

# Dell Wyse Management Suite

Version 1.1 Migration 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.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Introduction

This guide contains instructions to migrate from Wyse Device Manager (WDM) to the Wyse Management Suite environment. The target audience for this guide is enterprise customers with administrator privileges. You must have knowledge about various thin client operating systems, Wyse Device Manager, cloud infrastructure, network technologies, file system permissions, and user authentication technologies.

Dell recommends that you migrate from WDM version 5.7.2 or later to the Wyse Management Suite version 1.1.

In this guide, data import refers to the process of importing data inventory from an existing WDM environment to a new Wyse Management Suite environment. Data inventory refers to the RSP packages, Windows-based Wyse Configuration Manager (WCM) resources, groups and device information available in a WDM view, and the Windows-based profiles.

**NOTE:** Only wallpapers and Windows wireless profile resources can be imported from WDM.

After you import all data inventories to Wyse Management Suite, switch the devices from WDM to Wyse Management Suite.

**NOTE:** Any reference to Windows in this guide refers to the following operating systems:

- Windows Embedded Standard 7—32-bit
- Windows Embedded Standard 7 Professional—64-bit
- Windows Embedded 8 Standard—64-bit
- Windows 10 IoT Enterprise—64-bit

## Migration overview

The overall migration process includes the following tasks:

- 1 Review the migration requirements—see [Pre-requisites](#).
- 2 Review the license requirements—see [Wyse Management Suite license requirement](#).
- 3 Review the limitations before installing the import tool—see [Limitations](#).
- 4 Download and install the Wyse Management Suite Import Tool on your server operating system—see [Using Wyse Management Suite Import Tool](#).
- 5 Start the Wyse Management Suite Import Tool—see [Getting started with Wyse Management Suite Import Tool](#).
- 6 Import data inventories from Wyse Device Manager—see [Importing data inventory](#).
  - Import RSP packages—see [Import RSP packages](#).
  - Import Windows-based WCM resources—see [Import Windows-based WCM resources](#).
  - Import view and Windows-based profiles—see [Importing view and Windows-based profiles](#).
- 7 View import status and import pending or unsuccessful data inventory.
  - View import status of RSP packages—see [Viewing import status of RSP packages](#).
  - View import status of Windows-based WCM resources—see [Viewing import status of Windows-based WCM resources](#).
  - View import status of View and Windows-based profiles—see [Viewing import status of View and Windows-based profiles](#).
- 8 Switch devices from WDM based on your thin client infrastructure—see [Switching devices from Wyse Device Manager to Wyse Management Suite](#).
  - Switch devices that run on Windows—see [Deploying RSP package to Windows-based devices](#).
  - Switch devices that run on ThinLinux—see [Deploying RSP package to ThinLinux devices](#).
  - Switch devices that run on SUSE Linux Enterprise—see [Deploying RSP package to SUSE Linux devices](#).
  - Switch devices that run on ThinOS—see [Deploying INI parameter to ThinOS devices](#).

- 9 Validate data imported from Wyse Device Manager to Wyse Management Suite—see [Post-migration](#).
- 10 (Optional) Uninstall the Wyse Management Suite Import Tool—see [Uninstalling Wyse Management Suite Import Tool](#).



# Prerequisites for migration

Ensure that you meet the following migration requirements from Wyse Device Manager (WDM) and Wyse Management Suite:

- **Wyse Device Manager**
    - Migration to Wyse Management Suite is supported from WDM version 5.7.2 or later. If you are using an earlier version of WDM, then upgrade WDM to version 5.7.2 or later.
    - WDM enterprise edition must be installed on your network.
    - Scheduled jobs or tasks in WDM must not be in progress state.
  - **Wyse Management Suite**
    - Wyse Management Suite version 1.1 must be installed. You cannot migrate from WDM to Wyse Management Suite version 1.0.
    - Single tenant is required to import views and Windows-based profiles. Multi-tenant is not supported.
    - Tenant must not have user created groups and devices.
    - Tenant must have a pro license.
- NOTE: Pro license is a paid license to access the enterprise version of Wyse management suite for thin clients, IoT edge gateways, and embedded box PCs.**
- Wyse Management Suite local repository must contain the same disk space (or more) as Wyse Device Manager to import the RSP packages. Remote repository is not supported.
  - Wyse Management Suite must contain equal number of device licenses (or more) as Wyse Device Manager.

Topics:

- [Wyse Management Suite license requirements](#)
- [Supported environment for Wyse Device Manager](#)
- [Supported environment for Wyse Management Suite](#)
- [Supported environment for data import](#)
- [Supported environment for device migration](#)

## Wyse Management Suite license requirements

Before you import data, the Wyse Management Suite Import tool checks the Wyse Management Suite license. Wyse Management Suite server verifies the expiration date based on the license category and private cloud installation type. Ensure that you have the proper license to perform the migration activity.

The Wyse Management Suite Import tool proceeds with the migration in the following scenarios:

- Private cloud installed with a Pro license, and the thin client license is active.
- Private cloud installed with a Pro license, and the thin client license has expired.
- Private cloud installed with a Pro trial license, and the thin client trial license has not expired.

