



Wyse Device Manager – Top 21 How to ...

A Whitepaper by
Customer Support

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Knowledge Base Solution #
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Summary

These are the top 21 issues we have identified with Wyse Device Manager and their solutions.

Audience

Customers, 1st Level Support, and Systems Engineering Group.

Affected Products

Wyse Device Manager Version 4.5 through 4.7.2

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1 - How to ... Activate the License

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Requirements

A successful installation of Wyse Device Manager.

Procedure

During the installation of the Wyse Device Manager software, you were prompted for the Sale Key that you obtained from your Wyse sales representative. WDM uses this Sale Key to create a Non-activated License Key. This key allows you to use WDM for 30 days thereafter. Evaluation Keys allow 30 days of use before they expire (Evaluation Keys cannot be activated). If the key expires (you did not activate it within the 30 days), you will need to "Activate" the key before you can continue using WDM.

Use the following procedure to permanently activate your Non-activated License key.

NOTE: If your WDM Server does not have an internet connection, go to the following URL to activate your WDM License: <https://www.rapportlicensing.com/clientframe/rapport.aspx>.

To Activate Your Wyse Device Manager License

1. Expand Configuration Manager and select Licensing.

The results pane (Figure 1) shows the Non-activated License Key(s):

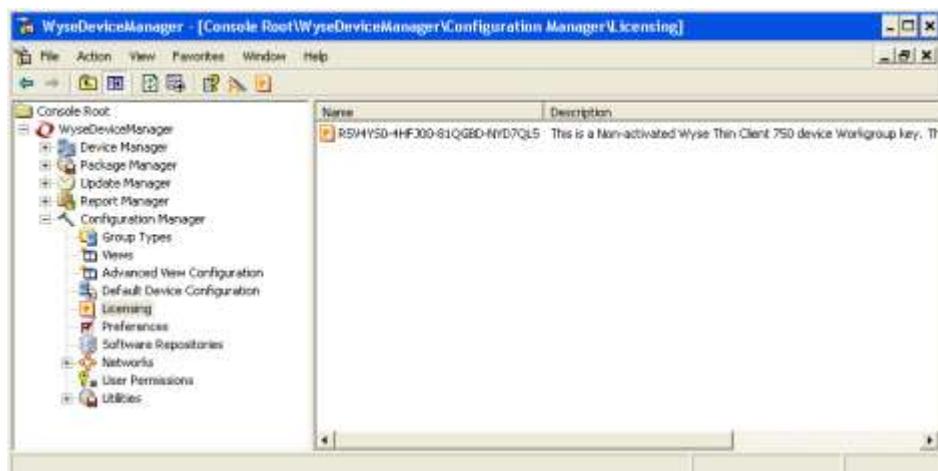


Figure 1 - WDM Configuration Manager > Licensing Information Pane

2. Right-click the row for your Non-activated License Key and select “Properties”.

The Licensing Wizard dialog box is displayed:



Figure 2 - Licensing Wizard

3. Make note of your **Sale Key** and **Non-activated** Key numbers.

NOTE: You can highlight and copy the Sale Key and Non-activated Key from the Key information box. This allows you to paste the key numbers into the Wyse Device Manager online Licensing form.

4. Double-click on the displayed link. A web browser session will be launched to the following url: <https://www.rapportlicensing.com/clientframe/rapport.aspx>.

Complete the simple online form (Figure 3).

The screenshot shows a Windows Internet Explorer window with the title bar 'Activate Rapport - Windows Internet Explorer'. The address bar shows the URL 'https://www.rapportlicensing.com'. The main content is a form titled 'Activate Rapport'. The form fields are as follows:

- Company Name: [Text Input]
- First Name: [Text Input]
- Last Name: [Text Input]
- Address: [Text Input]
- City: [Text Input]
- State: [Select Box] Select a state or Province: [Text Input]
- Country: [Select Box] Select a country
- Zip/Postal Code: [Text Input]
- Phone Number: [Text Input]
- Company Email: [Text Input]
- Email Address: [Text Input]
- Verify email: [Text Input]
- Sale Key: [Text Input]
- Unactivated Key: [Text Input]
- Security Certificate: [Text Input]

At the bottom of the form is a 'Get Activation Code' button.

Figure 3 - On-line Activation Form

5. After completing the form, click “**Get Activation Code**”. You will receive an e-mail with your Activation Code.
6. Type (or copy and paste) the Activation Code in the Activation Code field of the Licensing Wizard dialog box and click Next. The results pane will now show your license as an Active Wyse Device Manager license.

2 - How to ... Recover a Dead Device Using Roll to Boot

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

This are detailed instructions on how to recover a dead thin client by using Wyse Device Manager's Roll to Boot function.

1. Turn the thin client off
2. On Wyse Device Manager, select the “Device Manager” icon and verify that the device you want to re-image is not on the list of discovered devices. If the device is on the list, delete it.
3. Click on the Blue Plus sign or go to the “Device Manager” icon on the left pane and right-click to Add new device.

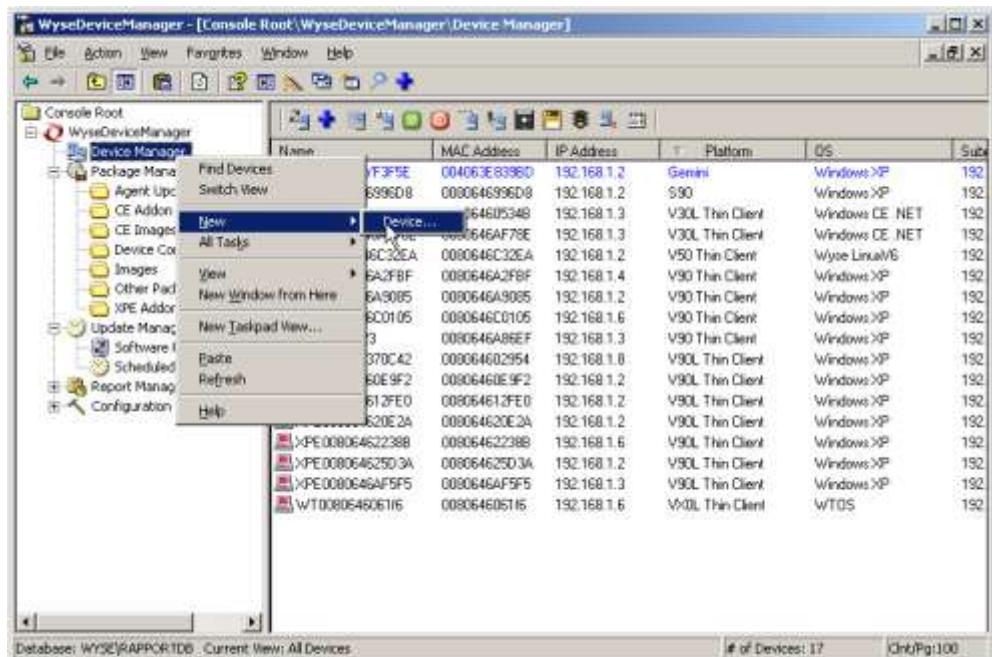


FIGURE 4 - CREATING A NEW DEVICE

4. Enter the required data in the “Add a Device” windows.



Name: Use an easy to identify name

MAC Address: The MAC address of the device you want to re-image

IP Address: Leave as-is

Media Size: The size of the flash memory installed on the thin client (in MB. i.e. 1Gb=1024, 2Gb=2048)

Operating System: Select appropriate OS for the device you are imaging. i.e. S30 requires Windows XP

Vendor: Wyse Thin Client

Management Type: HTTP Agent

Platform: Select as appropriate. i.e. A V30LE would be VXOLE Thin Client

Subnet: Auto defined. Leave as-is.

