



Wyse Thin Computing Software

WYSE

Delivering the
best PC experience
on a thin computing platform

Wyse Thin Computing Software. All you need to know. Here



Wyse Thin Computing Software

Created to enable the very best user experience across a range of virtualized environments, with dynamic application deployment, remote management, rich multimedia interaction and support for everyday desktop peripherals ...made simple and easy.



Wyse Device Manager

Wyse Device Manager enables remote monitoring, management and reporting of Wyse thin clients.



Wyse TCX™

Wyse TCX is our virtualization software suite which enriches the user experience.

Take a tour of the Wyse Software range features here



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An introduction to Wyse Device Manager

Rapid deployment. Centralized management and asset tracking.



Wyse Device Manager (WDM) provides administrators with the granular asset information they need about each device including the deployed software. By presenting up-to-date status information on a simple-to-use central console with remote diagnostic capabilities, the IT department can reduce unnecessary desktop visits.

With the flexibility to schedule device updates, including application add-ons, OS patches, or complete imaging when it's more convenient for users, IT managers can reduce overall desktop downtime and avoid any loss of productivity. Meanwhile, powerful device-grouping capabilities and the ability to enforce default configurations give network administrators maximum performance and flexibility in provisioning and managing devices on the network.

Wyse Device Manager Workgroup edition comes bundled with all Wyse thin computers and provides comprehensive management control for smaller installations. The more powerful Wyse Device Manager Enterprise edition delivers increased device management capabilities, and scales up to hundreds of thousands of clients.

Both versions are easy to use, leverage web-services technology, and are easy to install. Plus, with Wyse Device Manager Installation Services, the Wyse Professional Services team will work to your specific requirements to ensure a successful implementation and delivery of your Wyse Device Manager solution.

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Secure software imaging and updates via HTTPS

Efficient, secure and scalable software management.

Wyse Device Manager allows the deployment of software images across literally thousands of Wyse thin clients remotely. To provide a highly secure and scalable network architecture, WDM provides full HTTPS encrypted traffic and multiple Remote Software Repositories which optimize the network bandwidth.

By removing the need to visit each and every one of your network's desktop and mobile thin clients Wyse Device Manager delivers both vastly-reduced IT support costs and a far more granular approach to the deployment and management of your user-software. This ranges from vital hour-by-hour monitoring to the efficient issuing of software images, patches, updates and other add-ons as required to ensure every desktop and mobile thin client remains available and productive. Thereby instantly reducing your total cost of ownership and further maximizing your investment in Wyse Thin Computing.

At a glance features:

- Complete Device Imaging / Patching / Updates
- Fully Secure HTTPS Communication
- Multiple Remote Software Repository Support
- Bandwidth Throttling for Efficiency / Reliability
- Software Updates and Add-ons



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Asset tracking

Keep track of everything as your organization grows and changes

With the potential for thousands of thin clients deployed across an organization's network (and beyond with the introduction of Wyse mobile thin computers such as the Wyse X class) comes the potential headache of efficient asset tracking.

Wyse Device Manager provides the answer with its centralized management of your desktop and mobile thin clients with detailed information of each device's

feature set and build specification – everything from processors to installed flash ram and software. The result is the uniquely advantageous ability to assess, healthcheck and if necessary deploy (and redeploy) your thin client assets to meet your organization's changing or developing needs. In addition Wyse Device Manager's asset tracking abilities enable you to enforce your IT and organizational policies right across your network simply and efficiently.



At a glance features:

- Detailed Hardware Asset information
- Installed Software Asset information
- Distributed Architecture
- Automated Discovery
- SQL 2005, 2008 / MSDE Support
- Detailed device healthchecks

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Policy Management

Issue, manage and update enterprise-wide policies

Wyse Wyse Device Manager introduces a very powerful and scalable policy management concept called Default Device Configuration (DDC). Through DDC, administrators can associate different sets of configurations and policies with devices automatically arranged into various logical groups. As an example, WDM can group devices into different “country” groups, based on their subnet or IP address and automatically administer and enforce various policy settings like localization, backend server connectivity, or customization permissions.