The Wyse Management Suite Import tool stops the migration in the following scenarios:

- Private cloud installed with a Standard license.
- Private cloud installed with a Pro trial license, and the thin client trial license has expired.

# Supported environment for Wyse Device Manager

Table 1. Supported environment for Wyse Device Manager

Operating system	Database	Wyse Device Manager
<ul style="list-style-type: none"> <li>Windows Server 2008 R2 SP1 Enterprise Edition</li> <li>Windows Server 2012 Standard Edition</li> <li>Windows Server 2012 R2 Standard Edition</li> <li>Windows 7 Enterprise SP1 32-bit</li> <li>Windows 7 Enterprise SP1 64-bit</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft SQL Server 2014 Express</li> <li>Microsoft SQL Server 2012</li> <li>Microsoft SQL Server 2012 Enterprise for High Availability</li> <li>Microsoft SQL Server 2008 R2—English</li> <li>Microsoft SQL Server 2008 Enterprise 32-bit</li> </ul>	Wyse Device Manager version 5.7.2 and later

# Supported environment for Wyse Management Suite

Table 2. Supported environment for Wyse Management Suite

Operating system	Wyse Management Suite
<ul style="list-style-type: none"> <li>Windows Server 2012 R2</li> <li>Windows Server 2016</li> </ul>	Wyse Management Suite v1.1

# Supported environment for data import

Table 3. Data migration

Data	Wyse Device Manager (WDM)	Wyse Management Suite	Supported platform	Additional information
Image packages	Packages present in the <b>Images</b> category.	Image packages are moved to the <b>OSImages/valid folder</b> in the local repository.	Windows Embedded Standard, Windows 10 IoT Enterprise and ThinLinux	Raw packages are moved to the <b>rspPackages/valid folder</b> in the Wyse Management Suite local repository.
Application packages	Packages present in the <b>Other Packages</b> category.	Application packages are moved to the <b>rspPackages/valid folder</b> in the local repository.	Windows Embedded Standard, Windows 10 IoT Enterprise and ThinLinux	None
Configuration packages	Packages present in the <b>Device Configuration</b> category.	Configuration packages are moved to Wyse Management Suite as profiles wherein you must assign configuration packages to groups.	Windows Embedded Standard and Windows 10 IoT Enterprise	None
Default packages	Packages marked for agent upgrade, and boot agent upgrade.	Not migrated.	None	Wyse Management Suite includes the default agent update packages.



Data	Wyse Device Manager (WDM)	Wyse Management Suite	Supported platform	Additional information
Profile	Device configuration profile pushed through Profile Manager.	Profiles are moved in the configuration policy.	Windows Embedded Standard and Windows 10 IoT Enterprise	Remote connections for vWorkspace cannot be migrated.
Resources associated with profiles	Wallpaper and Windows wireless profile.	Resources are moved to the data folder in the local repository.	Windows Embedded Standard and Windows 10 IoT Enterprise	EULA and logo are not applicable for Windows-based operating systems.

## Supported environment for device migration

Table 4. Device migration

Device operating system	Supported in Wyse Device Manager (WDM)	Supported in Wyse Management Suite	Migrated from WDM to Wyse Management Suite
<ul style="list-style-type: none"> <li>Windows Embedded Standard 2009</li> <li>Windows XP Embedded</li> <li>Windows CE</li> </ul>	Yes	No	No
<ul style="list-style-type: none"> <li>Windows Embedded Standard 7—32-bit</li> <li>Windows Embedded Standard 7 Professional—64-bit</li> <li>Windows Embedded 8 Standard—64-bit</li> <li>Windows 10 IoT Enterprise—64-bit</li> </ul>	Yes	Yes	Yes
Windows Embedded 8 Standard (32-bit)	Yes	No	No
SUSE Linux Enterprise 11 SP1	Yes	No	No
SUSE Linux Enterprise 11 SP2	Yes	No	Yes. Upgrade the device to SUSE Linux Enterprise 11 SP3 using WDM.
SUSE Linux Enterprise 11 SP3	Yes	Yes	Yes
<ul style="list-style-type: none"> <li>ThinOS</li> <li>ThinOS PC-over-IP (PCoIP)</li> <li>ThinOS Lite</li> </ul>	Yes	Yes	Yes
ThinLinux	Yes	Yes	Yes
Teradici 4.x	Yes	No	No
Teradici 5.x	Yes	No	No

# Using Wyse Management Suite Import Tool

Wyse Management Suite Import Tool provides a solution to help administrators import the data from Wyse Device Manager (WDM) to Wyse Management Suite. This tool enables you to import RSP packages, Windows-based WCM resources, groups and device information in WDM views, and Windows-based profiles.