Imageable: Selected

FIGURE 5 - ADD DEVICE INFORMATION

5. Go to Package Manager and select the image you want to send to the thin client. Click and drag the image to the Device Manager icon and release the mouse button. On the package distribution select the name of the newly created device and press “Next” twice and then press “Finish”,

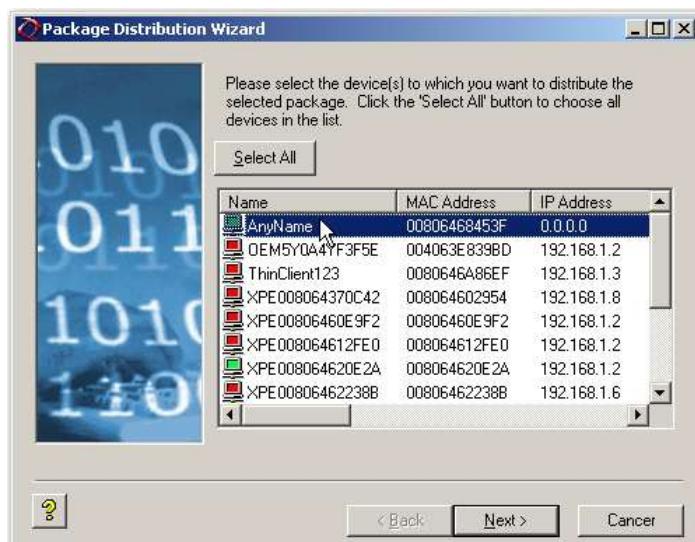


FIGURE 6 - PACKAGE DISTRIBUTION WIZARD.

6. Go to the “Update Manager” and select “Scheduled Packages”. Right-click on the scheduled package for the device on step 5 and select “Roll to Boot”

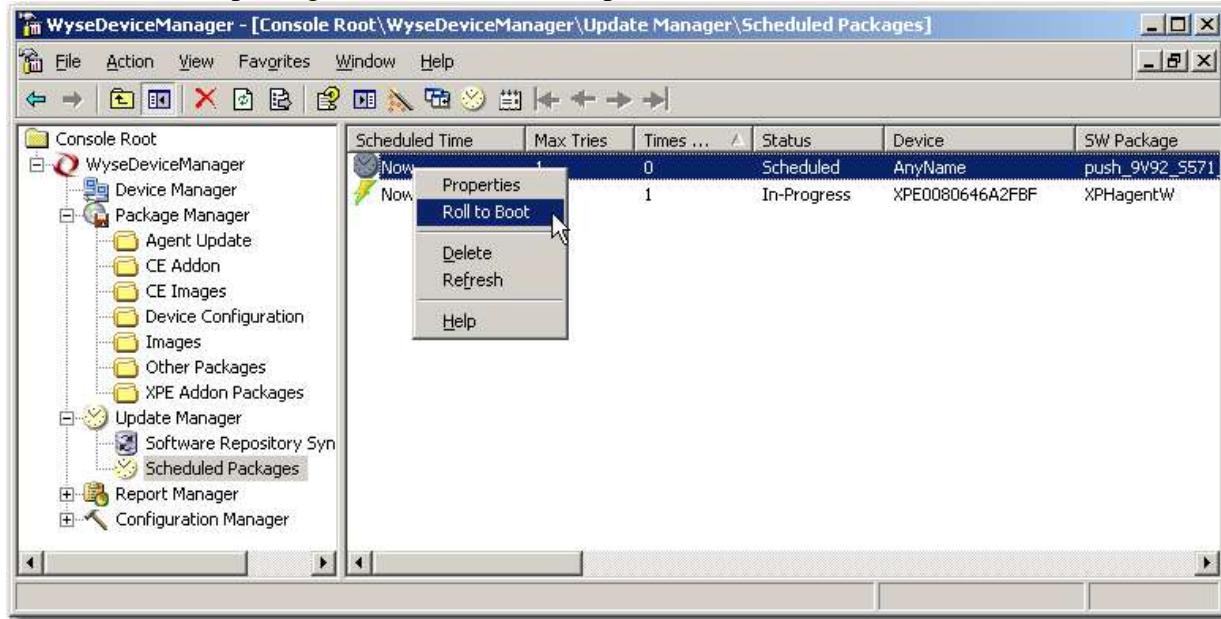


FIGURE 7 - SELECT ROLL TO BOOT

Go to the thin client. Turn it on and verify that the image is being sent to it. If it's not, verify that the first boot option on the thin client is set to LAN.

3 - How to ... Reset the WDM Password

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

1. From the WDM console> Package Manager > Scheduled Packages – **delete any scheduled packages**
2. From the WDM console> Configuration Manager> Software Repository – right click on **Master and** choose properties (right hand side of the box)
Make sure you have the following info:
Location: <should be the IP of your rapport server>
Relative Path: /rapport
User Name: rapport
Password: r@p8p0r+
Verification: r@p8p0r+
3. From your Desktop – Right on My computer and select “**Manage**”. Select Local User and groups> Users and right-click rapport, then set the password
Password: r@p8p0r+

Verify the IIS Installation

Go to the Control Panel> Administrative Tools> IIS Manager and expand the local computer and highlight “**FTP sites**”. Select and right-click on “**Default FTP sites**” and select “**properties**”. Verify that the IP address is assigned to the IP address of the WDM (rapport) box. (and not “all un-assigned”, see Figure 5 below).

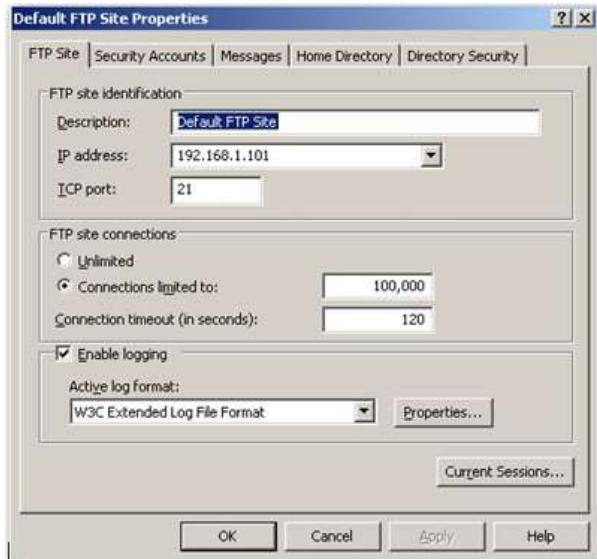


Figure 8 - FTP Server Properties

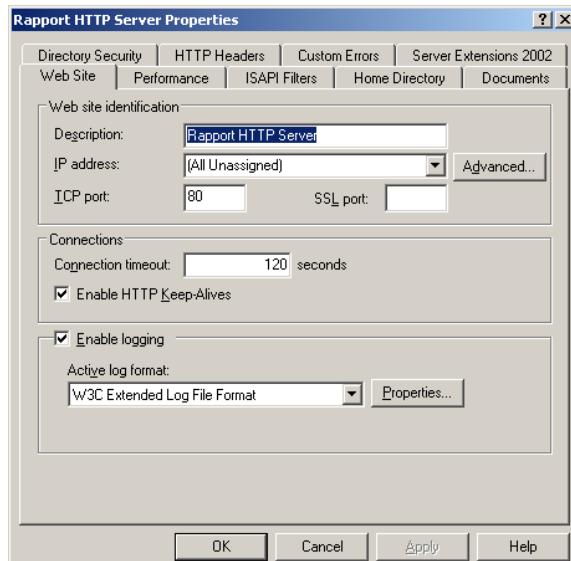


Figure 9 - HTTP Server Properties

Also, verify the HTTP Server Properties and change the “All Unassigned” to the IP address of the server. See Figure 6.

Save all settings and try to push image again to the terminal.

Also verify in the Users and Groups that the user “Rapport” has the option “password never expire” is checked

4 - How to ... Rename the WDM Server and Change the IP Address

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Requirements

Microsoft .NET services installed, Wyse MDTools or MSSQL Enterprise Manager installed.

Note: WDM (Rapport) can be installed in a Windows 2000 (server or client), Windows 2003 server or Windows XP client. In this document, we will always refer to it as the WDM Server, regardless of the platform.

Procedure

The Wyse MDTools utility can be used on both the WDM (formerly known as Rapport) Workgroup and WDM Enterprise editions, but the procedure to use the MSSQL Enterprise Manager for the WDM Enterprise edition has also been included.

