

# Installation Guide

Wyse® S Class Conversion to ThinOS

Wyse® Simple Imager™ Release 2.0.2

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For availability, pricing, and ordering information in the United States and Canada, call 1-800-GET-WYSE (1-800-438-9973) or visit us at <http://www.wyse.com>. In all other countries, contact your sales representative.



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# 1

## Introduction

This guide provides the instructions you need to use Wyse® Simple Imager™ to convert the following Wyse S class cloud clients to ThinOS:

- S30 (part number: 902113)
- S50 (part number: 902114)
- S90 (part number: 902115)

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### Kit Contents

The conversion kit includes:

- *1 Year ThinOS Maintenance* (you will receive an email from Wyse or your reseller with full instructions)
- *Conversion Software Assembly CD-ROM*
- *Wyse Conversion Labels* (you must attach a Wyse label to each converted cloud client)

**Figure 1 Kit contents**



The *Conversion Software Assembly CD-ROM* contains:

- *A PDF of this Reference Guide*
- *Wyse Simple Imager Release 2.0.2*
- *64MB Conversion Image* folder containing the following:
  - *WSI SX0 64MB ThinOS Conversion* folder containing:
    - *1S10* folder
    - *1S10.i2d* file
- *128MB Conversion Image* folder containing the following:
  - *WSI SX0 128MB ThinOS Conversion* folder containing:
    - *1S10* folder
    - *1S10.i2d* file
- *512MB Conversion Image* folder containing the following:
  - *WSI SX0 512MB ThinOS Conversion* folder containing:
    - *1S10* folder
    - *1S10.i2d* file

## Wyse Technical Support

To access Wyse technical resources, visit <http://www.wyse.com/support>. If you still have questions, you can submit your questions using the Wyse Self-Service Center at <http://support.wyse.com/selfservice.html> or call Customer Support at 1-800-800-WYSE (toll free in U.S. and Canada). Hours of operation are from 6:00 A.M. to 5:00 P.M. Pacific Time, Monday through Friday.

To access international support, visit <http://www.wyse.com/global>.

## Related Documentation and Services

Fact Sheets containing the features of hardware products are available on the Wyse Web site. Go to <http://www.wyse.com/products/hardware>, click the link for your hardware product, and then click the link for the Fact Sheet.

Administrator and other documentation for your cloud client model are available at: <http://www.wyse.com/manuals>.

## Wyse Online Community

Wyse maintains an online community where users of our products can seek and exchange information on user forums. Visit the Wyse Online Community forums at: <http://community.wyse.com/forum>.

# 2

## Converting Wyse S Class to ThinOS

This chapter provides the step-by-step instructions you need to convert Wyse S class cloud clients to ThinOS using Wyse Simple Imager.

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### Procedures

#### Step 1: Install Wyse Simple Imager 2.0.2

Install Wyse Simple Imager 2.0.2 (contained on the *Conversion Software Assembly CD-ROM*) using the instructions in "Installing Wyse Simple Imager 2.0.2."

#### Step 2: Copy the Correct 1S10 Folder and 1S10.i2d File (on the CD-ROM) to Correct Locations

1. Determine the flash size of your cloud client (location of the flash size is as follows):
  - **S30: Start > Settings > Control Panel > System > System Info tab**
  - **S50: Start > Control Panel > System > System Information > Identity tab**
  - **S90: Start > Control Panel > System > Client Information > General tab**

The displayed flash size of your cloud client determines which *Conversion Image* folder you must use on the *Conversion Software Assembly CD-ROM* (for example, if your flash size is displayed as 128 MB, you must use the *128MB Conversion Image* folder on the *Conversion Software Assembly CD-ROM*). **NOTE:** See your cloud client documentation for help on viewing the flash size.

2. Open the correct *Conversion Image* folder you need on the *Conversion Software Assembly CD-ROM* for your cloud client (either *64MB Conversion Image*, *128MB Conversion Image*, or *512MB Conversion Image*).
3. Open the *WSI* folder contained in the *Conversion Image* folder you need (for example, if your flash size is 128 MB, open the *128MB Conversion Image* folder, and then open the *WSI SX0 128MB ThinOS Conversion* folder).
4. Copy the *1S10* folder (contained in the *WSI* folder) to *C:\inetpub\ftproot\Rapport\Tools\lsa* (this is a folder created by WSI during installation when using the default installation settings; see "Step 3: Install Wyse Simple Imager"). Note that this *1S10* folder will overwrite the existing *1S10* folder created during the installation.
5. Copy the *1S10.i2d* file (contained in the *WSI* folder) to any folder on the machine to which you installed WSI (be sure the folder is accessible by WSI).