Topics:

- [Key features](#)
- [Prerequisites to install Wyse Management Suite Import tool](#)
- [Limitations of Wyse Management Suite import tool](#)
- [Installing Wyse Management Suite Import tool](#)
- [Getting started with Wyse Management Suite Import Tool](#)

## Key features

Wyse Management Suite Import tool has the following key features:

- A user interface that enables you to import data from Wyse Device Manager (WDM) to Wyse Management Suite.
- Ability to import up to 50,000 devices from WDM.
- Ability to import up to 100 GB packages from WDM.
- Ability to import up to 1,500 groups from WDM.
- Ability to import devices using an existing view or default group types from WDM.
- Ability to view the group level hierarchy, configuration, and devices in a preview window. The preview window provides information about how the topology and configurations are assigned to Wyse Management Suite.
- Ability to view the import status of the data.
- Rollback capability to remove all the groups, devices, and Windows-based profiles imported to the Wyse Management Suite.
- Supports HTTP/HTTPS and FTP protocols to import packages and resources from WDM.
- Supports Windows and SQL authentication to connect to WDM.

## Prerequisites to install Wyse Management Suite Import tool

You can install Wyse Management Suite Import tool on any system that meets the server operating system and disk space requirements.

- A minimum free disk space of 2 GB is available.
- Microsoft .Net Framework 4.5 is installed.

The following are the supported server operating systems:

- Windows Server 2012 R2
- Windows Server 2016

## Limitations of Wyse Management Suite import tool

The following are the limitations of the Wyse Management Suite import tool:



- Only Windows-based profiles in JSON format from Wyse Configuration Manager (WCM) can be imported. You cannot import ThinOS and ThinLinux WCM profiles.
- Only Windows-based wireless profiles in XML format from WCM can be imported.
- Scheduled jobs from Wyse Device Manager (WDM) cannot be imported.
- When verifying the licenses, the import tool does not filter the unsupported devices in the Wyse Management Suite. The tool checks the license based on the total license subscriptions available in Wyse Management Suite and the total devices to be imported from WDM.

## Installing Wyse Management Suite Import tool

To install the Wyse Management Suite Import tool:

- 1 Sign into [Dell Digital Locker](#), and download the Wyse Management Suite Import Tool installer on your server operating system.
- 2 Extract the contents of the installer.
- 3 Run the **WMS\_Import\_Tool.exe** file.  
A welcome screen is displayed.

**NOTE:** If you are not running the Wyse Management Suite Import Tool installer on a supported server operating system, then the installer displays the following message:

**WMS Import Tool does not support this version of the operating system, installation aborts now.**

**To resolve this issue, install the supported server operating system and then continue with the import tool installation.**

- 4 To read the license agreements, click the **Dell End User License Agreement** link.
- 5 Click **Next**.  
The default installation path—<Program Files>\Dell\WMS\ImportTool—is displayed.
- 6 Click **Browse** if you want to select a custom installation path.
- 7 Click **Next**.  
The installer checks if .NET Framework 4.5 is installed. If the framework is not installed, then .NET Framework 4.5 is installed in silent mode. After installation is complete, the **Installation Complete** screen is displayed. A shortcut icon to launch Wyse Management Suite Import Tool is created on the server desktop.
- 8 Click **Launch**.

## Getting started with Wyse Management Suite Import Tool

- 1 Launch the Wyse Management Suite Import tool.

**NOTE:** The master repository of Wyse device Manager (WDM) is used during the import process, and it must be configured for HTTP/HTTPS or FTP. Common Internet File System (CIFS) protocol is not supported.

- 2 In the **Server\DBname for SQL Express** field, enter the IP address or host name of the WDM server that you have configured. If the WDM database is created on the Microsoft SQL Server, then enter only the server name. If the WDM database is created on Microsoft SQL Server Express, then enter the server name and the database instance name.  
For example, VM\RapportDB.

If the WDM database is created on the Microsoft SQL Server, and configured with a custom port, then enter the server name followed by the custom port number separated by a comma or a colon. For example, 10.0.0.411,12345 or 10.0.0.411:12345, where 10.0.0.411 is the WDM server IP address, and 12345 is the custom port number.

If the WDM database is created on the Microsoft SQL Server Express, and configured with a custom port, then enter the server name followed by the custom port separated by a comma or a colon. For example, 10.0.0.411\rapport,12345 or 10.0.0.411\rapport:12345, where 10.0.0.411 is the WDM Server IP address, rapport is the database name, and 12345 is the custom port number.

**NOTE:** If you are using the import tool for the first time on the server operating system where WDM is installed, then the WDM server URL is populated in the Wyse Device Manager Server URL field automatically. If you modify the WDM server information on the login screen, the WDM server URL is not populated on the login screen.



- 3 In the **Username** field, enter the user name to log in to the WDM database.
- 4 In the **Password** field, enter the password to access the WDM database.

**NOTE:** The import tool validates the credentials with the credentials stored in the WDM database.

- 5 Select the **Use Windows Authentication** check box if you want to connect using Windows authentication instead of SQL authentication. If this check box is selected, then the user name and password fields are disabled. Windows authentication works in same domain or different domain if trusted connection is enabled between two domains. However, you must log in to the system using an account that is already added as user in a remote database.
- 6 In the **WMS Server URL** field, enter the IP address or host name of the Wyse Management Suite server that you have configured.