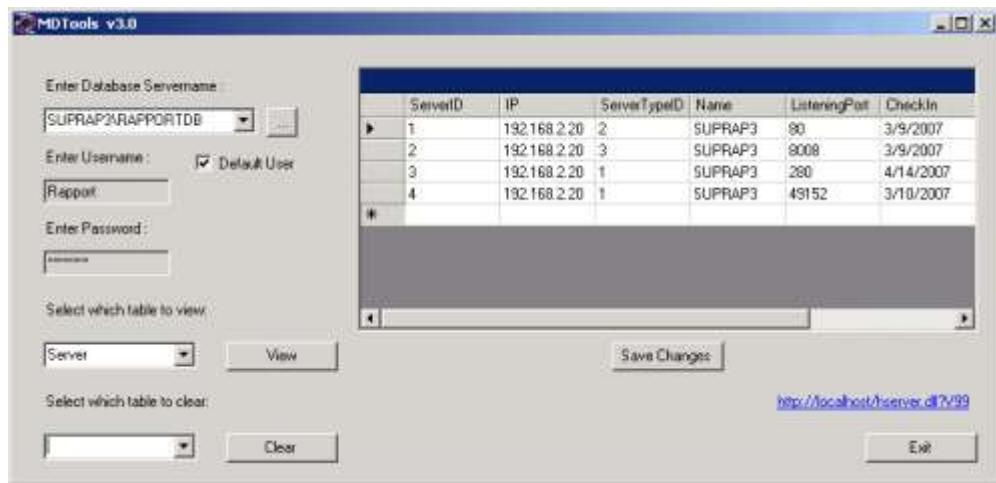
To change the Server Name and the IP Address by using Wyse MDTools

1. Download the MDTools utilities from

ftp://ftp-us.wyse.com/Pub/Support/Tools/MDTools/MDTools_3.0.exe

2. Verify that Microsoft .NET is installed on your WDM server. Download from Microsoft and Install if necessary before continuing
3. Copy the Wyse MDTools.exe file to your WDM server desktop
4. Run MDTools.exe

5. Click on the “Browse” () button to select the Database Server name. The default name is <Your Compute Name>\RAPPOR.T.DB (See figure 1)

**Figure 10- MDTools**

6. For WDM 4.5.1 and below, click on the “Default User” box to populate the Username and Password fields.
7. For WDM 4.5.1 SR1 or above, enter the username “rapport” and the password of “ThinMgmt_451”
8. Under the “Select which table to view” window, select “Server” and press “View”
9. Change the server name or the IP address as required and click on the “Save Changes” Button.
10. Close MDTools
11. Reboot the server
12. Launch WDM diagnostics to verify that WDM functioning properly.
 - For WDM 4.5 and 4.5.1 launch RptDiags.exe from
C:\Program Files\Wyse\WDM\Utilities
13. Launch WDM

To change the Server Name and the IP Address by using MS SQL Enterprise Manager

1. Launch MSSQL Enterprise Manager
2. Go to “Databases”
3. Select the RapportDB (the WDM Database) from the Database list.
4. Expand RapportDB and select the “Tables” node

5. Edit the DB tables
 - a. Right-click “Server” “Open Table” “Return all rows”
 - i. Change the name of the server
 - ii. Close ‘Server’ table
 - b. Right-click ‘Install’ table... return all rows
 - i. Replace entries of old “ServerName” in the table with the new name of the Database server
 - ii. In the “RegName” column look for “DBServer” and then replace RegValue with current server name
 - iii. Close Install table
6. Right-click RapportUser... return all rows
 - iv. If not on a Domain, Edit existing user or add a user to give you access.
 - v. (Name: Administrator, Domain: <computer name of server>)
 - vi. Close RapportUser table
7. Close MSSQL Enterprise Mgr
8. On all WDM servers, Run regedit HKLM\Software\Rapport\Database and change the RegValue for “DBServer” to match actual server name
9. Reboot Server
10. Launch RptDiags.exe from C:\Program Files\Rapport\Utilities to confirm components check into Database after name change.
11. Launch WDM

5 - How to ... Fix “Unable to Uninstall WDM” since the WDM Database was removed first.

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

This only applies to a server with stand-alone MSDE with Rapportdb instance.
Make sure that the server is not hosting another DB or it not running full SQL server

Important: make sure to stop the SQL manager from the windows services before deleting the registry.

1. Run regedit
2. Navigate to Hkey_local_Machine\Software\Microsoft
 - Delete the Microsoft MSSQL folder
3. Navigate to Hkey_local_Machine\Software\
 - Delete the **Rapport folder**
4. Navigate to Hkey_local_Machine\Software\
 - Delete the **Wyse Technology, Inc Folder**
5. Navigate to Hkey_local_machine\Software\Microsoft\
 - Delete the **MSSQLServer** folder
6. Navigate to
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall
\{C48E7631-2B07-4EF8-9A9A-CB5E8CE5FA1E\}
 - Delete or rename the Microsoft SQL Server folder from X:\Program files\ - Delete the database from X:\Program Files\Wyse\WDM\ - Delete the data folder
7. Reboot the server
8. Run the WDM install again

6 - How to ... Change the WDM License from Enterprise to Workgroup

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Requirements

A new Wyse Device Manager Workgroup Sales Key.

Note: WDM (Rapport) can be installed in a Windows 2000 (server or client), Windows 2003 server or Windows XP client. In this document, we will always refer to it as the WDM Server, regardless of the platform.

Procedure

The Wyse MDTools utility can be used on both the WDM (formerly known as Rapport) Workgroup and WDM Enterprise editions, but the procedure to use the MSSQL Enterprise Manager for the WDM Enterprise edition has also been included.

To change the Server Name and the IP Address by using Wyse MDTools

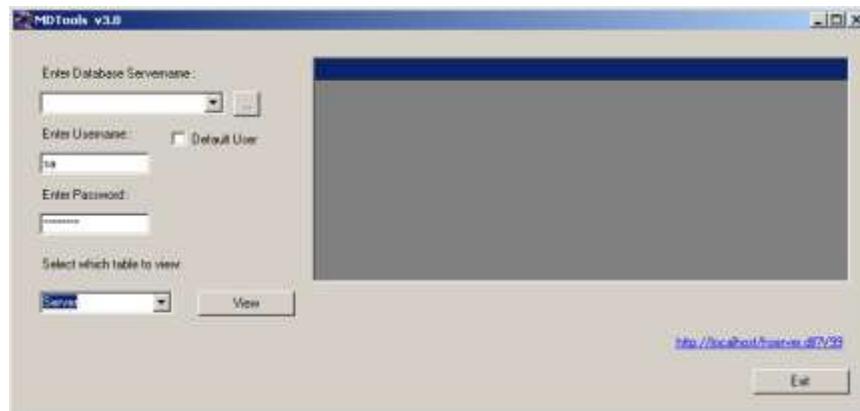
1. Download the MDTools utilities from

ftp://ftp-us.wyse.com/Pub/Support/Tools/MDTools/MDTools_3.0.exe

2. Verify that Microsoft .NET is installed on your WDM server. Download from Microsoft and Install if necessary before continuing
3. Copy the Wyse MDTools.exe file to your WDM server desktop
4. Run MDTools.exe
5. Under “Enter Username” type “**sa**” (Case Sensitive)
6. Under “Enter Password” type “**ThinMgmt**” (Case Sensitive)
7. Under the “Select which table to view” window, select “Server” and press “View” (See figure 1)



8. Click on the “Browse” () button to select the Database Server name. The default name is <Your Compute Name>\RAPPORT.DB

**Figure 11 Wyse MDTools**

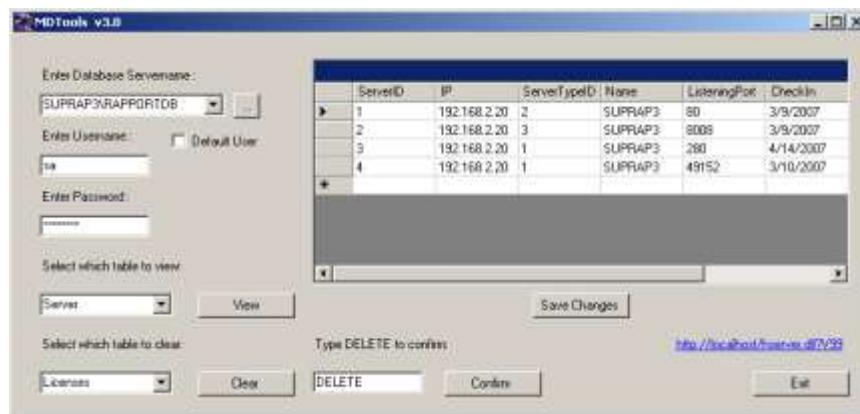
9. Under the “Select which table to clear” select “Licenses” (See Figure 3)

10. Press Clear

11. A warning message will appear. Press **OK** to continue

**Figure 12 - Warning message**

12. Under the “Type DELETE to confirm” box, type “DELETE” (Case Sensitive).

**Figure 13 - Ready to Delete License**

13. Press Confirm to delete the license.

14. Close MDTools

15. Reboot the server

16. Launch WDM diagnostics to verify that WDM is functioning properly.

- For Rapport 4.0 and 4.4 launch RptDiags.exe from
C:\Program Files\Rapport\Utilities
- For WDM 4.5 and 4.5.1 launch RptDiags.exe from
C:\Program Files\Wyse\WDM\Utilities

17. Launch WDM

18. Connect to the database

- Right click on the Wyse Device Manager Icon
- Select “New Database”
- Click “Next”
- Enter the new sales key

7 - How to ... Add a new user to WDM manually.