The ability to administer and manage a network of thin clients without a single human intervention is what allows WDM customers to scale up to tens of thousands of thin devices - with ease.

Furthermore, organizations can develop a tiered or even outsourced IT management with WDM’s ability to provide a Delegated Administration capability, whereby different administrators have different levels of access to local or global logical groupings based on their Microsoft Active Directory Credentials.

As with Wyse Device Manager’s other tools, its policy management function allows you to issue, manage and update your policies from one central position both efficiently and remotely.

At a glance features:

- Default Device Configuration
- Policy Management Delegated Administration (Active Directory Integrated)



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Remote User Support

Drastically reduce your support costs. Boost your user service.



From time to time your users will require the kind of “over-the-shoulder” support that in the past could only be provided by physically visiting the desktop. With Wyse Device Manager you can deliver such important one-to-one IT support in a more efficient and cost effective manner than ever before, resulting in far greater user-experience satisfaction scores without the support costs. Subsequently your users will benefit from faster support response-to-resolution times and will develop a greater appreciation of an IT support service that features the ability to screen-share and take-over their desktops, rebooting their thin clients in seconds and more firmly resolving the issues they may be facing with their desktop or mobile thin clients.

At a glance features:

- Remote Shadowing / Control
- Non-PXE Boot Agent for Imaging across Wide Area Networks

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An introduction to Wyse TCX™ and Collaborative Processing Architecture™

Delivering the best user experience available on a thin computing platform

Providing customers with the full benefits of thin computing minus the limitations is the innovative thinking behind Wyse TCX Software. Each software solution in the suite delivers an enhancement component designed to work seamlessly within Microsoft® Terminal Services, Citrix® XenApp, Citrix® XenDesktop and VMware View environments.

Collaborative Processing Architecture

Uniquely all Wyse TCX Solutions feature Collaborative Processing Architecture (CPA) which intelligently divides the workload between the server and client, reducing the need for larger servers, and delivering the best thin computing user experience available.

Wyse TCX software works with established protocols (instead of replacing them), adds valuable functionality and - importantly - shifts processing workload to the thin client's processor whenever it's appropriate.



Wyse TCX Multi-display



Wyse TCX Multimedia



Wyse TCX USB Virtualizer



Wyse TCX Rich Sound

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Wyse TCX Multi-display

Extra screen real-estate for virtual desktop environments

Multiple Monitor Awareness

Wyse TCX Multi-display virtualization software makes virtual desktops and applications multi-monitor aware.

Increased Productivity and Satisfaction

Instead of trying to consolidate everything in one monitor that could limit users to many minimized or resized windows, Wyse users can now easily open windows and applications side by side on up to four monitors and leverage the extra screen real estate.

Users have total control over dialog box and message box positioning. They can recall and reopen applications at positions where they were previously closed. In addition users can also configure exclusion lists for applications 'to apply' or 'not apply' the multi-display settings. This helps increase an end user's workflow productivity and satisfaction.

Wyse TCX Multi-display adds virtual channel support to enable logon GINA and Windows Security dialog box positionings. Wyse TCX Multi-display also supports seamless or remote applications.



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Wyse TCX Multimedia

Wyse brings multimedia to thin computing



Rich Multimedia Support

Wyse TCX Multimedia is a software solution that streamlines the delivery of multimedia content to the local client for a richer user experience.

Multimedia, as a training mechanism or for corporate communications, is becoming more prevalent.

Traditionally, multimedia playback had a number of limitations in thin computing environments.

Wyse TCX Multimedia is a breakthrough technology that removes these limitations. It's a software layer featuring both server and client components that work intelligently to redirect multimedia processing tasks dynamically between the client and server. The multimedia stream is decoded locally on the thin client using the local processing power of the device thereby providing a full synchronised audio and video experience.

Wyse's unique Collaborative Processing Architecture (CPA) frees-up the processing power on the server and increases infrastructure scalability. The software is agnostic to the virtualization infrastructure already in place in the data center.