**NOTE:** If the Wyse Management Suite server is configured on a different port other than 443, then you must enter the port number with the server address. For example, `https://10.0.0.444:567`, where 567 is the custom port number.

- 7 In the **Admin Username** field, enter the administrator user name to log in to the Wyse Management Suite server.  
For example, `admin@dell.com`.
- 8 In the **Admin Password** field, enter the administrator password to access the Wyse Management Suite server.
- 9 Click **Connect** to authenticate the credentials.

The **Wyse Device Manager Import task** screen is displayed.

**NOTE:** If you have entered the wrong credentials, or if you do not meet the license requirements, or if the import tool is unable to connect to the WDM server, WDM database, WDM repository or Wyse Management Suite server, then an error message is displayed.

The import tool saves the information—except passwords—that you have entered in the login screen at `C:\ProgramData\WMS-Import\WMSMigrationInfo.json`. The error logs are saved to the `C:\ProgramData\WMS-Import` folder.



# Importing data inventory

Data import is the process of importing data inventories from Wyse Device Manager (WDM) to Wyse Management Suite.

In the **WDM Import Task** screen, you can perform each task independently. However, you must import the Windows-based WCM resources from WDM before importing the view and Windows profiles.

For each group and its subgroup:

- Wyse Management Suite creates a group with a group token enabled. The group token and group description are generated automatically.
- A single transaction is allowed to import view and the Windows-based profiles. To import the data again after importing groups, devices and profiles, you must roll back the transaction using the **Rollback** option.

**⚠ CAUTION: The Rollback option erases all the data imported to Wyse Management Suite.**

After the rollback activity is complete, you can import the data again using the **View and WES Profiles** option.

- Wyse Management Suite creates a group level configuration policy for the created group profile.
- The server creates an event of the import task that includes the number of groups, devices, and profiles.

Topics:

- [Importing RSP packages](#)
- [Importing Windows-based WCM resources](#)
- [Importing view and Windows-based profiles](#)

## Importing RSP packages

To import the RSP packages to Wyse Management Suite:

- 1 Start the Wyse Management Suite Import Tool as explained—see [Getting started with Wyse Management Suite Import Tool](#).
- 2 In the **RSP Packages** section, click **START IMPORT**.

A list of RSP packages available in WDM is displayed. Each RSP package displays the following attributes:

- **NAME**—Displays the name of the RSP package.
- **TYPE**—Displays the type of the RSP package. Only RSP packages of the application and image type are listed.
- **OS**—Displays the operating system associated with the RSP package.
- **STATUS**—Displays the import status of the RSP package.

- 3 Select the RSP packages that you want to import, and click **Import**.

### ① NOTE:

- You can use the **Search** box to search an RSP package in the list. Type the name of the RSP package in the **Search** box, and press **Enter**.
- You can click the respective column headers to sort the objects in ascending or descending order.

The import status of a package is displayed as **In-Progress**. The time taken to import the RSP packages varies from minutes to hours depending on the size of the RSP package. The import status of a package is changed to **Imported** after the package is imported to the Wyse Management Suite repository. The import status of a package is changed to **Failed** if the package import is unsuccessful. For more information about the import status screen—see [Viewing import status of RSP packages](#).

**NOTE:**

- Packages are imported even if they are part of pending updates or if they are assigned to Default Device Configuration (DDC).
- Raw images are transferred to valid RSP packages.
- If the disk size on the network drive is less than the size of selected packages, then the import tool displays an error message.
- Configuration Packages cannot be imported using the **RSP Packages** import screen. You can import the Configuration Packages in the Profile Manager for Windows clients using the **View and WES Profiles** option.

Dell recommends that you click the **Validate Repository Access** link to validate whether the Wyse Management Suite local repository is accessible. If the Wyse Management Suite local repository is configured, then you can enter the Wyse Management Suite local repository. If the Wyse Management Suite local repository is not accessible, then enter the network credentials.

## Viewing import status of RSP packages

After you import RSP packages using the **WDM Import task** screen, the task status screen is displayed automatically. The status screen lists the following attributes:

- **Imported Packages**—Displays the total number of RSP packages that are successfully imported.
- **Pending Packages**—Displays the total number of RSP packages that are pending to be imported. To import a pending RSP package, click the link and start the import activity again.
- **Failed import Packages**—Displays the total number of RSP packages that failed during import. To import a failed RSP package, click the link and start the import activity again.

**NOTE:**

- After the import activity of the RSP packages is complete, the **VIEW STATUS** option is displayed during next login or after you click **Back to Task**.
- The date of the last import activity is displayed in the **RSP packages** task section.

## Limitations

The following are the limitations for importing RSP packages:

- Hidden or inactive packages are not imported from WDM.
- Software package names containing **Tools** are not imported from WDM. **No Image** is an empty package used only on Default Device Configuration (DDC).