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

The Wyse MDTools utility can be used on both the [Workgroup](#) and the [Enterprise](#) versions of Wyse Device Manager (WDM).

For WDM Workgroup Edition:

1. Download the MDTools utilities and the .NET infrastructure files from

ftp://ftp-us.wyse.com/Pub/Support/Tools/MDTools/MDTools_3.0.exe

2. Verify that .NET is installed on your server. Install if necessary before continuing
3. Copy MDTools to your desktop
4. Run MDTools

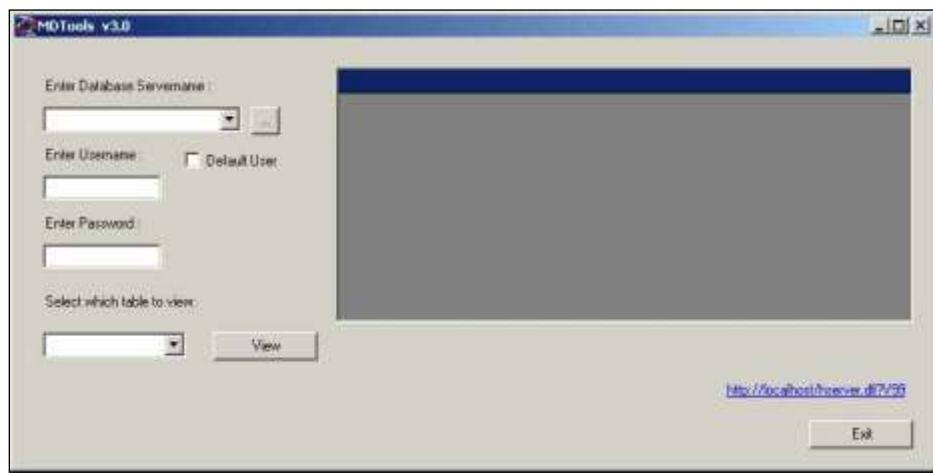
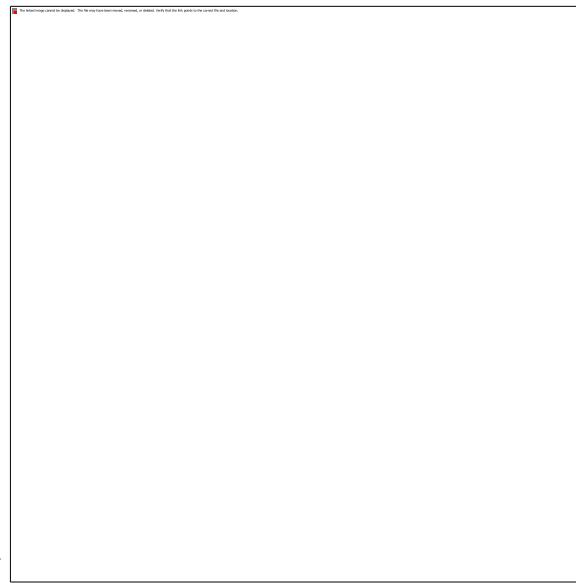


Figure 14 - MDTools version 3.0



5. Click on the “Browse” () button to select the Database Server name
6. Click on the “Default User” box (See Figure 1 above) to populate the Username and Password fields
7. Under the “Select which table to view” window, press the  button and select “RapportUser”. Press “View” to populate the right pane.

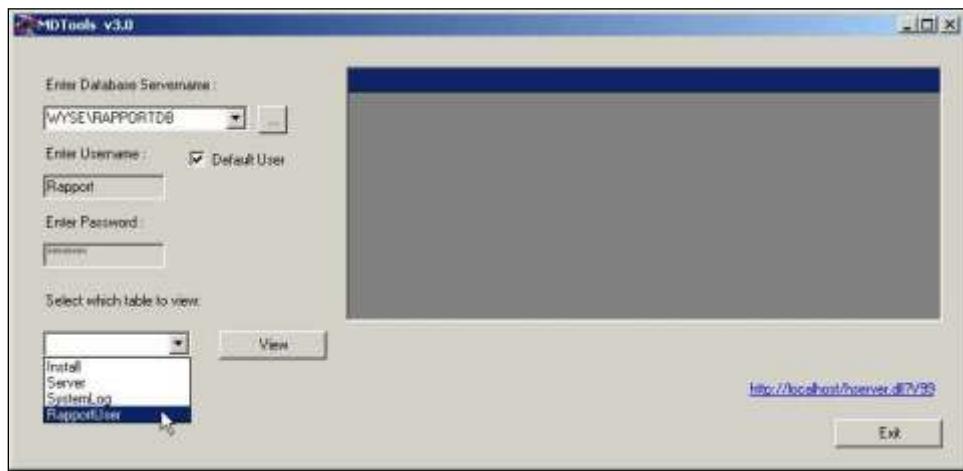


Figure 15 - Select which table to view

8. Go to the last blank cell under the name column and enter the new user name (A new number should be added under the UserID cell, and the word **[null]** should appear across the line).

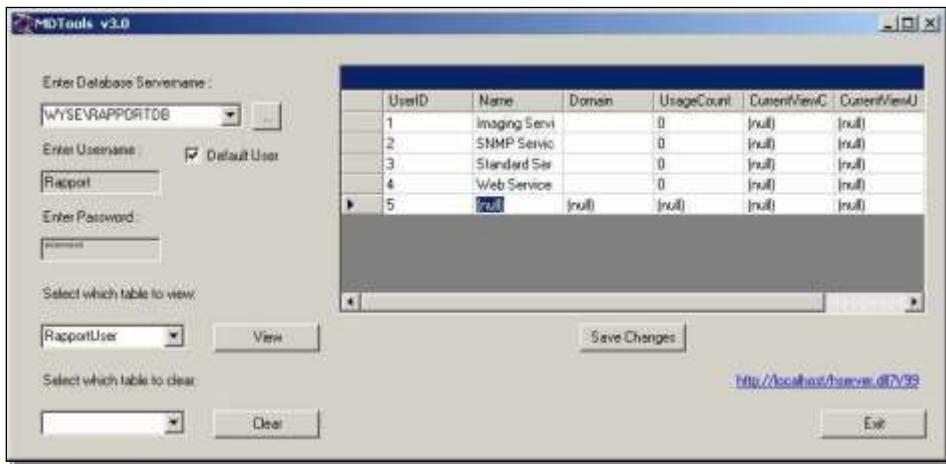


Figure 16 - User and Server name information

9. Press the “Tab” key and under the “*Domain*” column, enter your “Server Name”.
10. Press the “Tab” key and under the “*UsageCount*” column, enter a “1”
11. Press the “Tab” key and under the “*CurrentViewClientID*” column, enter a “1”
12. Press the “Tab” key and under the “*CurrentViewUpdateID*” column, enter a “1”
13. Press the “Tab” key and under the “*Delete*” column, enter a “0”
14. Press “Save Changes” and Close MDTools
15. Reboot the server **or** restart the following Windows services
 - World Wide Web Publishing
 - MSSQL\$RAPPORTDB
 - Rapport4
 - HserverInit
16. After rebooting the WDM server, go to Computer Management and verify that the properties of the new user are in line with your security policies.

8 - How to ... Fix the error “HServer is not running. This will result ...”

