

# **Wyse Support Advisory**

*- Critical Updates for your Wyse Products*



## Document Revision History

Rev. #	Change Description	Date
1.0	Creation	Oct 11, 07
1.1	Grammatical clean-up, incorporated feedback from SEs, Engg, CS	Oct 18, 07
1.2	Added screenshots for more clarity and edited some content for clarity.	Nov 02, 07
1.3	Replaced updated screenshots with corrected typos	Nov 06, 07
1.4	Updated based on feedback – clarifications about FTP upgrade validations for Windows CE, Linux	Nov 19, 07
1.5	Added question relating to WSI support; corrected WSI version, WDM version for Oracle support; added a question for support in future WDM versions.	Nov 27, 07



## Executive Summary

Wyse Vx0L series (V10L/V30L/V50L/V90L) & Vx0LE series (V30LE/V50LE/V90LE) have undergone some hardware changes recently to ensure that only the latest and best technology is included; however, this new hardware requires a new image and BIOS (together referred henceforth as “firmware”). The New firmware is backward compatible with the older series of hardware as well; however, the **older** firmware is not compatible with the new clients. This advisory clarifies how to identify the older clients, and recommended steps to ensure all your Wyse thin clients continue working smoothly.

**Caution:** All upgrades based on this advisory are considered to be **mandatory**. Customers having Vx0L or Vx0LE based clients are requested to immediately test and deploy the firmware upgrades at the earliest.

**Q: What is the reason for issuing this advisory?**

**A:** Due to recent changes in some models, the firmware of older units is now incompatible with the newer clients. Due to this, any attempt to image a new unit with an older firmware may result in potentially unexpected behavior or even rendering the new clients inoperable. To avoid such a case, Wyse is proactively issuing an advisory to all its channel partners and customers in advance. This advisory explains how you can find out if your clients need to be upgraded and the precautions you need to take to ensure continued smooth running.

**Q: How do I find out if my VxOL or VxOLE clients require to be upgraded?**

**A:** You will need to upgrade your clients if you have any:

- V90L or V90LE clients with firmware version < **Build 556**.
- V30L or V30LE clients with firmware version < **Build 563.14**
- V50L or V50LE clients with firmware version < **6.3.2 Build 52**
- V10L clients with firmware version < **6.0.1**

*Note: 'firmware' here refers to the combination of the image and the corresponding BIOS.*

**Q: Where can I view the client image version from within Wyse Device manager?**

**A:** Go to the Device Manager screen in WDM. Click on any client and you can view the image version in the **'General Info'** tab of the **Asset information** for the client. It is also displayed in the 'Image' column in the Device Manager screen (*See Figure 1 below.*). This column allows you to view the image versions of several clients at a glance.

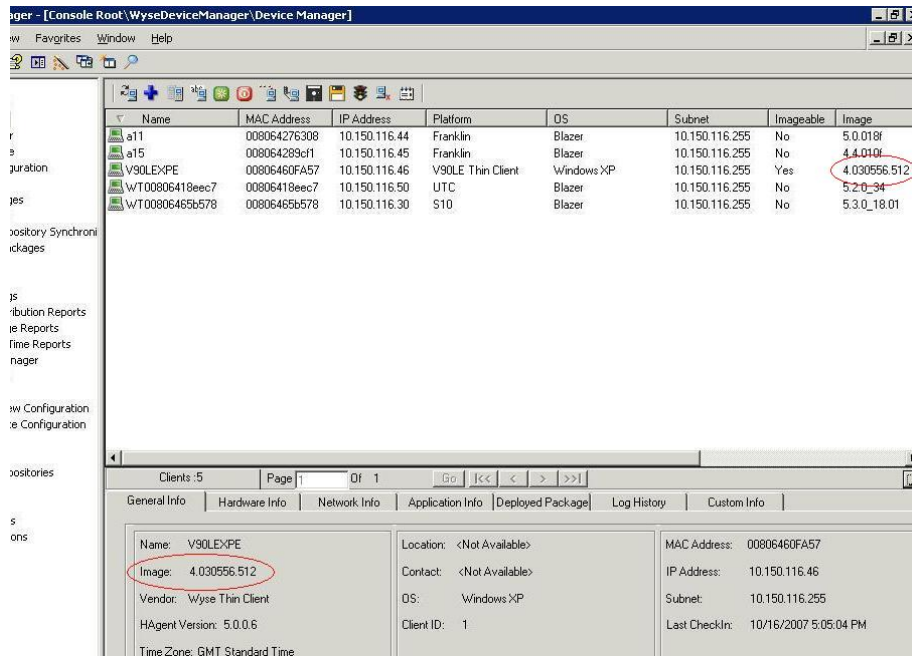


Figure 1



**Q: Can the image version be also checked from the client locally in case I do not use WDM?**

**A:** Yes. Most clients display the system information, which includes the image version. Specifically:

For XPe based V90L/LE clients, go to: **Start → Client Information → General** tab. Check 'version' field.