### Step 3: Use Wyse Simple Imager to Convert Each Cloud Client

Use the following guidelines on each cloud client you want to convert:

1. Connect the cloud client (to be imaged) to the router with DHCP running that is attached to the machine on which Wyse Simple Imager is installed. Be sure the cloud client is shut down.

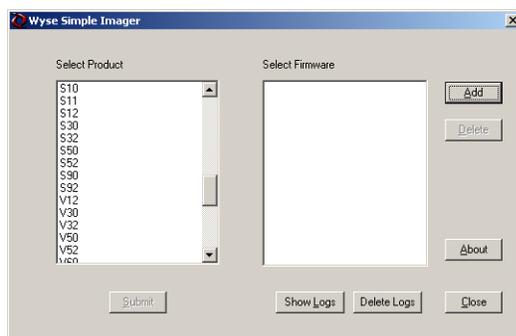


#### Caution

Ensure all software firewalls and antivirus services are stopped.

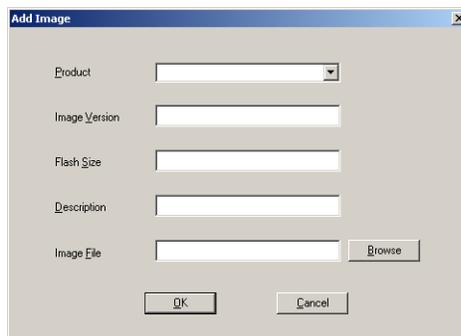
2. Launch the *Wyse Simple Imager* console (double-click the **Wyse Simple Imager** icon).

**Figure 2** Wyse Simple Imager console



3. Select **S10** in the *Select Product* list, and then click **Add** to open the **Add Image** dialog box.

**Figure 3** Add Image dialog box



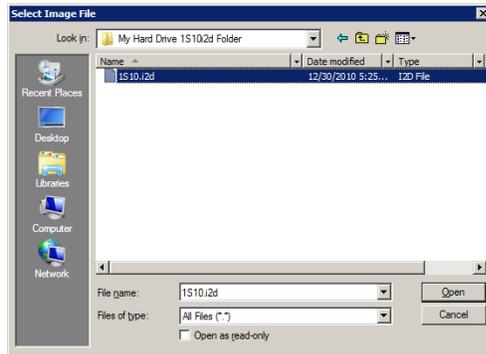
4. Use the following guidelines:
  - **Product** - **S10** is automatically entered (leave this value).
  - **Image Version** - Enter **7.x.0\_113** for *Image Version*. This refers to the new *Firmware* version.
  - **Flash Size** - This is the amount of flash memory installed in your cloud client. *Flash Size* can be **64**, **128**, or **512**.
 

**NOTE:** To determine the flash size of your cloud client (location of the flash size is as follows - see your cloud client documentation for help on viewing the flash size):

    - **S30:** Start > Settings > Control Panel > System > System Info tab
    - **S50:** Start > Control Panel > System > System Information > Identity tab
    - **S90:** Start > Control Panel > System > Client Information > General tab

- **Description** - Enter what you want for your information. This information will help you identify the characteristics of the device for which you are using this image.  
**IMPORTANT:** Be sure to use only Alphanumeric characters (A through Z and 0 through 9), underscore (\_), or spaces.
- **Image File** - Click **Browse**, navigate to the folder *on your hard drive* that contains the *1S10.i2d* file (this is the location you selected in "Step 2: Copy the Correct 1S10 Folder and 1S10.i2d File (on the CD-ROM) to Correct Locations"), click on the *1S10.i2d* file to select it (you may need to select the *All Files* option from the *Files of Type* box to display the *1S10.i2d* file for selection), and then click **Open**.  
**CAUTION:** Do not use the *1S10.i2d* file directly from the *Conversion Software Assembly CD-ROM*.

**Figure 4 Browse to select 1S10.i2d file**



5. After you have completed configuring the **Add Image** dialog box, click **OK**. After the image file has been successfully added, the success message appears.

