Security dialog box is displayed. Select the Always trust software from "Wyse Technology LLC" and then click Install.



10 The Install Complete screen is displayed. It shows the list of installed TCX components on your system. Click Finish.

👹 Wyse TCX Client Suite Vers	ion 7.3.0.43	×
	Install Complete	
(DELL)	Successfully installed Wyse TCX Client Suite.	
\bigcirc	🔹 🔽 USB	
Wyse TCX	🗱 🗌 Multimedia	
Client Suite	🖌 🗹 Flash	
	Multi-Display	
	Rich Sound	
	TCX Monitor	
	Show the Windows Installer log	
	Finish Car	ncel

Figure 21. Installation Complete

If you select Show the Windows Installer Log, you can see the log.

Performing a Silent Installation on the Client

To perform a silent installation on the client, do the following:

- 1 Log in as an administrator, and disable the File Based Write Filter.
- 2 Restart the client, and log in as an administrator.
- 3 To download the client software, do the following:
 - a Go to the Dell Wyse Support Site
 - b Click Software Downloads.
 - c Expand the list next to Product Downloads Active.
 - d Select your cloud client model, and click Search.
 - e On the resulting page, scroll down to the **Firmware Addons** section. click the file name **Wyse TCX Suite 7.3 Client** to download the software to the external USB drive on the client to which you will install the software.

The msi file that you want to download could be either **Wyse TCX Client Suite.msi** for a client with a 32-bit OS, or **Wyse TCX Client Suite_64.msi** for a client with a 64-bit OS and **TCX_Suite_Utility.exe**.

I NOTE: Make sure the TCX Suite msi is present in same location as the TCX_Suite_Utility.exe file.

- 4 Extract .msi from the zip file to the desktop of the client.
- 5 Open the **Command Prompt** window in administrator mode on the system.
- 6 On the command prompt window, navigate to the folder where you have extracted the **.exe** file. Enter the following command: TCX_Suite_Utility.exe /hide_progress <Mode of install> <Type of installer> <Components to be installed>
- 7 To install the components, do the following:
 - a Mode of install Values are:

b

- · Silent for Silent mode of installation.
- Type of installer: For installing type of installer, values are:
 - · Client32 For TCX Client Suite 32bit.
 - · Client64 For TCX Client Suite 64bit.
- c Components to be installed:
 - · FLASH=1 For installing Flash.
 - MDS=1 For installing MDS.
 - MMR=1 For installing MMR.
 - \cdot RS=1 For installing RS.
 - USB=1 For installing USB.
 - MAT=1– For installing MAT tool.
- 8 After the installation is complete, enable the Write Filter and restart the system.

Modifying Wyse TCX Server Suite

You can Modify, Change, and Add or Remove the Wyse TCX Server Suite components during this process. To Modify, Change. and Add or Remove the Wyse TCX Server Suite components, do the following:

1 Double-click the Wyse TCX Server Suite Version 7.3.0.xx file.

(i) NOTE: You can also perform the same task as mentioned below:

- a Go to Start > Control Panel > Programs > Programs and Features.
- b Select the TCX Server suite and click **Change**.
- 2 The Wyse TCX Server Suite dialog box is displayed. This is to modify, repair, or remove Wyse TCX Server Suite, click Next.
- 3 The **Program Maintenance** screen is displayed.

👹 Wyse TCX Server Suite Versi	on 7.3.0.43	×
Wyse TCX Server Suite	Wyse TCX Server Suite To modify, repair, or remove Wyse TCX Server Suite, dick Next.	
	Next > Cancel	

Figure 22. Wyse TCX Server Suite

- 4 Select Add or Remove Components, and click Next.
- 5 Select the TCX components you would like to install and Deselect the TCX Components you would like to remove, and click Next.

🔀 Wyse TCX	Server Suite Version 7.3.0.43	×
Program Ma	aintenance	Dell
F	Add or Remove Components Change / Modify Wyse TCX Server Suite.	
F	○ Repair Repair Wyse TCX Server Suite.	
3	O Uninstall Uninstall Wyse TCX Server Suite.	
InstallShield ——	< Back Next > Ca	ancel

Figure 23. Program Maintenance

6 The **Modifying Wyse TCX Server Suite** dialog box displays the progress bar.

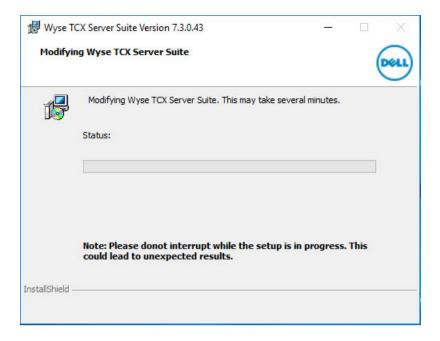


Figure 24. Modifying Wyse TCX Server Suite

7 The Modify Complete dialog box is displayed. Click Finish.

🔀 Wyse TCX Server Suite Ver	sion 7.3.0.43	×
	Modify Complete	
(DELL)	Successfully modified Wyse TCX Server Suite.	
\bigcirc	🔹 🗹 USB	
Wyse TCX	🗱 🖂 Multimedia	
Server Suite	Multi-Display	
	Rich Sound	
	🖋 🗹 Flash	
	C TCX Monitor	
	Show the Windows Installer log	
	Finish Cano	el

Figure 25. Modify Complete

Modifying Wyse TCX Client Suite

You can Modify, Change, and Add or Remove the Wyse TCX Client Suite components during this process. To Modify, Change, and Add or Remove the Wyse TCX Client Suite components, do the following:

1 Double-click the Wyse TCX Client Suite Version 7.3.0.xx file.

(i) NOTE: You can also perform the same task as mentioned bellow:

- a Go to Start > Control Panel > Programs > Programs and Features.
- b Select the TCX Client suite, and click **Change**.
- 2 The Wyse TCX Client Suite dialog box is displayed. This is to modify, repair, or remove Wyse TCX Client Suite, click Next.