For Windows CE based V30L/LE clients, go to: **Start → Control Panel → System → General** tab.

For Linux based V50L/LE clients, go to: **Start → System Information → Identity** tab. Check **version** and **Build** fields to verify.

For WTOS based V10L clients, go to: **Desktop → System Information → General** tab. Check the '**System version**' field to verify.

**Q: The image version format displayed in the WDM or client appears somewhat different than the specified compatible versions. How can I be certain if the image version is compatible or not?**

**A:** If you have any doubts, feel free to ask your Wyse representative or Account Manager or get in touch with Wyse support.

If you are using WDM to manage the clients, then, upon applying the relevant Hotfix, WDM will automatically prevent you from attempting to update any client with an incompatible image.

**Q: What should I do to prevent any potential issues if any of my clients have older firmware?**

**A:** You should immediately plan for upgrading all clients having older versions of firmware with the latest released version (recommended) that is equal to or greater than the versions specified above. Please visit <http://www.wyse.com/serviceandsupport/support/downloads.asp> for downloading the most current version of the firmware for your model(s).

**Q: Can I use FTP to upgrade my V10L / V30L / V30LE / V50L / V50LE clients with the new compatible image?**

**A:** Yes. After upgrading the Vx0L/LE based WTOS/Windows CE or Linux clients with the compatible firmware, the new firmware will prevent a downgrade via FTP to an incompatible lower image version.

**Q: Is there any information that I should be aware of before considering upgrading the clients with incompatible images?**

**A:** All new and compatible images contain the latest security patches, driver updates, and stability, performance improvements and hence are recommended; They are also fully backward compatible with the older versions, and hence can be installed on any of the clients – new or old hardware.



However, once you have upgraded to a new image, the clients will not be allowed to downgrade to a lower (i.e. non-compatible) firmware version. This is by design, to protect your clients from being imaged with an incompatible image. Additional details about specific features and issues fixed can be found by consulting the relevant release notes.

**Q: Are any models - other than those listed above – required to be mandatorily upgraded also?**

**A:** No. Only the Vx0L & Vx0LE clients with older firmware require to be upgraded with compatible images.

**Q: If I have a custom image, what should I do?**

**A:** Please contact your Wyse representative or Account Manager with details of the image version for more details on how you can obtain the image upgrade.

**Q: If I use WDM to manage clients and need to upgrade clients with older/incompatible firmware, do I need to install any Hotfix on my WDM 4.5.1?**

**A:** Yes; It is strongly advisable to install the Hotfix [HF04051031107](#) on WDM to enable it to check existing DDC configurations for any non-compliant images that may potentially cause problems while trying to image the newer clients. This Hotfix also has validations to prevent selection of non-compatible images while creating/editing DDC (for WDM Enterprise Edition only) or scheduling an image.

**Q: I have installed WDM 4.5.1 SR1. Can I use the Hotfix [HF04051031107](#) on WDM 4.5.1 SR1 also?**

**A:** No. the Hotfix [HF04051031107](#) is compatible only with WDM 4.5.1; if you have installed WDM 4.5.1 SR1, please upgrade to WDM 4.5.2 once it is released. It is presently expected to be generally available by early January 2008. In the meantime, please take care to use only compatible images when scheduling any updates. Also, if you are using WDM 4.5.1 SR1 Enterprise Edition, check your current DDC to ensure they do not have incompatible images.

**Q: Is the WDM Hotfix applicable to WDM 4.4.1 also? What should I do if I have WDM 4.4.1 and need to manage any Vx0L/LE clients?**

**A:** No; the Hotfix is not supported on WDM 4.4.1; if you are running WDM 4.4.1 currently and need to manage Vx0L/LE clients, consider upgrading to the WDM 4.5.1 and apply the required hotfixes or upgrade to WDM 4.5.2 once it is released.

**Q: Is the WDM Hotfix applicable to any specific Database versions?**

**A:** The WDM Hotfix [HF04051031107](#) is applicable only for WDM installations using either MSDE or Microsoft-SQL database editions. Presently, the Hotfix does not support Oracle based WDM Enterprise installation.