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

When launching WDM, you get the following HServer error:



Figure 17 - Warning Message

Possible causes of this error and their solutions:

#	Possible Cause	Possible Solution
1.	WDM was installed in a server with an unassigned IP address or not connected to the network.	Connect the server to the network and use the MDtools to clear the RapportDB server table and reboot the server to renew the server table IP addresses
2.	After WDM is installed and the server rebooted, the Web site > Rapport HTTP Server failed to start or synchronize to the database	Reboot the server again
3.	The server IP was changed	Use the MDtools to clear the RapportDB server table and reboot the server to renew the server table IP addresses
4.	The web server is not running.	Check IIS manager > Web site > Rapport HTTP Server should be running
5.	Multiple web files or applications in the web server that conflict with the Rapport HTTP Server	Remove the application(s) or install WDM on its own server.
6.	The server's "Network Internet Connection" is set to use a proxy setting	Check the IE > Tools > Internet Option > Connections > LAN settings > un-check Proxy Server , and then reboot the server

#	Possible Cause	Possible Solution
7.	<p>WDM components and services failed to start when the server rebooted.</p> <p>The windows operating system security found the HServer as a harmful file.</p>	<ul style="list-style-type: none"> Setup the Data Execution Prevention (DEP). Right click on My Computer > Properties > Advance >Performance "Settings" >data execution prevention. Turn on the DEP and add the three components HserverInit.exe RptStdSvc.exe RptSvcLog.exe Re-install the Rapport4 services. Here is how <ol style="list-style-type: none"> Verify that the "Rapport4" service is stopped Install the "Rapport4" from the DOS command prompt <p>From Dos prompt, change your path to c:\Program files\Wyse\WDM Type the following commands and then hit the enter key after each</p> <p>RptStdSvc.exe -u (U to uninstall) RptStdSvc.exe -I (I – to Install) RptStdSvc.exe -r (R – to Run)</p> <p>Reboot the server and launch WDM again</p>

For instructions on how to cleanup the RapportDB, see Item #9 on this document.

MDTools can be downloaded from the following URL:

ftp://ftp-us.wyse.com/Pub/Support/Tools/MDTools/MDTools_3.0.exe

9 - How to ... Fix the error "You do not have permission to access this database."

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

The Wyse MDTools utility can be used on both the [Workgroup](#) and the [Enterprise](#) versions, but the procedure to use the SQL Enterprise Manager for the WDM Enterprise version has also been included.

For the WDM Workgroup Edition

1. Download the MDTools utilities and the .NET infrastructure files from

ftp://ftp-us.wyse.com/Pub/Support/Tools/MDTools/MDtools_3.0.exe

2. Verify that .NET is installed on your server. Install if necessary before continuing
3. Copy MDTools to your desktop
4. Run MDTools
5. Click on the “Browse” () button to select the Database Server name

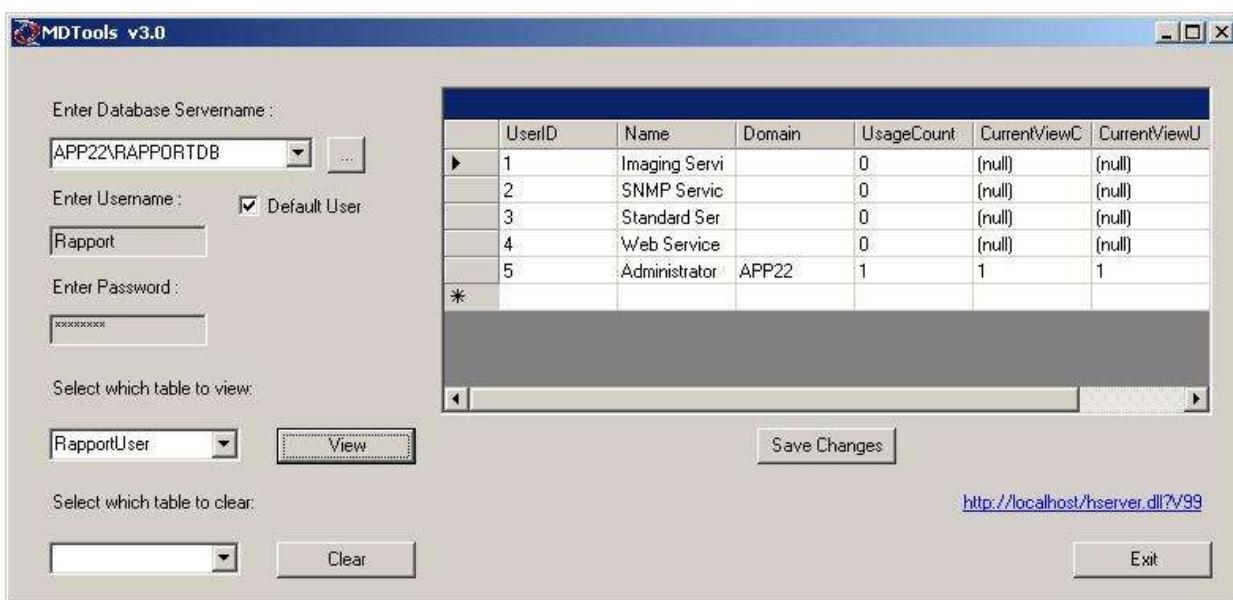


Figure 18 - MDTools Utility

6. Click on the “Default User” box to populate the Username and Password fields
7. Under the “Select which table to view” window, select “RapportUser” and press “View”
8. Change the username under either line# 5 or 6 (this is the Administrator) to the current username that you logged –in to the server.
9. Enter the server name under the domain column

10. Enter the #1 for User Count, Current View client ID, Current View Update
11. Enter #0 for Deleted
12. Save and Close MDTools
13. Reboot the server and try to open the WDM console again

10 - How to ... Fix “HTTP Attempt Failed” by Cleaning up the Server Table

WDM Versions tested: 4.5.1, 4.5.2, 4.5.3, 4.7.2

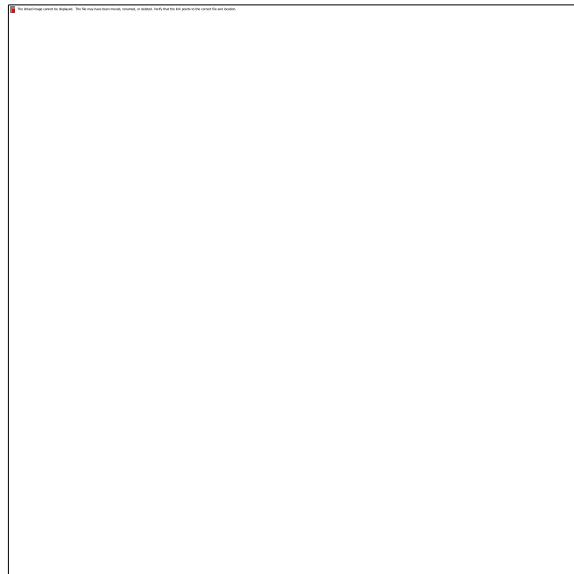
The MDTools can be used on both the [Workgroup](#) and the [Enterprise](#) versions, but the procedure to use the SQL Enterprise Manager for the WDM Enterprise version has also been included.

For WDM Workgroup Edition

1. Download the MDTools utilities and the .NET infrastructure files from

ftp://ftp-us.wyse.com/Pub/Support/Tools/MDTools/MDTools_3.0.exe

2. Verify that .NET is installed on your server. Install if necessary before continuing
3. Copy MDTools to your desktop
4. Run MDTools



5. Click on the “Browse” () button to select the Database Server name. i.e. *Servername\RapportDB*

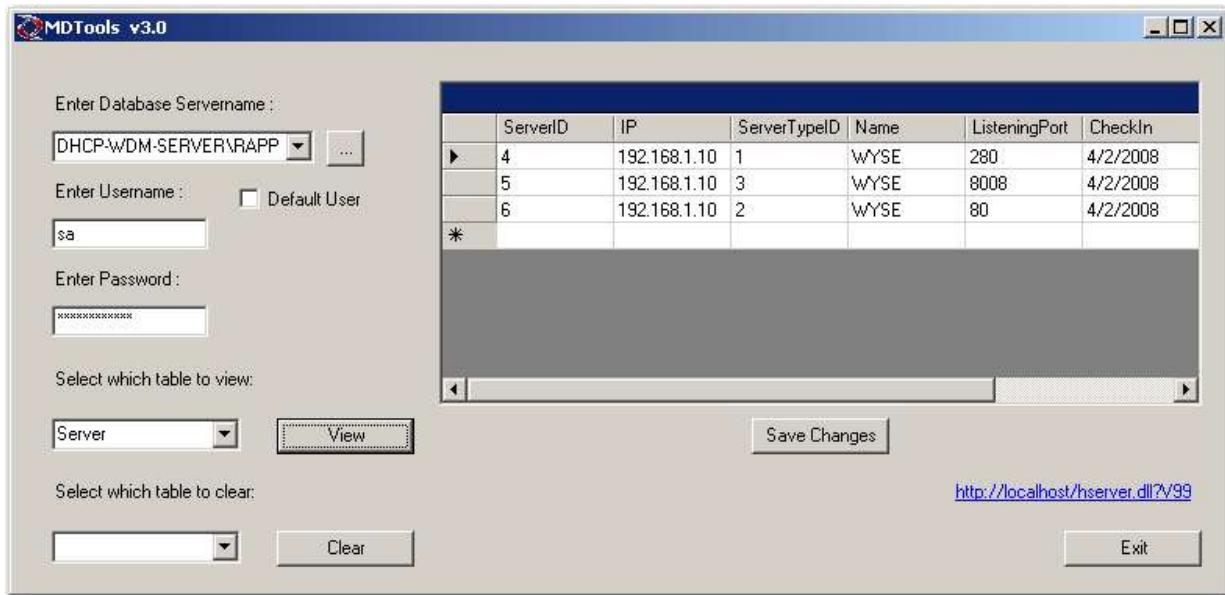


Figure 19 - MDTools Utility

6. If using WDM 4.5.1, enter Username=**sa** and Password=**ThinMgmt** .
If using WDM 4.5.1 SR1 or higher, enter Username=**sa** and Password=**ThinMgmt_451**.
Note: Username and Passwords are Case Sensitive.
7. Under the “Select which table to view” window, select “Server” and press “View”
8. Under the “Select which table to “Clear” window, select “Server” and press “Clear” > Type in the word “DELETE” to confirm.
9. Close MDTools
10. Reboot the server or restart the following Windows services

WWW publishing	Rapport4
MSSL\$RapportB	HserverInet

Try to image the thin client again.