**Figure 5 Image successfully added**



6. Click **OK**. The firmware image now appears in the *Wyse Simple Imager* console and is ready to be submitted.
7. Select the firmware you added in the *Select Firmware* list and click **Submit**. After the image file has been successfully submitted, the *Please start/restart the client to start imaging* message appears. **CAUTION:** Do not close the WSI console until after the cloud client is successfully imaged with the new firmware.

**Figure 6 Start/Restart the client to start imaging**



8. Click **OK**.
9. After the **Log** window appears, start the cloud client. After the imaging process is complete, the **Log** window will display the log messages and the final status. If the imaging was successful, a *Success* message will be displayed. If it failed, it will display an error message (see "Troubleshooting").

#### Step 4: Attach a Wyse Conversion Label on Each Converted Cloud Client

The conversion kit is supplied with *Wyse Conversion Labels* that must be attached to each cloud client as shown in Figure 7. Be sure you have purchased the amount of labels you need.



#### Caution

Failure to install the label may cause delays in service and support. The serial number must be given to a Customer Support Technician to validate entitlement to support and service from Wyse. Failure to do so will result in the original operating system being loaded on the device and is in breach of your license agreement.

**Figure 7 Placement of Wyse Conversion Label**



#### Step 5: Obtain a Firmware Update

After converting your cloud clients, you must use your *1 Year ThinOS Maintenance* (you should have received an email from Wyse or your reseller with full instructions) to obtain any available firmware update (if you did not receive this email, contact your reseller).



#### Note

If you are unfamiliar with updating firmware on your Wyse ThinOS cloud client, refer to Wyse Knowledge Base Solution #**10566** (go to the Wyse Knowledge Base at <http://www.wyse.com/kb> and search for **10566**).



#### Warning

Wyse Cloud Client Software Maintenance is required to be eligible to receive new versions of cloud client software and subsequent releases of corresponding documentation and tools. Wyse announces new versions of software through the *WyseView* newsletter. To receive notification of available software updates, customers must subscribe to the free *WyseView* newsletter at <http://www.wyse.com/wyseview>. Use of the Software on more than one device requires that you first purchase from Wyse additional copies of, or licenses to, the Software. Contact your local Wyse distributor or Wyse Inside Sales at 1-800-800-9973 option 1 or 1-408-473-1200 option 1.

# A

## Installing Wyse Simple Imager 2.0.2

This appendix provides the detailed procedures you must complete to install Wyse Simple Imager 2.0.2.

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### Pre-Installation Checklist

Before you begin installing Wyse Simple Imager, make sure you have met the requirements on this checklist for the machine to which Wyse Simple Imager will be installed:



#### Caution

Do not install Wyse Simple Imager on any machine which has Wyse Device Manager software installed.

- One of the following 32-bit Windows operating systems must be installed (be sure that all systems are up-to-date with current Microsoft service packs, patches, and updates):
  - Windows 2003 Server Standard/Enterprise with SP2 or later
  - Windows XP Pro with SP3 or later



#### Note

Virtual machine environments are not supported.

- IIS with FTP and HTTP (*World Wide Web Service*) must be installed, enabled, and running.
- Any inexpensive external router with DHCP enabled must be connected to the machine *and* both the machine and router must be *isolated*.



#### Caution

Wyse Simple Imager must be *installed* and *used* on a machine (with a connected router running DHCP) that is *isolated*. Do not install Wyse Simple Imager on any machine which is connected to a network.

- Any existing previous version of Wyse Simple Imager must be uninstalled.
- A single network adapter is supported. If you have two adapters, you must disable one (for example, for a laptop with a wireless adapter, you must disable the wireless adapter).
- All software firewalls and antivirus services must be stopped.
- Place the Wyse Simple Imager 2.0.2 software (found on the *Conversion Software Assembly CD-ROM*) into a folder on the machine.

## Procedures



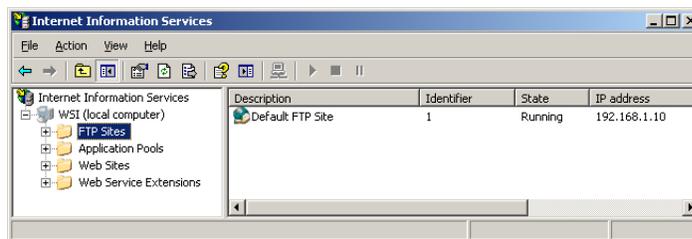
### Note

Be sure you have completed all pre-installation requirements as described in "*Pre-Installation Checklist*" before you begin installing Wyse Simple Imager.