At a glance features

User Experience

- Rich and smooth full screen, full frame-rate multimedia experience.
- Multimedia content is intelligently decoded locally on the thin client.
- Transparent real-time compression rate adjustment.
- URL redirection and multicast support for certain codec types.
- End-user experience comparable, or better, than a regular PC.

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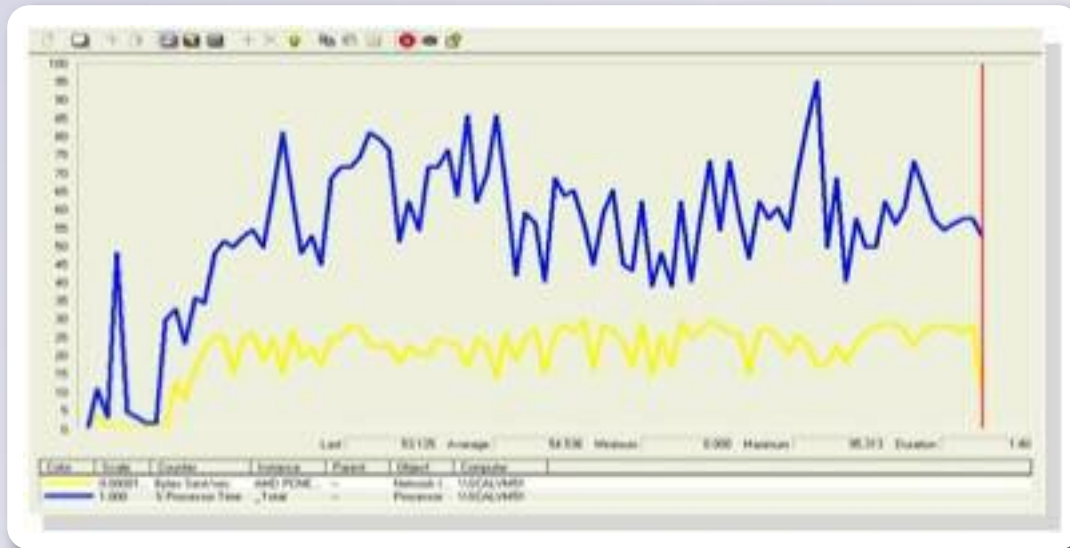
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Wyse TCX Multimedia

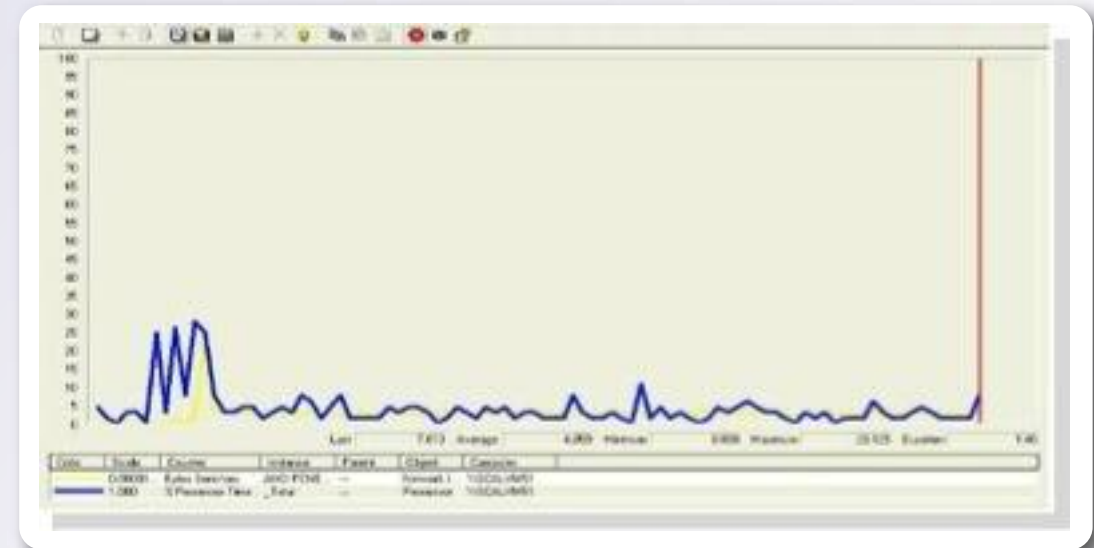
Enhances User Experience and Server Scalability