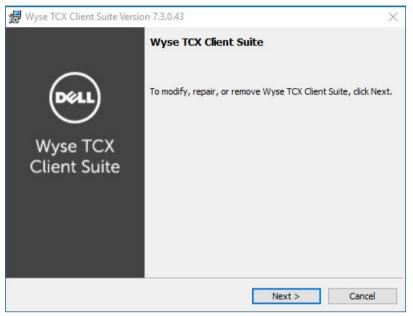


Figure 26. Wyse TCX Client Suite

3 The **Program Maintenance** screen is displayed.

援 Wyse TCX Client Suite Version 7.3.0.43 Program Maintenance			×	
F	Add or Remove Com Change / Modify Wy			
F	○ Repair Repair Wyse TCX Cl	ient Suite.		
3	O Uninstall Uninstall Wyse TCX	Client Suite,		
InstallShield —		< Back	Next >	Cancel

Figure 27. Program Maintenance

- 4 Select Add or Remove Components, and click Next.
- 5 Select the TCX components you would like to install and Deselect the TCX Components you would like to remove, and click Next.

🔀 Wyse TCX Client Suite Version	n 7.3.0.43 ×
Custom Setup	Dell
Select the TCX Client Co	mponents you would like to install.
រទ្ំ 🗹 USB	Clicking "Next" will install USB Virtualizer.
Multimedia	Multimedia/Flash Acceleration is not adequate for running on this OS.
🖌 🗹 Flash	Clicking "Next" will install Flash Redirection.
Multi-Display	Multi-Display is not adequate for running on this 05.
Rich Sound	Rich Sound is not adequate for running on this OS.
TCX Monitor	Clicking "Next" will install TCX Monitor.
	< Back Next >

Figure 28. TCX components

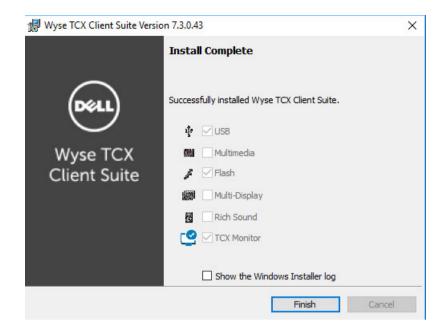
6 The **Modifying Wyse TCX Client Suite** dialog box displays the progress bar.

😸 Wyse TC	X Client Suite Version 7.3.0.43 —	\times
Installing	y Wyse TCX Client Suite	DELL
ı,	Installing Wyse TCX Client Suite. This may take several minutes.	
	Status:	
		Ĩ
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.	
InstallShield -		

Figure 29. Modifying Wyse TCX Client Suite

D&LI

7 The **Modify Complete** dialog box is displayed. Click **Finish**.





Performing a Server Suite Interactive Uninstallation

To uninstall the Wyse TCX Server Suite Version 7.3.0.xx from the system, complete the following task:

- 1 Double-click the Wyse TCX Server Suite Version 7.3.0.xx file.
- 2 The Wyse TCX Server Suite dialog box is displayed. This is to modify, repair, or remove Wyse TCX Server Suite, click Next.

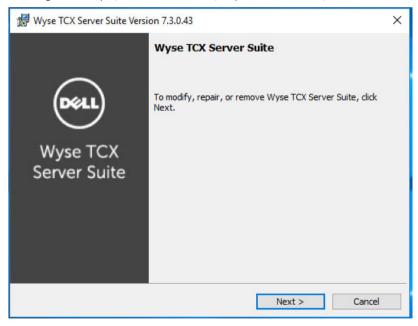


Figure 31. Wyse TCX Server Suite

3 The **Program Maintenance** screen is displayed.

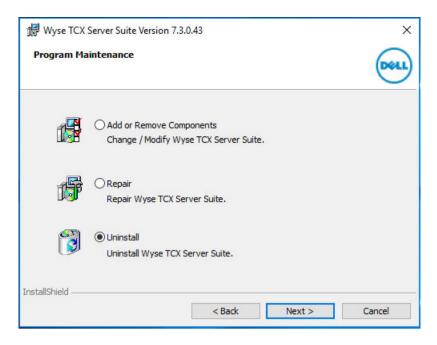


Figure 32. Program Maintenance

- 4 Click Uninstall to uninstall the Wyse TCX Server Suit Version 7.3.0.xx.
 - NOTE: Select Preserve USB Database Settings before performing the uninstallation process as it preserves the existing USB settings even after uninstalling the server.

🔀 Wyse TCX Server Suite Version 7.3.	TCX Server Suite Version 7.3.0.43		×	
Uninstall Wyse TCX Server Suite				
Click Uninstall to uninstall Wyse TCX S	erver Suite.			
Preserve USB Database Settings				
	< Back	Uninstall	Cancel	

Figure 33. Uninstall Wyse TCX Server Suite

5 The **Uninstalling Wyse TCX Server Suite** dialog box displays the progress bar.

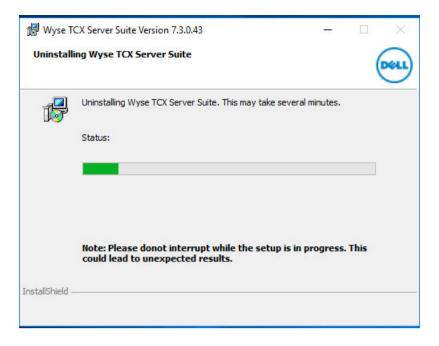


Figure 34. Uninstalling Wyse TCX Server Suite

6 The Uninstall Complete dialog box is displayed. Click Finish.

🖟 Wyse TCX Server Suite Vers	ion 7.3.0.43	×
	Uninstall Complete	
DELL	Successfully uninstalled Wyse TCX Server Suite.	
\smile	🌵 🗹 USB	
Wyse TCX	🗰 🔽 Multimedia	
Server Suite	Multi-Display	
	Rich Sound	
	🌈 🗹 Flash	
	C TCX Monitor	
	Show the Windows Installer log	
	Finish Cancel	