**Q: During installation of WDM HF04051031107, on my WDM Enterprise Edition, I got a warning message (see figure 2). What should I do?**



Figure 2

**A:** The warning is a part of the validations performed by the Hotfix to automatically check for any older firmware that is non-compliant and used for any DDC you may have created.

**Q: I am using the French Localized version of WDM 4.5.1. Can the WDM Hotfix be installed on it also?**

**A: No.** the Hotfix is available presently only for Standard English version of WDM 4.5.1. If you are using a localized version of WDM 4.5.1, please contact your Wyse representative or Account Manager at the earliest.

**Q: Once the WDM Hotfix is installed on my WDM 4.5.1 Enterprise Edition, some of the Default Device Configurations (DDC) are displaying a "Image incompatible with new VL/VLE devices" message in the DDC screen. What does this message indicate?**

**A:** This is by design; after installing the Hotfix, if WDM finds any existing DDC with an older, incompatible image that, it marks the DDC as "incompatible" (see figure 3). This helps you in easily identifying the affected DDC. All you have to do, is edit the non-compliant DDC and replace the non-compliant image in them with the new image. As soon as you save it with the new image, the "incompatible" message will disappear.

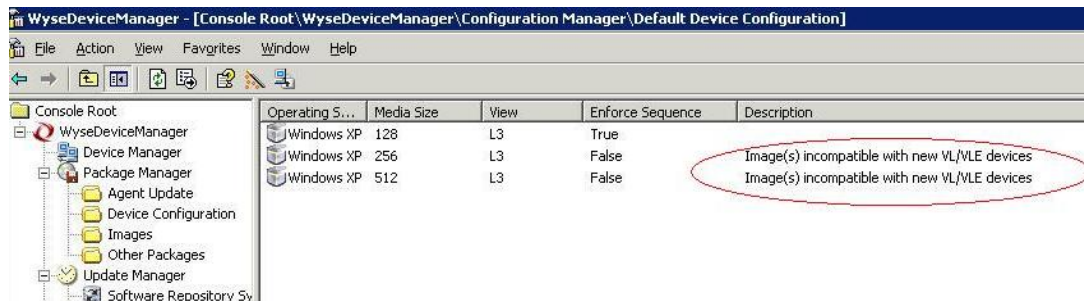


Figure 3

**Q: After installation of the Hotfix on WDM 4.5.1 Enterprise Edition, I am unable to create a new DDC with some images. Is this by design?**

**A:** Yes; after installation of the WDM Hotfix, it will prevent you from selecting any non-compliant older images and thus prevent possible damage to the new clients. To overcome this, all you need to do is select a new image that is compliant. If you need to download the latest version, please visit [www.wyse.com](http://www.wyse.com) .

**Q: Post installation of the WDM Hotfix, I am unable to schedule some images to clients. What is the reason for this?**

**A:** This is by design; Once the Hotfix is installed, WDM will allow only compatible images to be scheduled to the clients. If you try to schedule an update with an incompatible image, WDM will display an error message (*see figure 4*).

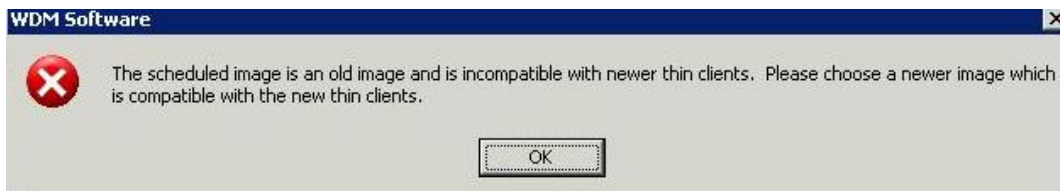


Figure 4

**Q: I need to use the Wyse Simple Imager (WSI) Utility to image a few clients with older/incompatible firmware. Which WSI version supports the updated functionality?**

**A:** **WSI 1.3.2** (or a later version) is recommended; This version onwards includes the functionality to check for incompatible images for Windows XPe & Wyse Linux v6 firmware.

However, please take care to select only compatible firmware. WSI is a simple utility and is not intended for imaging large number of clients.

**Q: Will all future releases of WDM include the checks for incompatible firmware for older VL/VLE clients (included in the Hotfix [HF04051031107](https://support.wyse.com/knowledgebase/000001031107))?**

**A:** Yes; WDM 4.5.2 onwards will include the necessary features and validations for SQL, MSDE; The Oracle support will be included from WDM 4.5.3 onwards.

**Q: If I have any other questions, who can I contact to get additional help?**

**A:** For any additional questions not covered here, please get in touch with Technical Support at Wyse.



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<http://support.wyse.com>

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