## Importing Windows-based WCM resources

To import the resources associated with Windows-based Configuration Packages to Wyse Management Suite:

- 1 Start the Wyse Management Suite Import Tool—see [Getting started with Wyse Management Suite Import Tool](#).
- 2 In the **WES WCM Resources** section, click **START IMPORT**.  
A list of the Windows-based WCM resources available in WDM is displayed. Each resource displays the following attributes:
  - **NAME**—Displays the name of the resource.
  - **TYPE**—Displays the type of the resource, either wallpaper or Windows wireless profile.
  - **OS**—Displays the operating system associated with the resource.
  - **STATUS**—Displays the import status of the resource.
- 3 Select the resources that you want to import, and click **Import**.



### NOTE:

- You can use the **Search** box to search for a resource in the list. Type the name of the resource in the **Search** box, and press **Enter**.
- In the Wyse Management Suite Import Tool, the package name is prefixed with an underscore followed by the resource name. When you import the corresponding configurations, the tool updates the name in same manner. However, the WDM data remains unaltered, and the changes are made internally by the import tool.
- You can click the respective column headers to sort the objects in ascending or descending order.

The import status of a resource is displayed as **In-Progress**. The import status of a resource is changed to **Imported** after the resource is imported to the Wyse Management Suite repository. The import status of a resource is changed to **Failed** if the resource import is unsuccessful. For more information about the import status screen—see [Viewing import status of Windows-based WCM resources](#).

## Viewing import status of Windows-based WCM resources

After you import Windows-based Wyse Configuration Manager (WCM) resources using the **WDM Import task** screen, the task status screen is displayed automatically. The status screen lists the following attributes:

- **Imported Packages**—Displays the total number of resources that are successfully imported.
- **Pending Packages**—Displays the total number of resources that are pending to be imported. To import a pending resource, click the link and start the import activity again.
- **Failed import Packages**—Displays the total number of resources that failed during import. To import a failed resource, click the link and start the import activity again.

### NOTE:

- After the import activity of the resources is complete, the **VIEW STATUS** option is displayed during next login or after you click **Back to Task**.
- The date of the last import activity is displayed in the **WES WCM resources** task section.

## Importing view and Windows-based profiles

Windows-based Wyse Configuration Manager (WCM) resources used in the Windows-based profiles must be imported before importing profiles to Wyse Management Suite. For more information about importing Windows-based WCM resources—see [Importing Windows-based WCM resources](#).

You can select only one view to import groups, devices and profiles. This is because Wyse Management Suite supports only one group hierarchy, which is equivalent to a view in WDM.

To import a view and Windows-based profile to Wyse Management Suite:

- 1 Start the Wyse Management Suite Import Tool—see [Getting started with Wyse Management Suite Import Tool](#).
- 2 In the **View and WES Profiles** section, click **START IMPORT**.  
The **View and WES Profiles** screen is displayed with two options—**Create** and **Build**. By default, the **Create** option is selected.
- 3 On the **View and WES Profiles** screen, perform any one of the following tasks:
  - Create groups and devices using one of the existing WDM views—see [Creating using existing WDM views](#).
  - Create groups and devices using the WDM default group types, or create a particular group hierarchy in the Wyse Management Suite that is not assigned as a view in WDM—see, [Creating using default WDM group types](#).
- 4 Click **Import**.  
The import status is displayed as **In Progress**. The time taken to import view and the Windows-based profiles varies from minutes to hours depending on the size of the data that is being imported. The import status is changed to **Imported** after the data is imported to the Wyse Management Suite repository. The import status is changed to **Failed** if the data import is unsuccessful. For more information about the import status screen—see [Viewing import status of view and Windows-based profiles](#).

# Using existing WDM views

To create groups and devices using one of the existing Wyse Device Manager (WDM) views:

- 1 On the **View and WES Profiles** screen, click the **Create** radio button.  
A drop-down list with the groups assigned to the selected view (except All Devices) is displayed. By default, all the groups under the view are selected for migration.
- 2 From the drop-down list, select a view and click **Next**.

**NOTE:**

- You can only select a view with nine or less levels of the group hierarchy.
- If there are group levels with empty values, then the group levels are renamed to `NotSet`. However, if the group levels are missing in WDM, then they are assigned to the available parent.
- If there are resources for wallpaper and wireless in profile/configuration, then the resource file names are prefixed with the configuration package name in WDM followed by underscore. For example, `packagename_resourcename`.

- 3 Select any of the following options based on your requirement:
  - **Groups**—By default, the **Groups** check box is selected.
  - **Devices**—If you want to import devices that are already associated to the selected view in WDM, then select the **Devices** check box, and click **Next**.
  - **WES Profiles**—If you want to import a Windows-based profile that is already assigned to the selected view in WDM, select the **WES Profiles** check box, and click **Next**.

The screen displays the group hierarchy with devices and profiles that are assigned to each group.

**NOTE:** You can select both **Devices** and **WES Profiles** check boxes if you want to assign both devices and WES profiles to the selected view.

All configuration assignments in WDM are selected, and you cannot make any modifications. Actual assignment of device configuration to specific groups can be performed only using the **Build** option. For more information—see [Using default WDM group types](#).