Figure 35. Uninstall Complete

C	Select Programs > Programs and Features.					
С	To uninstall a Wyse TCX Server Suite , select it from the list and click Uninstall . Programs and Features					
	Control Panel Home Uninstall or change a program					
\$	View installed updates	lates To uninstall a program, select it from the list and then click Uninstall, Char				
	Turn Windows features on or					
	off	Organize 👻 Uninstall Change				
		Name	Publisher			
		😸 Microsoft Visual C++ 2012 Redistributable (x64) - 11.0	Microsoft Corporation			
		Bicrosoft Visual C++ 2012 Redistributable (x86) - 11.0				
		🔛 Wyse TCX Server Suite	Dell Inc.			
		C Dell Inc. Product version: 7.3.0.43				
		Size: 11.3 MB				

Performing a Silent Installation on the Client

To perform a silent installation on the client, do the following:

- 1 Log in as an administrator, and disable the File Based Write Filter.
- 2 Restart the client, and log in as an administrator.
- 3 To download the client software, do the following:
 - a Go to the Dell Wyse Support Site
 - b Click Software Downloads.

c Expand the list next to Product Downloads Active.

- d Select your cloud client model, and click **Search**.
- e On the resulting page, scroll down to the **Firmware Addons** section. click the file name **Wyse TCX Suite 7.3 Client** to download the software to the external USB drive on the client to which you will install the software.

The msi file that you want to download could be either **Wyse TCX Client Suite.msi** for a client with a 32-bit OS, or **Wyse TCX Client Suite_64.msi** for a client with a 64-bit OS and **TCX_Suite_Utility.exe**.

(i) NOTE: Make sure the TCX Suite msi is present in same location as the TCX_Suite_Utility.exe file.

- 4 Extract **.msi** from the zip file to the desktop of the client.
- 5 Open the **Command Prompt** window in administrator mode on the system.
- 6 On the command prompt window, navigate to the folder where you have extracted the **.exe** file. Enter the following command: TCX_Suite_Utility.exe /hide_progress <Mode of install> <Type of installer> <Components to be installed>
- 7 To install the components, do the following:
 - a Mode of install Values are:
 - Silent for Silent mode of installation.
 - b Type of installer: For installing type of installer, values are:
 - · Client32 For TCX Client Suite 32bit.
 - · Client64 For TCX Client Suite 64bit.
 - c Components to be installed:
 - FLASH=1 For installing Flash.
 - MDS=1 For installing MDS.
 - MMR=1 For installing MMR.
 - RS=1 For installing RS.
 - USB=1 For installing USB.
 - MAT=1– For installing MAT tool.
- 8 After the installation is complete, enable the Write Filter and restart the system.

Performing a Silent Uninstallation on the Server

To perform a silent uninstallation, do the following:

- 1 Open the **Command Prompt** window in administrator mode on the system.
- 2 On the command prompt window, navigate to the folder where you have downloaded the .msi file.
- 3 Enter the following command: msiexec /x <msi name> /gn
- 4 The system restarts automatically once the uninstallation process is completed.

Performing a Silent Uninstallation on the Client

To perform a silent uninstallation on the client, do the following:

- 1 Log in as an administrator, disable the **File Based Write Filter**, restart the client, and then log in back as an administrator.
- 2 Open the **Command Prompt** window in the administrator mode on the system.
- 3 On the command prompt window, navigate to the folder where you have extracted the **.msi** file.
- 4 Enter the following command: msiexec /x <msi name> /qn
- 5 The system restarts automatically once the uninstallation process is completed. Enable the Write Filter after restarting the system.

Upgrading Wyse TCX Server Suite

The process is used to upgrade the TCX suite to the latest available version. The setup detects the previous version of the TCX components installed on the system and upgrades the components to **Wyse TCX Server Suite 7.3.0.xx** components. The Upgrade is supported only from the last two released version, such as TCX 7.3.0.xx.

To upgrade the TCX components on your system, complete the following task:

1 On the system where the TCX Server Suite 7.3.0.xx is installed, double-click the file **Wyse TCX Server Suite_prod32** of version 7.3.0.xx.

The Wyse TCX Server Suite 7.3.0.xx dialog box is displayed with User Account Control (UAC) settings.

In Note: If the User Account Control (UAC) setting in the system is turned ON, it prevents the TCX suite upgrade. Click Yes to turn Off the UAC and the restart the system to continue with the process. Once the system gets restarted, the TCX suite upgrade continues automatically.

	Wyse TCX Server Suite 7.3.0.43	×
?	User Account Control (UAC) Setting in the system is currently ON. This is preventing TCX Suite Upgrade. To proceed with upgrade UAC needs to be turned OFF. Click 'Yes' to turn OFF UAC and reboot the system. TCX Suite Upgrade will continue automatically after reboot. Click 'No' to abort the upgrade.	
	Yes No	

Figure 37. User Account Control (UAC)

2 The **Upgrading Wyse TCX Server Suite 7.3.0.xx** dialog box is displayed. Select **Preserve USB Database Settings** before performing the upgrading process as it preserves the existing USB and restores them back after upgrade is completed. Click **Upgrade**.

The setup detects the previous version of TCX components installed on the system.

NOTE: During upgrade process, the setup will first uninstall existing TCX components from the system. The system restarts automatically if required. The setup resumes installing Wyse TCX Server Suite latest version automatically only once you log in after restart.

	Upgrading "Wyse TCX Server Suite 7.3.0.43"
DELL	The setup has detected previous version of "TCX Components" installed on your computer. Click "Upgrade >" button to upgrade software to "Wyse TCX Server Suite 7.3.0.43" version.
Wyse TCX Server Suite	NOTE: During upgrade process, the setup will first uninstall existing "TCX Components" from your computer. The setup will automatically reboot your computer if required. The setup resumes installing "Wyse TCX Server Suite 7.3.0.43" automatically only after the current user logs in post reboot.
	Note: This process may take several minutes. Please wait until the installer completes the further processing.