### Step 1: Verify FTP Settings

1. Launch IIS (click **Settings > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**).

**Figure 8 Launch IIS**



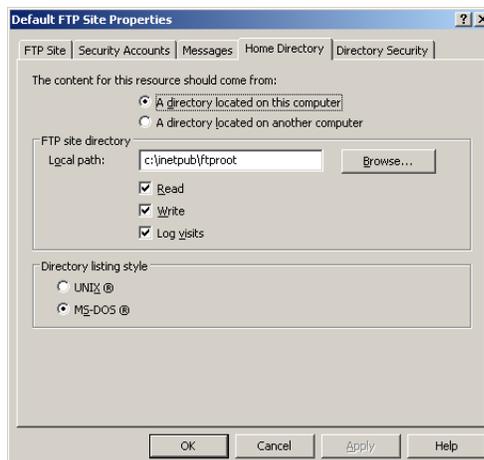
2. In the IIS Manager screen, right-click **Default FTP Site** in the details pane and select **Properties** to open the **Default FTP Site Properties** dialog box.



### Note

If you cannot find the *Default FTP Site* option, verify that FTP services are installed (see "*Pre-Installation Checklist*").

**Figure 9 Default FTP Site Properties**

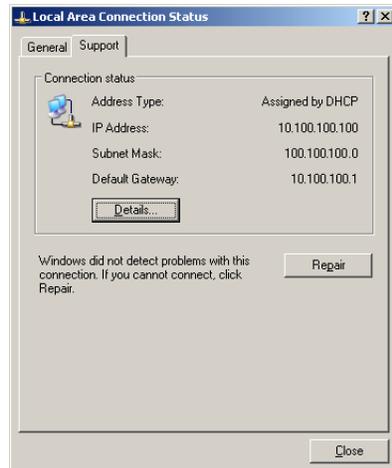


3. Click the *Home Directory* tab and ensure the following:
  - **A directory located on this computer** option is selected
  - *Local path* is *C:\inetpub\ftproot* (this is the default path)
  - **Read**, **Write**, and **Log visits** check boxes are selected
  - **MS-DOS** option is selected

## Step 2: Verify DHCP is Running

You can verify DHCP is running by going to **Start > Control Panel > Network Connections**, double-click your *LAN* connection (for example, *Local Area Connection*) to open the **Local Area Connection Status** dialog box, click the **Support** tab and then ensure that your **Address Type** is *Assigned by DHCP*. If this is not the case, you must correct the problem *before* continuing. If DHCP is not running *do not* install Wyse Simple Imager until it is running.

**Figure 10 Local Area Connection Status dialog box**



## Step 3: Install Wyse Simple Imager

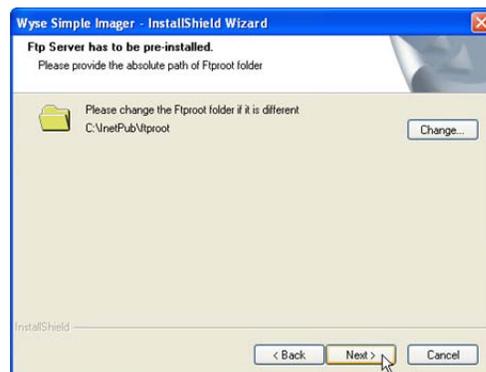
Navigate to the *Wyse Simple Imager Release 2.0.2* folder on your hard drive (this is the location you selected in "Pre-Installation Checklist"), double-click the **WSISetup.exe** file to open the installation wizard, and then follow the prompts. It is recommended that you use the default settings provided during installation.



### Caution

Be sure that the installation path is the same as the default path of the IIS FTP root path (for example, *C:\inetpub\ftproot*).

**Figure 11 Default installation path**



After Wyse Simple Imager installation is complete, a *Wyse Simple Imager* icon will be created on the desktop from which the application can be run.

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# B Troubleshooting

This appendix includes troubleshooting information.



## Note

For Wyse Customer Support information, see "Wyse Technical Support."