Follow step 4 to continue the import process—see [Importing view and Windows-based profiles](#).

# Using WDM default group types

To create groups and devices using Wyse Device Manager (WDM) default group types, or to create a particular group hierarchy in Wyse Management Suite and that grouping is not assigned as a view in WDM:

- 1 On the **View and WES Profiles** screen, click the **Build** radio button.  
A drop-down menu with all the default group types in WDM is displayed. The order determines the group hierarchy structure.  
To create the group hierarchy, you can select a maximum of nine levels. The **Default Policy Group** is available as a default option in the Wyse Management Suite. The group hierarchy is part of **Default Policy Group**, and therefore the total hierarchy depth in Wyse Management Suite can be maximum of 10 including **Default Policy Group**. After you dynamically create a group hierarchy using WDM default groups, you can assign the Configuration Packages to the group.



**NOTE:**

- **All Devices** view in WDM cannot be imported.
- You cannot assign more than one WDM Configuration Package to a group.
- You can have multiple views in WDM, but you can import only one view to the Wyse Management Suite. If you do not want to import an existing view from WDM, then you can create a group hierarchy using the **Build** option, and complete the import activity.
- When you do not have profiles assigned to views, and you use an individual JSON Configuration Package in WDM, then you can select the Configuration Packages and assign the packages to the required groups.

- 2 From the drop-down menu, select a group type. If you want to create a group hierarchy, click the plus sign (+) next to the drop-down menu, and start adding the group types. If you select a default group type from the list at any level, the same group type is not listed again for selection.

**NOTE:**

- If there are group levels with empty values, then the group levels are renamed to `NotSet`. However, if the group levels are missing in WDM, then they are assigned to the available parent.
- If there are resources for wallpaper and wireless in profile/configuration, then the resource file names are prefixed with the configuration package name in WDM followed by underscore (\_), that is, `packagename_resourcename`.

- 3 Select any of the following options based on your requirement:

- **Groups**—By default, the **Groups** check box is selected.
- **Devices**—To associate devices to a group in the created view, select the **Devices** check box, and click **Next**.
- **WES Profiles**—To assign a Windows-based profile to a group in the created view:
  - 1 Select the **WES Profiles** check box, and click **Next**.
  - 2 From the **Profile** drop-down list, select a profile.
  - 3 From the **Group** drop-down list, select a group.

**NOTE:** To add more profiles and groups, click the plus sign (+) next to the drop-down menu, and start adding profiles and groups. When you are creating the group hierarchy, ensure that you select only up to nine group levels so that the maximum number of groups does not exceed the supported levels of Wyse Management Suite.

You can select both **Devices** and **WES Profiles** check boxes if you want to assign both devices and Windows-based profiles to the created view.

Follow step 4 to continue the import process—see [Importing view and Windows-based profiles](#).

## Viewing import status of view and Windows-based profiles

After you import the view and Windows-based profiles using the **WDM Import task** screen, the task status screen is displayed automatically. The status screen displays the following attributes:

- **Imported Groups**—Displays the total number of groups that are successfully imported.
- **Imported Profile**—Displays the total number of Windows-based profiles that are successfully imported.
- **Imported Devices**—Displays the total number of devices that are successfully imported.
- **Failed import Groups**—Displays the total number of groups that failed during import. To import a failed group, perform the rollback activity, and then import the group again.
- **Failed import Profile**—Displays the total number of Windows-based profiles that failed during import. To import a failed profile, perform the rollback activity, and then import the profile again.
- **Failed import Devices**—Displays the total number of devices that failed during import. To import a failed device, perform the rollback activity, and then import the device again.

**NOTE:**

- After the import activity of the view and Windows-based profiles is complete, the **VIEW STATUS** and **Rollback** options are displayed during next login or after you click **Back to Task**. For more information about rollback capability—see [Rollback capability](#).
- The date of the last import activity is displayed in the **View and WES Profile** task section.

# Rollback capability

Wyse Management Suite Import tool provides you with a **Rollback** option to erase all groups, devices, and profiles imported to Wyse Management Suite.

**⚠ CAUTION: The Rollback option erases all the data imported to Wyse Management Suite. Any group, device, or profile created by Wyse Management Suite administrator is also removed from Wyse Management Suite.**

After rollback, you can perform the view and profiles import activity again.

To perform a rollback:

- 1 Go to the **WDM Import Task** screen.
- 2 In the **View and WES Profiles** area, click **Rollback**. If you have any device registered to Wyse Management Suite, then you are prompted to reconfirm whether you want to continue the rollback process.
- 3 Click **Rollback**.

The time taken to complete the rollback process depends on the size of the data inventory that is imported to the Wyse Management Suite.

**ⓘ NOTE: Rollback feature is supported only for view and Windows-based profiles.**



# Switching devices from Wyse Device Manager to Wyse Management Suite

After you import all the devices from Wyse Device Manager (WDM) to Wyse Management Suite, the device registration status in the Wyse Management Suite console is displayed as **Pre-registered**.