Figure 38. Upgrading Wyse TCX Server Suite

3 The **Setup Type** dialog box is displayed.

In the **Setup Type** dialog box, there are two types of upgrading modes. You can select any one of them to continue the installation process.

To proceed the installation process using **Typical Install** mode, complete the following task:

a Select **Typical Install** option and click **Next**.

(i) NOTE: Multi-Display and Rich sound is upgraded on supported platforms.

🔀 Wyse TCX Server Suite Version	n 7.3.0.43	\times
Setup Type		Dell
Typical Install	Installs all TCX Components. Requ MB of disk space.	ires 500
Multi-Display will not be Rich Sound will not be ir		
O Custom Install		
Install to: C:\Program Files (InstallShield	(x86)\Wyse\TCX\Server\ Br	0WS8
	< Back	Next >

Figure 39. Setup Type

b The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

🖟 Wyse TCX Server Suite \	Version 7.3.0.43	×
Setup Type		Dell
Typical Install	Installs all TCX Cor MB of disk space.	mponents, Requires 500
	not be installed on this 05. t be installed on this 05.	
O Custom Install		
Install to: C:\Program	Files (x86)\Wyse\TCX\Server\	Browse
	< B	ack Next >

Figure 40. Summary

DELL

(i) NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the screen.

To proceed the installation process using **Custom Install** mode, complete the following task:

a Select **Custom Install** option and click **Next**.

😽 Wyse TCX Server Suite Version 7.3.0.4	13	\times
Setup Type		Dell
○ Typical Install		
Custom Install	Customized install of T Recommended for adv	
Install to: C:\Program Files (x86)\W InstallShield	yse\TCX\Server\	Browse
	< Back	Next >

Figure 41. Setup Type

(i) NOTE: It enables the Browse tab. you can choose the path to install the component. It is a customized installation process of TCX components and it is recommended for advanced user.

b The Custom Setup screen is displayed. Select the TCX components you would like to install, and click Next.

Custom	Setup	Dell
Sel	ect the TCX Compo	nents you would like to install.
ŵ	USB	Clicking "Next" will install USB Virtualizer.
6 88	Multimedia	Clicking "Next" will install Multimedia.
	Multi-Display	
	Rich Sound	Rich Sound is not adequate for running in this OS.
ŀ	🗹 Flash	Clicking "Next" will install Flash Redirection.
2	TCX Monitor	Clicking "Next" will install TCX Monitor.
tallShield		

Figure 42. Custom Setup

c The **Summary** is displayed. It provides the summary of installation process. Click **Install**.

🔀 Wyse TCX Server Suite Version 7.3.0.43	×
Summary	Dell
Summary :-	
Type of Install: Custom Installation	
Components selected :-	
USB, Multimedia, Multi-Display, Flash, TCX Monitor.	
Installation directory: C:\Program Files (x86)\Wyse\TCX\Server\	
Disk space required: 470 MB	
N.B.: Flash Player plugin is not installed in the system you will not experience f Please contact your administrator or download from <u>http://qet.adobe.com/fla</u>	
Note: This process may take several minutes. Please wait until the completes the further processing.	installer
InstallShield	
< Back	Install

Figure 43. Summary

4 The Installing Wyse TCX Server Suite screen is displayed. It shows the progress of installation process.

(i) NOTE: Do not interrupt while the process is in progress. This may lead to unexpected results.

5 The Windows Security dialog box is displayed. Select the Always trust software from "Wyse Technology LLC". option and then click Install.

🐨 Windows Security
Would you like to install this device software?
Name: WYSE Technology, Inc. System devices Publisher: Wyse Technology LLC
Always trust software from "Wyse Technology Install Don't Install Don't Install
You should only install driver software from publishers you trust. How can I decide which device software is safe to install?

6 The **Install Complete** screen is displayed. It shows the list of installed TCX components on your system. Click **Finish** to complete the installation process.

👹 Wyse TCX Server Suite Versio	on 7.3.0.43	Х
	Install Complete	
DELL	Successfully installed Wyse TCX Server Suite.	
\smile	🔹 🔽 USB	
Wyse TCX	🗰 🗹 Multimedia	
Server Suite	Multi-Display	
	📓 🗌 Rich Sound	
	🖌 🗹 Flash	
	C TCX Monitor	
	Show the Windows Installer log	
	Finish Cancel	

Figure 44. Install Complete

If you select Show the Windows Installer Log, you can see the log.

Upgrading Wyse TCX Client Suite

The process is used to upgrade the TCX suite to the latest available version. The setup detects the previous version of the TCX components installed on the system and upgrades the components to **Wyse TCX Client Suite 7.3.0.xx** components. The Upgrade is supported only from the last two released version, such as TCX 7.3.0.xx and 7.3.0.xx. To upgrade the TCX components on your system, complete the following task:

1 On the system where the TCX Client Suite 7.3.0.xx is installed, double-click the file **Wyse TCX Client Suite** of version 7.3.0.xx.

The Wyse TCX Client Suite 7.3.0.xx dialog box is displayed with User Account Control (UAC) settings.

(1) NOTE: If the User Account Control (UAC) setting in the system is turned ON, it prevents the TCX suite upgrade. Click Yes to turn Off the UAC and the restart the system to continue with the process. Once the system gets restarted, the TCX suite upgrade continues automatically.

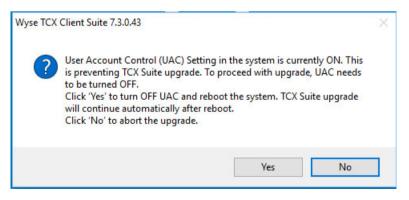


Figure 45. User Account Control (UAC)

2 The **Upgrading Wyse TCX Client Suite 7.3.0.xx** dialog box is displayed. Select **Preserve USB Database Settings** before performing the upgrading process as it preserves the existing USB settings and restores them back after upgrade is completed. Click **Upgrade**. The setup detects the previous version of TCX components installed on the system.