Deploying rich media rich applications using Wyse TCX Multimedia delivers a superior user experience with significantly less demands on server processing and bandwidth:



Typical server CPU and network activity when playing multimedia

Source: Wyse Whitepaper, 2008 -- Server CPU and Network Utilization Playing WMV File on a Virtual Desktop



Server CPU and network activity when deployed with Wyse TCX Multimedia

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Wyse TCX USB Virtualizer™

Connect your everyday USB devices



Visible to virtual desktops and applications

Simple and Revolutionary, Wyse TCX USB Virtualizer™ software makes thin client attached USB devices visible to virtual desktops and applications.

Solves USB peripheral connectivity issues

Wyse TCX USB Virtualizer is a software solution that enables the discovery of local USB devices plugged into Wyse thin clients directly into a virtual desktop environment. This extraordinary enhancement solves the USB peripheral issues when it comes to deploying thin clients. No more compromises on limited local device drivers. Supported devices include an unprecedented broad range of USB-based printers, scanners, storage devices, Palm, BlackBerry, Pocket PC handhelds, webcams and headsets. Wyse TCX USB Virtualizer redirects the USB drivers installed in the virtual desktop to the Wyse thin clients and functions as an intelligent virtual USB driver bridge traversing the network.

At a glance features:

User Experience

- Supports asynchronous devices such as USB-based printers, scanners and PDAs.
- Supports Isochronous devices (Microsoft and Logitech webcams and headsets), for video based instant messaging applications.
- Enables visibility of local USB devices plugged into Wyse thin clients to virtual desktops.
- Plug and play detection - intelligently detects and identifies devices as soon as they are plugged into the thin client.

Management

- Tuned TCP/IP stack with optimized data echoing that helps minimize the negative effects of network latency and bandwidth.
- Control Panel provides management control over which devices will work and which are blocked.
- Granular control of devices at Class, Sub-Class, Vendor ID and Product ID levels.
- Extends IT deployment reach to support broad categories of user access needs.

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Wyse TCX Rich Sound

High quality audio without compromise



Receive and transmit high quality Audio

Wyse TCX Rich Sound virtualization software enables the zero-compromise deployment of virtual desktops and applications with the capability of receiving and transmitting high quality audio.

Broaden the reach of Virtual Desktops and Applications

Wyse TCX Rich Sound provides bi-directional audio capabilities for virtual desktops and applications. Users can now use a USB headset directly attached to the Wyse thin client to input and output audio to and from an IP soft phone application running in a Microsoft Windows XP Pro virtual desktop. This revolutionary technology from Wyse also supports sound recording and playback applications.

At a glance features:

User Experience

- Enables bi-directional audio over RDP - VDI users can now run applications that require audio input capabilities.
- Eliminates the need for a separate hardware IP phone unit.
- No compromise thin computing experience.

Typical solutions

- Coupled with Wyse TCX USB Virtualizer, audio-video chat applications such as Skype can be supported in a VDI environment.
- VOIP softphone applications with USB headsets or handsets
- Digital dictation in legal offices
- Voice recognition applications
- 'Language Labs' in schools

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Technical Wyse Software range specifications

Wyse Thin Computing's range of virtualization, provisioning and management tools are designed deliver the richest user experience, easy application provisioning and simple day-to-day management.

Learn more. Simply click these data sheets icons

Wyse Device Manager

Thumbnail of the Wyse Device Manager Specifications data sheet. The sheet contains detailed technical specifications for the Wyse Device Manager software, including supported operating systems, hardware requirements, and installation instructions. The 'Range' button is highlighted in yellow.