11 - How to ... Manually Backup the WDM Database

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

How do you manually backup the WDM database?

- 1.) Stop any running SQL services

- A. From Start > Run type in “services.msc” and press <Enter>
 - a. If MSDE > look for MSSQL\$Rapportdb > stop the service
 - b. If full SQL > MSSQL Server > stop the service
- 2.) Locate the two database files - ***Rapport.ldf*** and ***Rapport.mdf*** (If MSDE, the directory structure is "C:\Program files\Wyse\WDM\database")
- 3.) Copy these two files into a separate folder
- 4.) Restart the SQL service
- 5.) Process complete

12 - How to ... Install WDM using SQL Express 2005

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Requirements:

- SQL express (In Mix Mode Only)
- Windows 2000 Server, Windows 2003 Server or Windows XP pro
- IIS with FTP and Web server installed
- SNMP service running

Procedure:

1. Run the WDM 4.5.X install
2. Enter the enterprise sales key or use the default workgroup key
3. Select “Custom” and press *Next*



Figure 20 - WDM Installation Screen

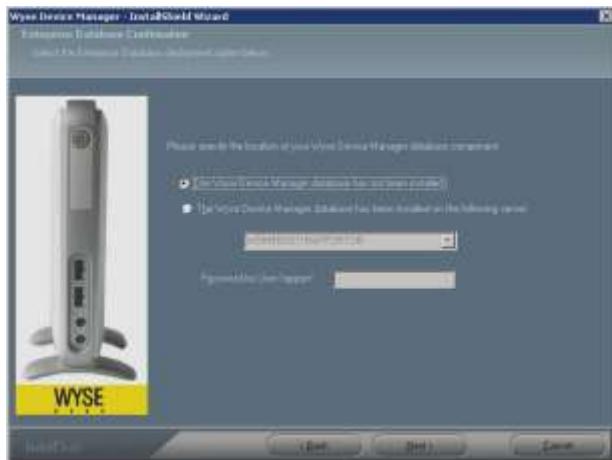


Figure 21 - Specify Database Location
4.) Specify database Location



Figure 22 - Select Installation Components
5.) Select which component to install (default, select all)



Figure 23 - Setup FTP Options
6.) Setup the FTP (select default setup)



Figure 24 - Install RapportDB
7.) Install the RapportDB instance



Figure 25 - Select Install
8.) Select "Next" to install

13 - How to ... Fix the error message “Unable to delete package (s) due to pending updates”**WDM Versions tested:** 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Scenario Trying to delete a package from the WDM console > package manager > images folder and it prompts an error message

“Unable to delete package (s) due to pending updates”

Checked the update manager > scheduled packages and no jobs are pending.

Prerequisites SQL Manager
Note: If you do not have a copy available, you can download a copy of the SQL manager studio from our FTP site, and install the following in order:
dotnetfx.exe
msxml6.msi
SQLServer2005_SSMSEE.msi

These are the download links:

ftp://ftp-us.wyse.com/Pub/Support/Tools/SQL_Mngr_2005/dotnetfx.exe

ftp://ftp-us.wyse.com/Pub/Support/Tools/SQL_Mngr_2005/msxml6.msi

ftp://ftp-us.wyse.com/Pub/Support/Tools/SQL_Mngr_2005/SQLServer2005_SSMSEE.msi

Solution To delete the pending update from command table in the WDM database.

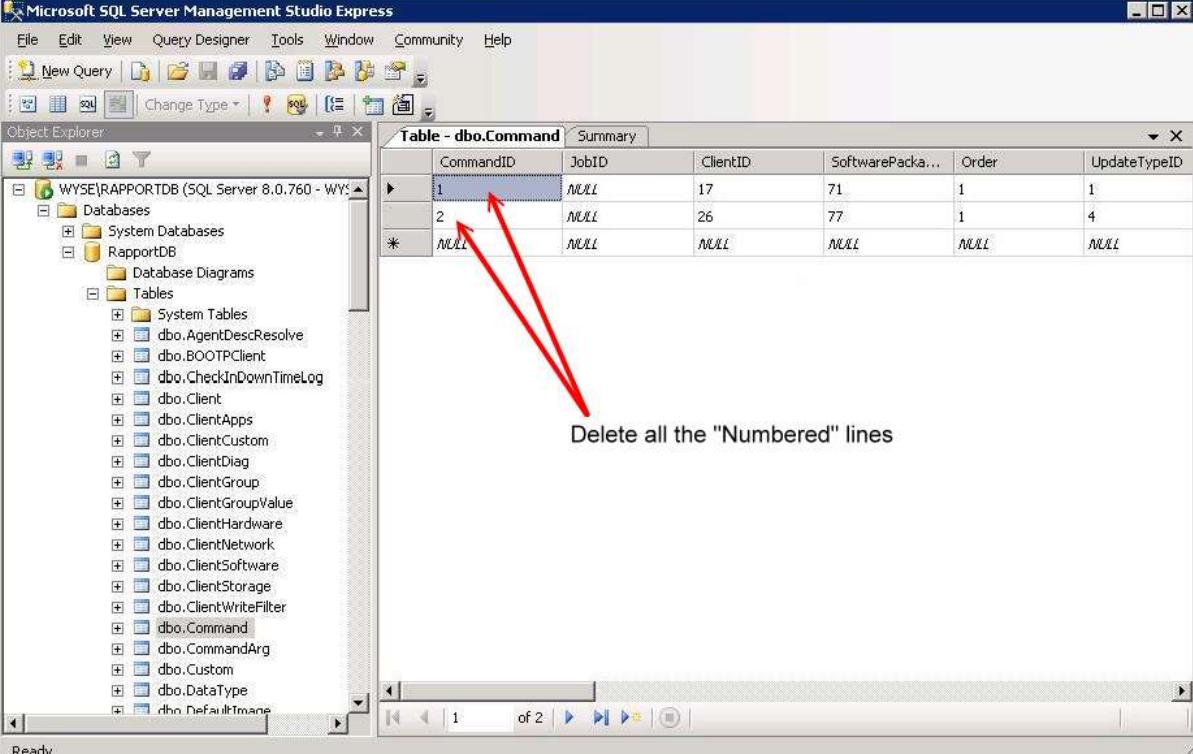
NOTE: Before you start, verify that the WDM console is closed.