(1) NOTE: During upgrade process, the setup will first uninstall existing TCX components from the system. The system restarts automatically if required. The setup resumes installing Wyse TCX Client Suite latest version automatically only once you logs in after restart.

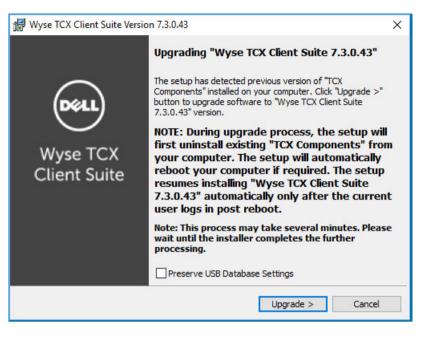


Figure 46. Upgrading Wyse TCX Client Suite

3 The **Setup Type** dialog box is displayed.

In the **Setup Type** dialog box, there are two types of upgrading modes. You can select any one of them to continue the installation process.

To proceed the installation process using **Typical Install** mode, complete the following task:

a Select **Typical Install** option and click **Next**.

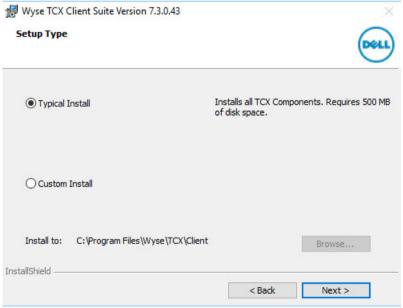


Figure 47. Setup Type

b The **Summary** is displayed. It provides the summary of installation process. Click **Install** to continue.

🖟 Wyse TCX Client Suite Version 7.3.0.43		×
Summary		Dell
Summary:-		
Type of Install: Typical Installation.		
Components selected :-		
USB, Flash, TCX Monitor.		
Installation directory: C:\Program Files\Wyse\TO	CX\Client	
Disk space required: 500 MB		
Note: This process may take several minut completes the further processing.	es. Please wait until the i	nstaller
	< Back	Install

Figure 48. Summary

(i) NOTE: If Adobe Flash player is not installed in the system, then N.B. message is displayed on the screen.

To proceed the installation process using **Custom Install** mode, complete the following task:

a Select **Custom Install** option and click **Next**.

Wyse TCX Client Suite Version 7.3.0.43		×
Setup Type		Dell
○ Typical Install		
Custom Install	Customized install o Recommended for a	
Install to: C:\Program Files\Wyse\TCX\Client		Browse
nstallShield	< Back	Next >

Figure 49. Setup Type

(i) NOTE: It enables the Browse tab. you can choose the path to install the component. It is a customized installation process of TCX components and it is recommended for advanced user.

- b The Custom Setup screen is displayed. Select the TCX components you would like to install and then click Next.
- c The **Summary** is displayed. It provides the summary of installation process. Click **Install** to continue.

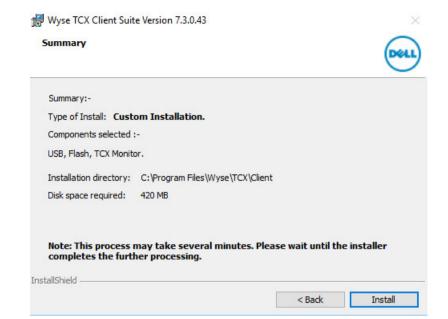


Figure 50. Summary

4 The Installing Wyse TCX Client Suite screen is displayed. It shows the progress of installation process.

🔀 Wyse TC	X Client Suite Version 7.3.0.43 —	×
Installing	Wyse TCX Client Suite	Dell
1	Installing Wyse TCX Client Suite. This may take several minutes.	
	Status:	
	Note: Please donot interrupt while the setup is in progress. This could lead to unexpected results.	
InstallShield –		
InstallShield -		

Figure 51. Installing Wyse TCX Client Suite

() NOTE: Do not interrupt while the process is in progress. This may lead to unexpected results.

5 The Windows Security dialog box is displayed. Select the Always trust software from "Wyse Technology LLC" option and then click Install.



6 The Install Complete screen is displayed. It shows the list of installed TCX components on your system. Click Finish.

😸 Wyse TCX Client Suite Vers	ion 7.3.0.43	×
	Install Complete	
(DELL)	Successfully installed Wyse TCX Client Suite.	
\bigcirc	🔹 🖂 USB	
Wyse TCX	Multimedia	
Client Suite	🖉 Flash	
	Multi-Display	
	Rich Sound	
	C TCX Monitor	
	Show the Windows Installer log	
	Finish Can	cel

Figure 52. Install Complete

If you select Show the Windows Installer Log, you can see the log.

RSP packages for Client

The RSP packages are used to PUSH client packages onto windows embedded clients. Only through Wyse Device Manager 5.7.2 (WDM 5.7.2) software you can PUSH the RSP packages onto the client. To download the RSP packages, complete the following steps:

- 1 Go to www.dell.com/wyse/support
- 2 Click Software Downloads, expand the list next to Product Downloads Active, select your cloud client model, and then click Search.
- 3 The **RSP_Packages** includes two sub-folders for 32–bit operating system and 64–bit operating system. The sub-folders are further classified into **Installation** and **Uninstallation** files.
 - a **x64** (64-bit client):

Table 8. File Name

Installation	Unistallation
WyseTCXClientSuite7.3.0.x64WE8S	WyseTCXClientSuite7.3.0.x64UninstallWE8S
WyseTCXClientSuite7.3.0.x64WES7P	WyseTCXClientSuite7.3.0.x64UninstallWES7P
WyseTCXClientSuite7.3.0.x64WIE10	WyseTCXClientSuite7.3.0.x64UninstallWIE10

b **x86** (32–bit client):

Table 9. File Name

Installation	Unistallation
WyseTCXClientSuite7.3.0.xxWES7	WyseTCXClientSuite7.3.0.xxUninstallWES7

Complete the following task to PUSH the RSP packages onto the client:

- a Double-click WyseTCXClientSuite7.3.0.xxWES7 file to start the process.
- b The **WinZip Self-Extractor** dialog box is displayed. To unzip the files click **Unzip**, the default location of the extracted files is C: \WDM Packages. You can browse and change the location if needed.