Wyse TCX Supported Server Platforms

Thumbnail of the Wyse TCX supported server platforms data sheet. It features a table with columns for 'Product', 'Server Platform', 'Microsoft Windows XP Pro SP2 and above', 'Microsoft Windows Vista Ultimate, Business, Enterprise SP1 and above', 'Microsoft Windows Server 2003 Terminal Services', 'Microsoft Windows Server 2008 Terminal Services', and 'Citrix XenApp 4.5 and above'. The 'Range' button is highlighted in yellow.

Wyse TCX Supported Client Platforms

Thumbnail of the Wyse TCX supported client platforms data sheet. It features a table with columns for 'Product', 'Microsoft Windows XP', 'Wyse Thin OS 6.3', 'Wyse Linux 47', and 'Microsoft Windows CE 5.0'. The 'Range' button is highlighted in yellow.

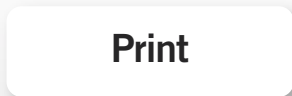
Wyse TCX Multimedia

Thumbnail of the Wyse TCX Multimedia Specifications data sheet. It details the supported hardware and software for multimedia functionality, including supported video and audio codecs, and network requirements. The 'Range' button is highlighted in yellow.

Wyse TCX USB Virtualizer

Thumbnail of the Wyse TCX USB Virtualizer Specifications data sheet. It lists the supported USB devices and operating systems for the virtualizer software. The 'Range' button is highlighted in yellow.

Visit: wyse.com



Wyse Device Manager Specifications

Simple, Easy Installation

- Checks for all prerequisite components and offers to install missing components – making WDM installation a snap.

Automatic Device Discovery

- Enables devices to discover themselves using DHCP option tags to find the Wyse Device Manager server.
- Admin controlled manual discovery of devices across the network using either IP ranges or Subnets.

Device Monitoring

- Discover devices across NATs, firewalls, dialup or wireless connections.
- Displays visible device status in the user interface to inform administrators of the current status of devices on the network.
- Enables devices to check in for new updates at pre-determined intervals.

Comprehensive Asset Management

- Tracks all device asset information and offers a complete inventory of all hardware and software information that is available on the device.
- Collects granular information about the specific software OS, applications as well as any updates or patches deployed to the device at any point in time.
- Enables administrators to remote shadow device to troubleshoot or for training users.

Centralized Device Control

- Allows administrators to send commands to shutdown, reboot or wake up devices without ever visiting the end user desktop.
- Delivers fast and reliable reconfiguration of embedded network devices, including the device flash file system.

Complete Imaging

- Administrators can re-image the entire client flash file system including the BIOS and CMOS settings if needed.
- Allows use of reference device to capture the configuration of the device or the complete image.

Capture and Deploy Device Identity

- Permits cloning of configuration or image to other devices to easily provision devices to adhere of company policies.
- Features built-in reliability for all updates to a device.
- Offers flexible scheduling at appropriate times to prevent loss of end-user productivity.

Use Existing Network Infrastructure

- Integrates with Active Directory for admin users.
- Uses existing SQL database as the data store.



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Wyse Device Manager Specifications continued

Delegated Administration

- Enables admins to control the bandwidth to be used for server communications.
- Allows delegation of device management responsibility to other admins.

Advanced Scripting

- Offers granular control over authorisation of the devices they can control as well as the functions each can perform.
- Features a detailed scripting language to perform complex automated tasks on multiple devices.

Enhanced Reporting

- Enables customisation capabilities greatly enhanced using scripting.
- Delivers simple saved reports which makes it easy to run the same report on existing parameters.

Extensible Tool-Building Capabilities Through Microsoft Management Console (MMC)

- Provides quick and flexible ways to report on the existing data that is captured by the system.
- Eases administration headaches through MMC integration, delegation, task orientation, and a familiar interface. By integrating Wyse Device Manager with other snap-ins, administrators can create MMC tools that enhance network management functionality (e.g., individual Wyse Device Manager managers, anti-virus software, asset management, and fault and performance tools).

OS Requirements

- Microsoft® Windows Server 2000.
- Microsoft® Windows Server 2003.
- Microsoft® Windows XP.