Problem	Solution
<b>When attempting to image a cloud client you receive an <i>ARP Timeout</i> error.</b>	This means that the cloud client was unable to obtain an IP address from your DHCP server on the router (ARP means <i>Address Resolution Protocol</i> ). This indicates a problem with your DHCP server on the router (see your router documentation to fix the problem).
<b>You are receiving <i>Incompatible Firmware</i> messages.</b>	Be sure you have the correct information in the <b>Add Image</b> dialog box as described in "Step 3: Use Wyse Simple Imager to Convert Each Cloud Client."
<b>The new image was sent to the cloud client but the cloud client boots normally to the old firmware.</b>	Use the following: <ul style="list-style-type: none"><li>• Verify the boot order. Turn on the cloud client power, press and hold the DELETE key to enter the BIOS setup. When prompted, enter the password <b>Fireport</b> (case sensitive). The first boot device should be set to PXE or LAN. If that is not the case, make the necessary changes.</li><li>• Verify that the FTP Server has the <i>Write</i> permission enabled (see "Step 1: Verify FTP Settings").</li><li>• Verify on the Wyse Simple Imager server: Go to <b>Start &gt; Run</b>, enter <b>cmd</b>, and click <b>OK</b>. At the command prompt (c:&gt;) enter <b>ipconfig</b> and press the <b>Enter</b> key: If you see an IP address of 127.0.0.1 anywhere, you have a loopback network condition. To recover from this, uninstall Wyse Simple Imager <b>ONLY</b>, make sure you connect the Wyse Simple Imager server and the cloud client (with power applied to it, but <b>NOT</b> powered-on) to the router, and then re-install Wyse Simple Imager.</li><li>• Verify the directory structure is set to: c:\inetpub\ftproot\rapport c:\inetpub\ftproot\rapport\tools c:\inetpub\ftproot\rapport\tools\sa</li><li>• Remove any spaces in the firmware filename under C:\inetpub\ftproot\rapport\&lt;product&gt;. FTP does not recognize spaces.</li></ul>

Problem	Solution
<p><b>When attempting to image a cloud client you receive an <i>Illegal TFTP operation</i> error message.</b></p>	<p>Use the following:</p> <ul style="list-style-type: none"> <li>• If this is the first you are attempting to image using Wyse Simple Imager, more than likely this is an installation problem. Review the Wyse Simple Imager installation section and verify the installation process.</li> <li>• If Wyse Simple Imager worked correctly in the past, try re-imaging a different cloud client. If the issue is resolved, you have a hardware problem and will need to send the defective cloud client to the Wyse service department for repair (see "Wyse Technical Support").</li> </ul>
<p><b>When attempting to image a cloud client you receive a <i>Boot file not found</i> message.</b></p>	<p>If you have a VPN client installed on the Wyse Simple Imager server, remove it and try again.</p>
<p><b>Obtaining <i>File not found</i> error messages.</b></p>	<p>Verify that your default FTP server address is set correctly using the IIS Administration utility (see Microsoft documentation).</p>
<p><b>You are not obtaining an IP Address.</b></p>	<p>In any case where you are not obtaining an IP Address, verify that the router DHCP server is up and running (see your router documentation to fix the problem).</p>
<p><b>You are obtaining a <i>PXE-E78</i> error on the cloud client and cannot re-image.</b></p>	<p><i>PXE-E78</i> means <b>Unable to locate boot server</b>. The most common cause of this is when the Wyse Simple Imager server is installed by itself with no router running DHCP connected to the Wyse Simple Imager server. In such a case, you receive a loopback IP Address created for the proxy server in Wyse Simple Imager. Uninstall Wyse Simple Imager <b>ONLY</b>, make sure you connect the Wyse Simple Imager server and the router with DHCP running and <i>then</i> re-install Wyse Simple Imager.</p>
<p><b>When re-imaging a device, the cloud client reboots as normal to the original firmware.</b></p>	<p>When a device is imaged, two log files are created. These files will have the extensions of .log and either .fin or .end (these files are located in the following directory:  <i>C:\inetpub\ftproot\rapport\tools\sa\logs</i>).</p> <ul style="list-style-type: none"> <li>• .fin - Indicates a Successful imaging of the device</li> <li>• .end - Indicates a Failure to image a device</li> <li>• .log - Contains the Transaction information of the imaging process</li> </ul> <p>To correct this problem, go to the Wyse Simple Imager console (see Figure 3), click <b>Delete Logs</b>, and then try re-imaging. You can also manually delete these files and try re-imaging again.</p>
<p><b>You followed the usage instructions and still cannot image the cloud client.</b></p>	<p>Uninstall Wyse Simple Imager and then re-install according to the instructions in this guide.</p>

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