WinZip Self-Extractor - WyseTC	XClientSuite7.0	.0.50WES 🗙
To unzip all files in this self-extractions specified folder press the Unzip bu	/inZip Self-Extract	or - WyseTCXClier
Unzip to <u>f</u> older:		Run <u>₩</u> inZip
C:\WDM Packages	<u>B</u> rowse	<u>C</u> lose
verwrite files without prompting]	<u>A</u> bout
When done unzipping open: .\WyseTCXClientSuite7.0.0.50V	VES7\Readme.b	<u>H</u> elp

- c If you select **When done unzipping open:** option, the Readme Notepad file is displayed. It provides the package information, such as:
 - Package information
 - Description
 - Package Instructions

WinZip Self-Extractor - WyseT(XClientSuite7.0).0.50WES 🗙				
•	To unzip all files in this self-extractor file to the specified folder press the Unzip button.					
Unzip to <u>f</u> older:		Run <u>W</u> inZip				
C:\WDM Packages	<u>B</u> rowse	<u>C</u> lose				
verwrite files without prompting	g	About				
When done unzipping open: .\WyseTCXClientSuite7.0.0.50\	Help					
Unzipping WyseT	CXClientSuite.msi					

d After unzipping the files, Go to Start > All Programs > WDM Folder > WDM 5.7.2 and start WDM 5.7.2 software.

е

In the WDM console, expand Wyse Device Manager and select Package Manager.

Console Root	Nene A	Description	Status	05	Size (03)	Created	Default
WyseDeviceManager	BookAgentUpgradeUnux	Boot Agent Upgrade for SLETC SP2(SP3 (3.2.2)	Active	SUSE Linux	8192	7,122/2015 12:00:00 PM	Yes
Q Package Manager Agent Update Device Configuration Trages Other Packages Device Configuration Trages Other Packages	ElBookAgentUpgradeWE85	Boot Agent Upgrade for WEBS (Ver-3.2.2)	Active	Windows Embe	37763	7/22/2015 12:00:00 PM	Yes
	BootAgentUpgradeWE85x	Boot Agent Upgrade for WEBSx (Ver-3.2.2)	Active	Windows Enbe	10343	7/22/2015 12:00:00 PM	Yes
	BookAgentUpgradeWES7	Boot Agent Upgrade for WES7 (Ver-3.2.2)	Active	Windows Enbe	10343	7/22/2015 12:00:00 PM	Yes
	BookAgentUpgradeWES7P	Boot Agent Upgrade for WES7P (Ver-3.2.2)	Active	Windows Enbe	10351	7/22/2015 12:00:00 PM	Yes
	Reboot	Device Reboot	Active	ALL	1	12/19/2011 12:50:17 PM	Yes
	ResetOSSettings	Resets OS configuration to factory default	Active	ALL	1	10/29/2013 4:08:57 PM	Yes
PCoIP Device configura	ShukDown	Device Shutdown	Active	ALL	1	12/19/2011 12:50:17 PM	Yes
E 😳 Update Manager E 🍓 Report Manager	WakeOnL4N	Device WOL	Active	ALL	1	12/19/2011 12:50:17 PM	Yes
🗷 🔨 Configuration Manager							

f

Right click Other package and go to **New > Package...**.

Console Root	Name +	Description				Status	OS	Size (HB)	Created	Default
Q WyseDeviceManager	ElBootAgentUpgradeLinux	TC SP	2(5P3 (3.2.2)	Active	SUSE Linux	8192	7/22/2015 12:00:00 PM	Yes		
Agent Update Agent Update BootAgentUpgradeWE05 BootAgentUpgradeWE05	BootAgentUpgradeWE85	Boot Agent	Upgrade for WS	85 (W	x-3.2.2)	Active	Windows Embe	37763	7/22/2015 12:00:00 PM	Yes
	BootAgentUpgradeWEBSx	Boot Agent	Upgrade for WS	1) x280	Aer-3.2.2)	Active	Windows Embe	10343	7/22/2015 12:00:00 PM	Ves
	BootAgentUpgradeWES7	 Boot Agent Upgrade for WES7 (Ver-3.2.2) Boot Agent Upgrade for WES7P (Ver-3.2.2) 				Active	Windows Embe	10343	7/22/2015 12:00:00 PM	Yes
	BootAgentUpgradeWES7P					Active	Windows Embe	10351	7/22/2015 12:00:00 PM	Ves
	EReboot Device Reboot				Active	ALL	1	12/19/2011 12:50:17 PM	Yes	
	ResetOSSettings	setOSSettings Resets OS configuration to factory default					ALL	1	10/29/2013 4:08:57 PM	Yes
	ShutDown	Device Shutdown				Active	ALL	1	12/19/2011 12:50:17 PM	Yes
	Device WOL			Active	ALL	1	12/19/2011 12:50:17 PM	Yes		
			Properties							
			New	•	Package	() e				
			All Tasks	•	WES Configur-	stion				
		Refresh WTOS c				stion from Existing P Configuration of guration	le			
			View	٠T			-			
			Arrange Icon Line up Icons	202620						

g The **Package Wizard** dialog box is displayed. Select Register a package from a Script file (.RSP) and click **Next**.

Package Wizard		×
010 011 1010 110	 Packages contain software, images, and configurations for distribution to devices. What do you want to do? Register a Package from a Script file (.RSP) Register an Image from a Device (Requires PXE) Build and register a CE image plus add-ons ("CE bundled image") Register a Package to install a File. (exe, msi, msu, or bat files only) 	
?	< <u>B</u> ack <u>Next</u> > Cance	!