Once you installed the SQL manager > login to it using Windows authentication

Navigate to Databases > RapportDB > expand the tables

Locate the dbo.command, and dbo.CommandArg and do a right click > select open table

Delete all the lines inside the commandArg table and command Table



CommandID	JobID	ClientID	SoftwarePac...	Order	UpdateTypeID
1	NULL	17	71	1	1
2	NULL	26	77	1	4
*	NULL	NULL	NULL	NULL	NULL

Figure 26 – Deleting Pending Packages

Close the SQL manager, DO NOT save it

Open the WDM console and try to delete your device again

14 - How to ... Image a device that is booting up normally after image is sent

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Scenario	When you attempt to push or pull an image to/from XPe devices, the Device replies with the “Update now” command. Once the device rebooted, it went straight to the Windows desktop and did not pull or push the image Or The scheduled image just sits in the scheduled packages in WDM console
Possible Causes	Pending images in the WDM database under commandArg or Command table can cause this problem.
Solution	See documentation for “ Deleting pending images ” (Item 13) WDM components in the WDM database needs to be fresh See instructions (Item 10) on how to “ Cleanup a Server table ”

15 - How to ... Stop the WDM console from prompting to save on exit

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Scenario	Every time the WDM console is closed, a prompt is displayed to save it.
Solution	<ol style="list-style-type: none">1. Open the WDM console > close it and save it to have any new changes stored in the msc file2. Navigate to C:\Program files\Wyse\WDM3. Change the file attribute of “WyseDeviceManager.msc” to “Read Only”

16 - How to ... Fix the error “PXE-32 TFTP Open Time Out”

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Scenario	When attempting to pull an image from a thin client device which has been prepped for imaging, the device sees that it has an imaging job waiting and will PXE boot but then it just sits there and waits. It eventually times with a PXE error indicating "PXE-32 TFTP Open Time out". As for the pulled job in WDM, it errors-out as well indicating that it didn't get a response from the client.
Possible Causes	<ol style="list-style-type: none"> 1. The Windows firewall is turned on. 2. DEP is setup for other programs.
Solution	<ol style="list-style-type: none"> 1. Turn off your Windows firewall. 2. Right click on “My Computer” and select “Properties”. In the System Properties tab, select the “Advanced” tab and inside then click under “Performance” the “Settings” button. In the Performance Options, select the “Data Execution Prevention tab and verify that it’s configured as shown.

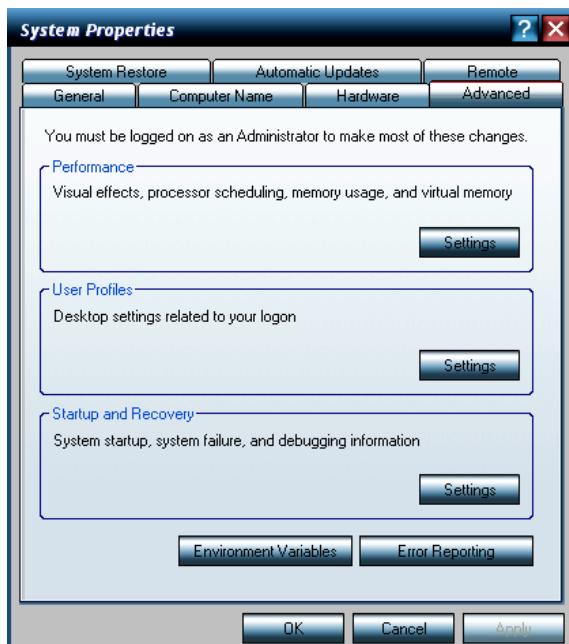


Figure 27 - XPe System Properties

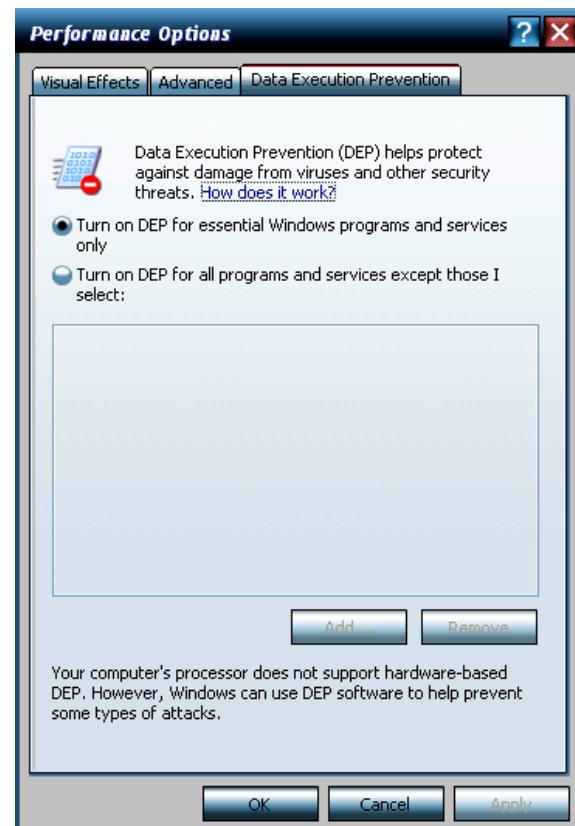


Figure 28 - XPe DEP Options

17 - How to ... Fix the error “Please upgrade Hserver first ...”

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Scenario	Upgrading a WDM 4.5.x installation to version 4.5.3 and gets an error - “please upgrade Hserver first ...”
Possible Causes	The WDM server was renamed or the WDM server was joined to the domain and the install table, under saver column (see WDM server table) was only registered as “server name” not “servername.domain.com” or vice versa
Solution	Using MD tools, it will allow you to view and make changes in to the WDM db tables –

The MDTools can be used on both the [Workgroup](#) and the [Enterprise](#) versions, but the procedure to use the SQL Enterprise Manager for the WDM Enterprise version has also been included.

For the WDM Workgroup Edition

1. Download the MDTools utilities and the .NET infrastructure files from
[ftp://ftp-us.wyse.com/Pub/Support/Tools/MDTools/MDtools_3.0.exe](http://ftp-us.wyse.com/Pub/Support/Tools/MDTools/MDtools_3.0.exe)
2. Verify that .NET is installed on your server. Install if necessary before continuing
3. Copy MDTools to your desktop
4. Run MDTools
5. Click on the “Browse” () button to select the Database Server name

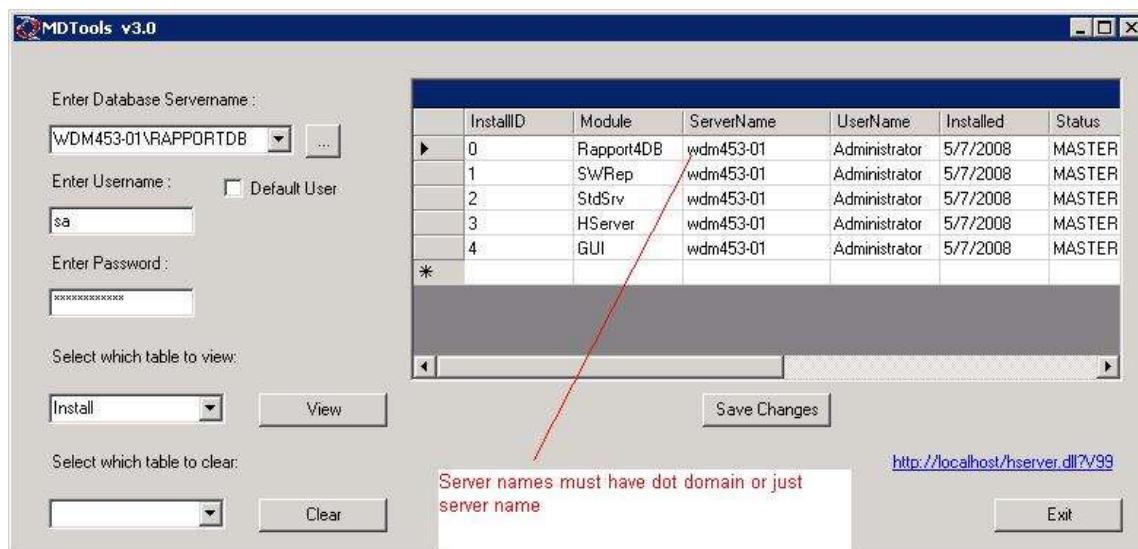


Figure 29 - Changing Server Name using MDTools

6. Enter Username – **sa**
7. Enter password – **ThinMgmt_451**
8. Under the “Select which table to view” window, select “Install” and press “View”
9. Under Server column, the server name must be your current server name or *servername.domainname*
10. change the server name column and click on Save Changes tab and close MD tools
11. Run the WDM install again

18 - How to ... Fix the problem “Unable to discover devices upon install”

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Scenario	New install of Wyse Device Manager and when you start WDM, no devices are discovered.
Possible Causes	<ol style="list-style-type: none">1. The Windows firewall may be enabled.2. In 4.7.2. this could be caused by a security enhancement
Solution	<ol style="list-style-type: none">1. Go to the Control Panel, and turn off the Windows Firewall.2. Add option tag 186 to your DHCP server so that the WDM server is assigned by the DHCP server on bootup.

19 - How to ... Fix the problem “Unable to discover new model devices”

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Scenario	Wyse Device Manager has been installed and running for a while, but will not discover new models of thin clients.
Possible Causes	The necessary libraries for these devices are not installed. More than likely you are missing a hot fix.
Solution	Go to the Wyse Support downloads page and verify that there are no new Hot-Fixes are available for download.