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Wyse TCX supported server platforms

Product	Server Platforms						
	Microsoft Windows XP Pro SP2 and above		Microsoft Windows Vista (Ultimate, Business, Enterprise) SP1 and above		Microsoft Windows Server 2003 Terminal Services	Microsoft Windows Server 2008 Terminal Services	Citrix XenApp 4.5 and above
	XenDesktop 2.0	VMware VDI#	Citrix XenDesktop 2.0	VMware VDI#			
Wyse TCX Multi-display 1.2* support	yes	yes	yes	yes	yes	yes	yes
Wyse TCX USB Virtualizer 2.0	yes	yes	yes	yes	-	-	-
Wyse TCX Rich Sound 1.0##	yes	yes	-	-	yes	-	yes
Wyse TCX Multimedia 3.0**	yes	yes	-	yes	yes	-	yes

* Wyse TCX Multi-display Support 1.2 also supports Microsoft Windows 2000 (Advanced) Server with SP4, Microsoft Windows XP Pro x64 with SP2, Microsoft Windows Vista Ultimate x64 with SP1 and Microsoft Windows Vista Business x64 with SP1

** Wyse TCX Multimedia 3.0 also supports Microsoft Windows XP Pro x64 with SP2, Microsoft Windows Vista Ultimate x64 with SP1, Microsoft Windows Vista Business x64 with SP1, Microsoft Windows Vista Enterprise x64 with SP1 and Microsoft Windows 2003 Enterprise x64 with SP2

Using VDM 2.1, please use the Non-tunneled mode only

Supports Cisco IP SoftPhone, Microsoft Windows Sound Recorder, Microsoft Windows Media Player audio, VLC Player audio (wave-out), YouTube audio content with Logitech USB headsets and any analog headsets



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Wyse TCX supported client platforms

Product	Client platforms			
	Microsoft Windows XPe	Wyse Thin OS 6.3	Wyse Linux v7	Microsoft Windows CE 5.0
Wyse TCX Multi-display 1.2 support	yes V,R,G	yes S,V	yes R,X	yes S,V
Wyse TCX USB Virtualizer 2.0	yes V,X,R,G	yes S,V	No headsets and webcams. R,X	-
Wyse TCX Rich Sound 1.0	-	yes V	-	-
Wyse TCX Multimedia 3.0	yes V,X,G	yes V	yes X	No Citrix XenApp or Citrix XenDesktop support. S,V



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Wyse TCX Multimedia Specifications

Media formats supported	MPEG-1, MPEG-2 MPEG-4-part2 WMV 7/8/9 WMA AC3 MP3
Flexible playback modes supported	Local clip playback Play-list playback Web playback
DirectShow based multimedia player	Support for Microsoft Media player 7/8/9
Redirect to local media	Client playback directly using - HTTP URL - FTP URL - Network shared drive
Multicast support	UDP/RTP Multicast (MPEG1 only) for Live multimedia streams



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Wyse TCX USB Virtualizer Specifications

Device tested and supported	USB Blackberry	8820-smartphone (EDGE,WiFi) 8700G 7100-T Mobile
	USB to Serial Converter	Epson LX 300+ (USB to Serial)
	USB to Parallel Converter	
	Printers	HP LaserJet 1300 HP LaserJet 1300 HP DeskJet 1280 HP LaserJet 1320
	USB Scanner	DocketPort 465
	USB Bluetooth	Generic Bluetooth
	USB Biometrics	digitalPersona 4000B Reader
	USB Storage	Enter USB 2.0 All-in-1 Card Reader SanDisk 12-in-1 Card
	USB Hub	I ball USB serial Bus
	Mass Storage	Sony Floppy Drive Enter Floppy Drive
	USB CDROM	IBM USB CD-ROM Drive
	USB Zip Drive	lomega USB Bus Powered Zip 250
	USB Flash Drive	Crucial/SanDisk/Transcend
	Webcam	Logitech QuickCam Pro 9000 Microsoft LifeCamVX -1000
	USB Headset	Logitech M/N:A-00009A Microsoft LifeChat LX-3000
	USB class support	USB 1.1/ 2.0



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Wyse offers thin computing sales, service and support expertise around the globe.

[Click here for contact details of your regional Wyse office.](#)

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