- h
- To register a WDM package, browse and navigate to the location where WDM packages are stored. Click Next.

Package Wizard	×
010 011	To register a WDM package, type or browse for the path to the WDM script file (.rsp). The .rsp file may be on a CD from the device maker, or on a local or network drive.
1010 110	Package Location Please specify the location of the Package's .rsp file: File Path: C:\WDM Packages\WyseTCXClientSuite7
?	< <u>B</u> ack <u>N</u> ext > Cancel

i Click Next.

D&LL

Package Wizard		×
010	lf you have admi package by uncl	nistrator privileges you may inactivate this hecking the "Active" checkbox.
.011	– Package Informa	ation
	<u>N</u> ame	WyseTCXClientSuite7.0.0.50WES7
1010	<u>D</u> escription	Installs Wyse TCX Client Suite Version 7.0.0.
-	<u>C</u> ategory	Other Packages
TTO		✓ Active
3		< <u>B</u> ack <u>N</u> ext > Cancel

j The WDM software is now ready to register a package. Click **Next**.

Package Wizard		×
010 011 1010 110	WDM is ready to register the package. Click Next to begin. Package Registration Progress Ready	
3	< <u>B</u> ack <u>Next</u> Cancel	



k You can view WyseTCXClientSuite7.3.0.xxWES7 in the other packages list. It provides the information on the build, status of the build, type of OS, date it was created, and so on.

Sector Se	Root/WyseDeviceManager/Package Manager(Oth Yindov Balp	er excepts]					18 X
** 2 🖬 A 🕼 🛛 7	1 × U = 4 4 4 4					12	Service .
Consola Root	None -	Description	Sta	05	52	Greated	Det
E 🕖 WyseDeviceManager	E Boot Agenti Jogradel, Inux	Boot Agent Upgrade for SLETC \$P2/\$P3 (3-2-2)	Active	SUSE Linux	8192	7/22/2005 12:00:00 PM	Tes
Egi Device Manager	E BookAgenthipgrade/WERS	Boot Agent Upgrade for WEBS (Ver-3.2.2)	Active	Windows Endeddied 8 Standard 64	37763	7/22/2005 12:00:00 PM	Tes
El Ca Package Manager	E BookAgenthipgrade/WERS+	Boot Agent Upgrade for WEBSx (Ver-3.2.2)	Active	Windows Enbedded 8 Standard 32	10949	7/22/2005 12:00:00 PM	Tes
Agent Update	BookAgenthipgradeWES7	Boot Agent Upgrade for WES7 (Ver-3.2.2)	Active	Windows Enbedded Standard 7	10949	7/22/2005 12:00:00 PM	Tes
Cevice Configuration	Ecologia advives79	Boot Agent Upgrade for WES7P (Ver-3.2.2)	Active	Windows Endedded Standard 7 P	10351	7/22/2005 12:00:00 PM	Tes
C Inages	Reboot	Device Reboot	Active	M.1.	1	12(19/2011 12:50:17 PM	Tes
C Other Packages	ResetOSSettings	Resets OS configuration to factory default	Active	ALL	1	10/29/2013 4:00:57 PM	Tes
PCalP Device configura	Schuttown	Device Shutdown	Active	ALL	1	12/19/2011 12:50:17 PM	Tes
E O Dear Assisted Deploytry	WakeCol, IN	Device WOX	Active	ALL .	1	12/19/2011 12:50:17 PM	Tec
Software Repository Sy	WyseTCXClergSuite7.0.0.50.innctalWEBSx	Uninstalls Wyse TC: Client Suite Version 7.0.0.50 on WEIS: build:	Active	Windows Enbedded 8 Standard 32	30462	12/10/2015 11:41:53 RM	No
Scheduled Packages	WyseTC/ClercSube7.0.0.50.htmdafWES7	Uninstalls Wyse TCt Client Suite Version 7.0.0.50 on WES7 builds	Active	Windows Enbedded Standard 7	30462	12/10/2015 11:43:34 PM	Mo
Real Time Commands	WyseTCXClerzSube7.0.0.50UninstalfWESWFR1WFR2	Uninstalls Wyse TCt Client Suite Version 7.0.0.50 on WES 2009 builds	Active	Windows Enbedded Standard	30462	12/10/2015 11:40:59 RM	No
Recurring Updates	WyseTCXClerzSube7.0.0.50WE05#	Installs Wyte TO/ Client Suite Version 7.0.0.50 on WEISs builds	Active	Windows Enbedded 8 Standard 32	58704	12/10/2015 11:40:46 PM	No
31 Report Nanager	WyseTCXClerzSute7.0.0.52WES7	Installs Wyse TO/ Client Suite Version 7.0.0.50 on WES7 builds	Active	Windows Enbedded Standard 7	58704	12/10/2015 11:41:07 PM	No
Configuration Nanager	WyseTCXClerzSube7.0.0.52WESWFRUWFR2	Installs Wyse TCX Client Sube Version 7.0.0.50 on WES 2009 builds	Active	Windows Enbedded Standard	50703	12/10/2015 11:41:29 9M	No
Cig Group Types	WyseTCXClentSube7.0.0.50x54UninstalWE05	Uninctails Wyse TCC Client Sube 64 bit Version 7.0.0.50 on WERS builds	Active	Windows Endedided 8 Standard 64	72714	12/10/2015 11:09:30 PM	No
To Views	Wyxe1CXCler25ube7.0.0.50x54Uninsta8VES7P	Uninstalls Wyse TCI Client Suite 64 bit Version 7.0.0.50 on WES7P builds	Active	Windows Embedded Standard 7 P	72714	12/10/2015 11:09:53 PM	No
1 Default Device Configur	Wyxe1CXCler25ube7.0.0.5Dx54WE05	Installs Wyse TC/ Client Suite 64 bit Version 7.0.0.50 on WERS builds	Active	Windows Embedded 8 Standard 64	92955	12/10/2015 11:00:33 RM	No
C Profile Manager	WyoeTCXClereSulte7.0.0.5Dx54WES7P	Installs Wyse TCI Client Suite 64 bit Version 7.0.0.50 on WES7P builds	Active	Windows Endecided Standard 7 P	92955	12/10/2015 11:09:02 PM	Mo

- Ι
 - Drag and drop the required package to **Device Manager** tab, the **Package Distribution Wizard** dialog box is displayed.
- m Select the required devices or you can click **Select All** to select every device. After selecting the device, click the forward Arrow present in between two boxes and the device moves to the selected devices list. Click **Next**.