Deploy an RSP package to switch the Windows Embedded Standard, Windows 10 IoT Enterprise, ThinLinux, and SUSE Linux devices from WDM to Wyse Management Suite. Deploying an RSP package changes the connectivity from WDM to Wyse Management Suite and upgrades the Wyse Device Agent (WDA) to a newer version.

Deploy an INI parameter to switch the ThinOS devices from WDM to Wyse Management Suite.

## NOTE:

- For each device in the group, the device is pre-registered to the group. Pre-registration fails if the MAC address exists in the tenant. If the import data has devices with a duplicate MAC address, only the first device with the MAC address is successfully imported.
- Wyse Management Suite matches a device to an existing pre-registered device using the MAC address. If the MAC address is correct, the group **ownerId** of the pre-registered device is returned. If the MAC address is incorrect or unavailable, then the device is placed in an unmanaged group.

After you switch the devices from WDM to Wyse Management Suite, the device registration status in the Wyse Management Suite console is changed to **Registered**.

Topics:

- [Supported operating systems](#)
- [Deploying RSP package to ThinLinux devices](#)
- [Deploying RSP package to SUSE Linux devices](#)
- [Deploying RSP package to Windows-based devices](#)
- [Deploying INI parameter to ThinOS devices](#)

## Supported operating systems

Device switch functionality is supported on the following operating systems:

- Windows Embedded Standard 7—32-bit
- Windows Embedded Standard 7 Professional—64-bit
- Windows Embedded 8 Standard—64-bit
- Windows 10 IoT Enterprise—64-bit
- ThinLinux
- SUSE Linux Enterprise
- ThinOS and ThinOS Lite

# Deploying RSP package to ThinLinux devices

To deploy an RSP package to the ThinLinux-based devices:

- 1 Download the RSP package from the [Dell Digital Locker](#).
- 2 Register the downloaded RSP package to the Wyse Device Manager (WDM) v5.7.2 or later.
- 3 In the **Other Packages** section, select the registered RSP package, and click **Package Script**.  
The Package Script screen is displayed.
- 4 Click **Edit**, and replace the server URL with the Wyse Management Suite server URL in the RSP package script.  
For example: `"/bin/sh/tmp/deviceSwitchOver.sh https://wmserver.wms.com:443"`.
- 5 Click **Save**.
- 6 Deploy the RSP package to the ThinLinux devices using WDM. For information about installing an RSP package using WDM, see Wyse Device Manager v5.7.2 Administrator's Guide at [Dell.com/manuals](#).

# Deploying RSP package to SUSE Linux devices

To deploy an RSP package to the SUSE Linux Enterprise-based devices:

- 1 Download the RSP package from the [Dell Digital Locker](#).
- 2 Register the downloaded RSP package to the Wyse Device Manager (WDM) version 5.7.2 or later.
- 3 In the **Other Packages** section, select the registered RSP package, and click **Package Script**.  
The Package Script screen is displayed.
- 4 Click **Edit**, and do the following:
  - a Replace the tag <WMS Server URL> in the RSP package script with the Wyse Management Suite server URL.
  - b Replace the tag <MQTT Server URL> in the RSP package script with the notification server URL.
  - c Replace the tag <GroupToken> in the RSP package script with the group token.  
For example, `"/bin/sh/tmp/deviceSwitchOver.sh https://wmserver.wms.com:443 wmserver:1883 defa-quarantine"`.
- 5 Click **Save**.
- 6 Deploy the package to the SUSE Linux devices using WDM. For information about installing an RSP package using WDM, see Wyse Device Manager version 5.7.2 Administrator's Guide at [Dell.com/manuals](#).

**NOTE:** Dell recommends that you use the unmanaged group token—defa-quarantine—in the RSP package script. After the device is registered to the Wyse Management Suite, the device moves to the group.

# Deploying RSP package to Windows-based devices

To deploy an RSP package to the Windows-based devices:

- 1 Download the RSP package from the [Dell Digital Locker](#).
- 2 Register the downloaded RSP package to the Wyse Device Manager (WDM) version 5.7.2 or later.
- 3 In the **Other Packages** section, select the registered RSP package, and click **Package Script**.  
The Package Script screen is displayed.
- 4 Click **Edit**, and replace the server URL with the Wyse Management Suite server URL in the RSP package script.  
Example: `"C:\Temp\WESMigrationUtil.exe WDA_14.0.0.108_Unified.exe https://wmserver.wms.com:443" "+"`.
- 5 Click **Save**.
- 6 Deploy the package to the Windows-based devices using WDM. For information about installing an RSP package using WDM, see Wyse Device Manager version 5.7.2 Administrator's Guide at [Dell.com/manuals](#).