20 - How to ... Verify if the FTP and IIS servers are configured properly

WDM Versions tested: 4.5, 4.5.1, 4.5.2, 4.5.3, 4.7.2

Verify correct Rapport User Password

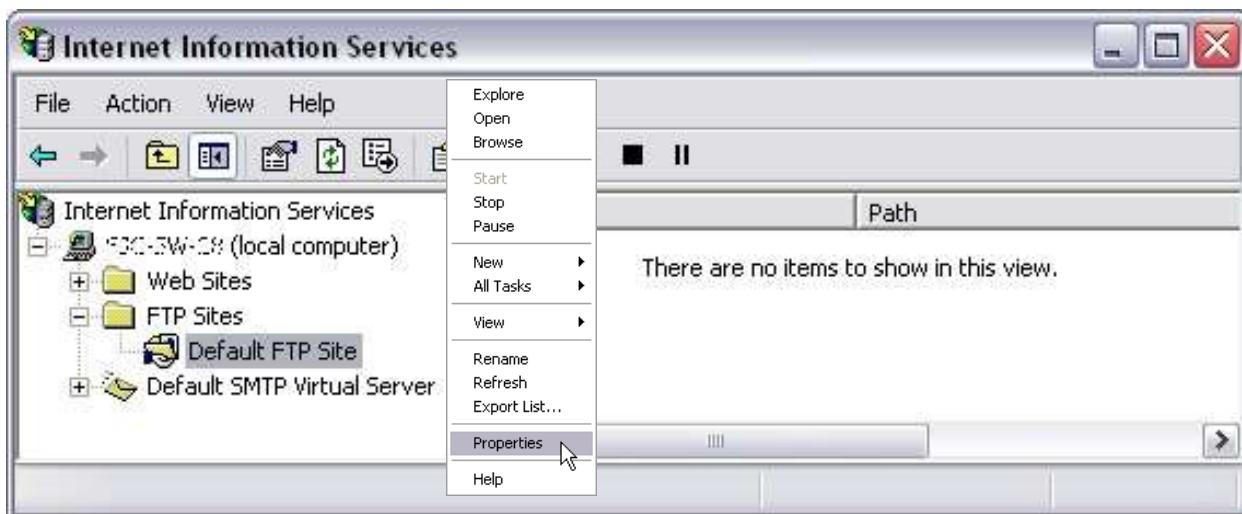
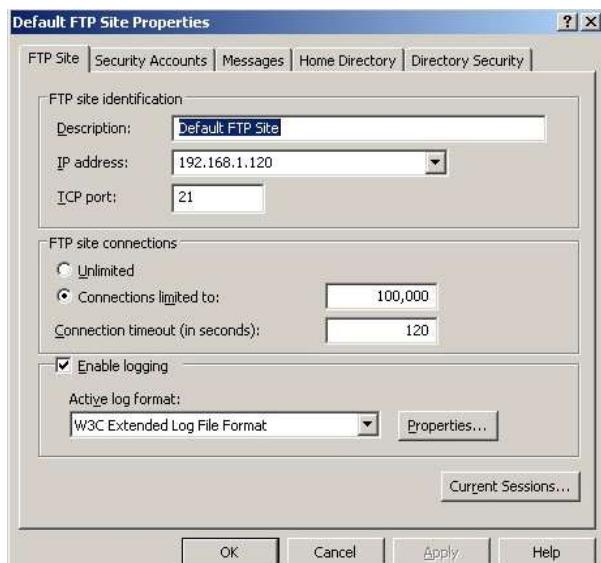
1. From your Desktop
 - a. Right-click on **My computer**
 - b. Select **Manage** (See Figure 30 - Verifying the Rapport user Password)
 - c. Select (expand) Local User and groups
 - d. Select **Users** and on the right pane, select and right-click **rapport**
 - e. Select **Set Password...**
 - f. Set the password to **r@p8p0r+**
 - g. Right-click on rapport and select **Properties**
 - h. Verify that the option **Password never expires** is checked



Figure 30 - Verifying the Rapport user Password

Verify the IIS Configuration

2. From the Desktop
 - a. Go to the **Control Panel** and select **Administrative Tools > Internet Information Services**
 - b. Expand the **local computer** (Figure 31 - IIS - Default FTP)
 - c. Expand **FTP sites**
 - d. Select and right click on **“Default FTP sites”** and click on **Properties** (Figure 31 - IIS - Default FTP)
 - e. Verify that the IP address is assigned to the IP address of the rapport box. (not “all un-assigned”) See Figure 32 - FTP Site properties.
 - f. Verify that the local path is setup for **c:\inetpub\ftproot** and that the **Read, Write and Log Visits** are checked. See Figure 33 - FTP Site Home Directory.

**Figure 31 - IIS - Default FTP****Figure 32 - FTP Site properties****Figure 33 - FTP Site Home Directory**

Verify the Web Server Configuration

Verify that the Website is set for **(All unassigned)** under **IP address**.

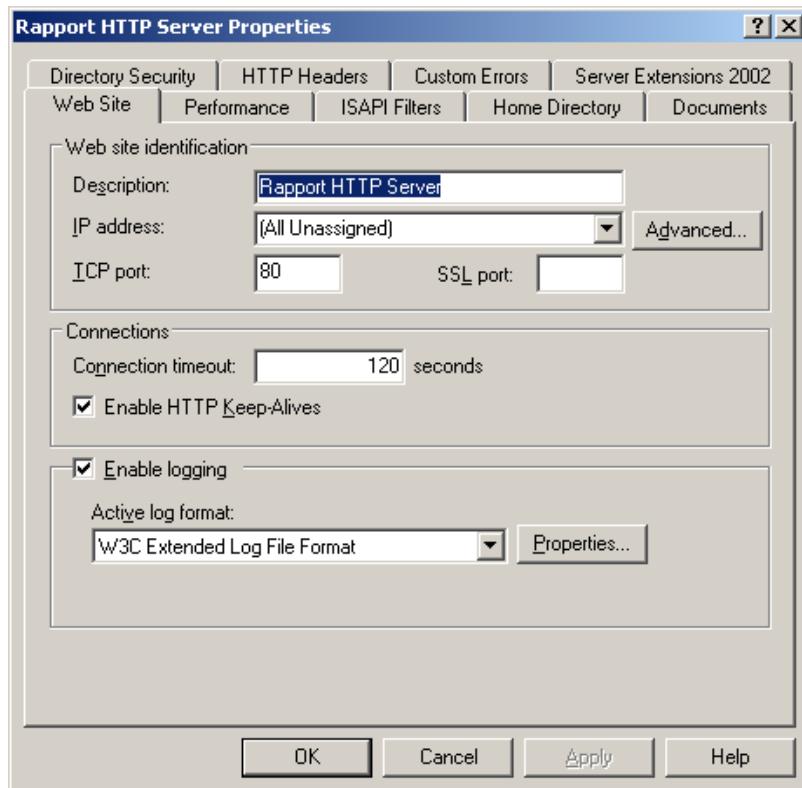
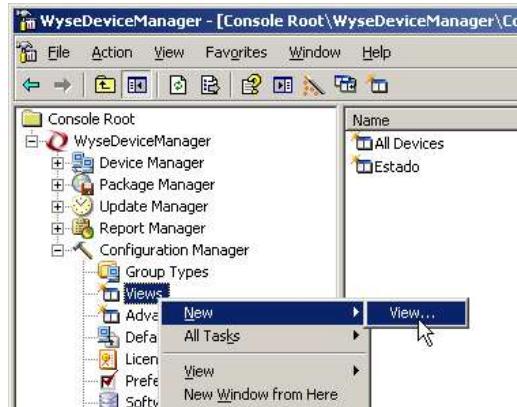


Figure 34 - HTTP Server (Web Server) Properties

Save all settings and try to push image again to the terminal.

21 - How to ... “Create a View to group by Model”**WDM Versions tested: 4.7.2****Scenario** Would like to create a new group based on Model.**Solution**

- Expand the Configuration Manager in the left pane
- Right click on Views -> New -> View (Figure 35)

**Figure 35 - Creating a New View**

- In View Name field type in By Model (or whatever name you want to use)
- In the View Hierarchy box below, click on <None> to bring up a Select Group Type dialog box
- In the Group Type pull down list, select Platform and click OK
- Click OK to close the dialog box
- Right click on Device Manager in left pane -> Switch Pane
- In Select Current Manager Views box, select By Model
- Choose your platform. The number of devices are on the task bar at the bottom