Package Distribution Wi	izard			×
Please select the device(choose all devices in the		o distribute the select	ed package. Click the 'Sele	ect All' button to
	ld(s) I Columns 💌	Go	Selected	Devices
Name	LAN MAC Address	Active IP Address	Name	
WES008064B5	008064B5B8FC	192.168.0.102	Name	
WES008064B5	008064BFDE94	10.150.108.235		
	008064C0B5AD	10.150.108.235		
WES008064C0			>	
₩ES008064C0	008064C0B6EC	10.150.115.47		
•		Þ	•	Þ
Recurring Update		<u>S</u> elect All		Select All
?			< <u>B</u> ack <u>N</u> e	xt > Cancel

n Click **Next**.

Package Distribution Wi	izard				×
Please select the device(choose all devices in the		o distribute the select	ed package. Clic	k the 'Select All' but	iton to
Search Criteria Fie	ld(s)				
All	Columns 💌	<u>G</u> o		Selected Devices	
Name	LAN MAC Address	Active IP Address	Name		
💻 WES008064B5	008064B5B8FC	192.168.0.102		008064BFDE94	
WES008064BF	008064BFDE94	10.150.108.235			
WES008064C0	008064C0B5AD	10.150.108.211			
WES008064C0	008064C0B6EC	10.150.115.47	\rightarrow		
	000004000020	10.100.110.47			
			< 1		
		•			
Recurring Update					
		<u>S</u> elect All			Select All
2			< <u>B</u> ack	Next>	Cancel
<u> </u>			- East		

0

The Package Distribution Wiz	zard dialog box is displayed. The WDM is ready to create each update in the database, click Next .
Package Distribution Wiz	ard 🔀
010 011	WDM is ready to create each update in the database. When you are ready, please click the 'Next' button to begin.
1010 110	Update Creation Progress Status:
ୢୄ	< <u>B</u> ack <u>Next</u> Cancel

p All the updates are scheduled. Click **Finish**.

Package Distribution Wiz	ard	×
010 011 1010 110	All updates have been scheduled. Click 'Finish' to exit the wizard.	
?	< Back Einish Cancel	

You can view the package in the **Scheduled Packages** list.

DØLI

(i) NOTE: After the RSP package is successfully pushed, the package entry is removed from the Scheduled packages list.

	n 📐 🔁 🙁 🔟 🔶		I.S. State	1.000	1	La c	1
Console Root	Scheduled Time	Max Tries	Times Tried +	Status	Device	Order	SW Package
Q WyseDeviceManager	1 NOW	1	0	In Progress	WES00606/8PDE94	1	WyseTCXClentSuite7.0.0.50WES7
Device Manager	Nov	1	1	In-Progress	WES0080640D0608	1	WyseTCXClientSuite7.0.0.90x64UninstallWES7P
🖻 🙀 Package Manager	1 Now	1	1	In-Progress	WE900806484F544	1	WyseTCXClentSuite7.0.0.50UninstalWESWFR1WFR
Apert Update Device Configuration Drages Other Packages Pice/D Pannee configura Divertable Manager E Peer Assisted Deployme Software Repository 5, Software Repository 5, Software Repository 5, Software Repository 6, Real Time Commands		1	31	Scheduled	WE500004CIAF60	ι.	WyseTCXClentSube7.0.0.530:64UninetalWE05

Troubleshooting

This section provides troubleshooting information for TCX 7.3.

1 **Problem**: TCX installer fails due to a temp folder issue.

Solution: You can manually delete the temp directory files. To delete the temp directory files, complete the following steps:

(i) NOTE: Make sure the installer is not running at the background.

- a Click **Start** on the task bar.
- b Click **Run** option.
- c Enter **%temp%** in the provided field.
- d Press Ctrl +A key.
- e Delete the files and folders
- 2 Problem: During installation of TCX Suite installers on Windows 7 and above operating systems, system displayes the User Account Control messages. It was not displayed in the previous RTM versions installation process.

Solution: The TCX 7.3 Suite installers are UAC aware, the TCX Suite can be installed on the system when UAC is enabled (unlike in previous RTM versions). Therefore, during installation, uninstallation or upgrade process the **User Account Control** message is displayed. Click **Yes** to continue the process.

- 3 Problem: After installation, the TCX Server Suite evaluation version gets expired in 30 days, as the evaluation period is over.
 Solution: The trial period of TCX Server Suite Evaluation version is limited for 30 days. You should uninstall the evaluation version and install production version using a valid license key to continue the work.
- 4 **Problem**: During installation of TCX Server Suite production version, in the **License Information** dialog box, the following message is displayed once entered the license key.

Wyse TO	CX Server Suite - InstallShield Wizard 🛛 🔀
٩	The setup has detected an invalid license key. Kindly provide a valid license key to continue installation.
	ОК

Solution: As mentioned in the displayed message, verify the license key before entering the value in the provided box and use the correct/valid license key to proceed with installation.

5 Problem: During typical installation of TCX Server Suite on Windows 7 operating system, the MDS component is not installed. Solution: This can be achieved by using Add or Remove Component feature of the Suite installer. On the system where TCX Suite is installed, double click the MSI installer, and select Add or Remove Components and then select MDS component for installing.