**NOTE:** The system reboots three times during the package deployment process.



# Deploying INI parameter to ThinOS devices

Ensure that your devices run on ThinOS version 8.4 or later. To deploy an INI parameter to the ThinOS-based devices:

- 1 Create a wnos.ini file with the following INI parameters:

**Table 5. INI parameters**

ThinOS v8.5-based devices	ThinOS v8.4-based devices
AutoLoad=1	AutoLoad=1
SignOn=1	SignOn=1
WDAService=yes\	WDAService=yes\
Priority=WMS	Priority=CCM
WMSEnable=yes\	CCMEnable=yes\
Server=<Server URL>\	CCMServer=<Server URL>\
CAValidation=no\	GroupPrefix=<Prefix>\
Override=yes	GroupKey=<Key>\
	MQTTServer=<Server URL>\
	CAValidation=no\
	Override=yes

**NOTE:** For ThinOS Lite devices, you must create a xen.ini file with the same INI parameters listed in the table.

- 2 Place the wnos.ini file in the C:\inetpub\ftproot\Rapport\WTOSCONFIG\WNOS folder of the Wyse Device Manager (WDM) server.

**NOTE:** You do not need to provide the group token information for ThinOS v8.5-based devices. The device registers to the default policy group, and the group token is automatically updated in the Wyse Device Agent user interface.

- 3 Enable the **WTOS INI path upon checkin** option in the **Wyse ThinOS** page of WDM Web UI. On WDM Microsoft Management Console (MMC), you can enable this option in the **Preferences** section of **Configuration Manager**.
- 4 Restart the device using WDM.



## Post-migration

Verify the data imported from Wyse Device Manager (WDM) to Wyse Management Suite. You can use the event logs to compare the total file count and capacity.

To verify that the data is successfully migrated:

- 1 Log in to the Wyse Management Suite.
- 2 On the **Dashboard** page, verify the device count for total devices imported from WDM.
- 3 On the **Dashboard** page, verify the summary of events for WDM import activity.
- 4 On the **Groups and Configs** page, verify the groups and policies imported from WDM.
- 5 On the **Groups and Configs** page, click the group that you have imported, and verify the corresponding configuration settings or resources.
- 6 On the **Devices** page, verify the devices switched from WDM. You can perform real time commands and verify whether the commands are responding to Wyse Management Suite.
- 7 On the **Apps and Data** page, verify the packages imported from WDM.



# Uninstalling Wyse Management Suite Import Tool

To uninstall Wyse Management Suite Import Tool:

- 1 Go to **Control Panel**, and click **Programs > Programs and Features**.
- 2 From the programs list, select **Wyse Management Suite Import Tool**.
- 3 Click **Uninstall**.  
The **Wyse Management Suite Import Tool Uninstaller** screen is displayed. By default, the **Remove** radio button is selected.
- 4 Click **Next**.  
After the uninstallation is complete, the uninstallation complete message is displayed.
- 5 Click **Finish**.

You can also uninstall Wyse Management Suite Import Tool by using Wyse Management Suite Import Tool installer.

- 1 Run the **WMS\_Import\_Tool.exe** file on your device.  
The **Wyse Management Suite Import Tool Uninstaller** screen is displayed. By default, the **Remove** radio button is selected.
- 2 Click **Next**.  
After the uninstallation is complete, the Uninstallation Complete message is displayed.
- 3 Click **Finish**.

# Troubleshooting

This section describes some basic troubleshooting that you can implement when you experience any problem.

- Problem**—During migration, the data import activity fails.

**Solution**—View the `%programdata%\WMS-Import\WMSImportLog.txt` file for a detailed error log report, and ensure that the import failure is not due to unsupported data. If the RSP packages and Windows-based WCM resources are not imported, you must click the link on the corresponding import status screens to import the data—see [Importing RSP packages](#) and [Importing Windows-based resources](#). If the groups, devices and profiles are not imported, you must perform data rollback, and then retry the import activity—see [Importing view and Windows-based profiles](#).
- Problem**—Incorrect devices, groups, or profiles are imported to Wyse Management Suite.

**Solution**—Perform the **Rollback** operation on the **View and WES Profiles task** screen, and start the import activity—see [Importing view and Windows-based profiles](#).
- Problem**—After you import more than 3,000 groups and 50,000 devices, and perform the Rollback operation using the import tool, Wyse Management Suite is not accessible.

**Solution**—Dell recommends that you do not import more than 1,500 groups. Select a view that is supported by Wyse Management Suite.
- Problem**—Wyse Management Suite server is not accessible when you import an RSP package of size equal or greater than the size of the local disk where Wyse Management Suite is installed.

**Solution**—Ensure that the Wyse Management Suite server has a minimum of 1 GB of free disk space.
- Problem**—While importing view and Windows-based profiles, if you close and reopen the import tool, then the import process stops. The import status screen displays a zero value.

**Solution**—Perform the **Rollback** operation on the **View and WES Profiles task** screen, and start the import activity again—see [Importing view and Windows-based profiles](#).
- Problem**—Switching the SUSE Linux Enterprise devices from WDM to Wyse Management Suite is unsuccessful.

**Solution**—Ensure that the server URL, MQTT URL, and group token entered in the RSP package script are valid. Switch the devices to Wyse Management Suite using the RSP package.

**NOTE:** If the details of the previous import session are not required, delete the `%programdata%\WMS-Import\WMSMigrationInfo.json` file.

