

How To Reimage Wyse XPe Thin Clients

Things You Will Need:

- Cross Over Cable (Can use switch but not recommended)
- Thin Client to be imaged
- Xp Box on ISOLATED NETWORK (IE Test Environment)
- XP Disc.

Things You Will Need To Download And Copy To XP Box (DO NOT INSTALL ON BOX YET THOUGH):

- Wyse Simple Imager
([http://www.wyse.com/serviceandsupport/support/dlOraFW.asp?which=59&model=S90\(Windows%20XPe\)](http://www.wyse.com/serviceandsupport/support/dlOraFW.asp?which=59&model=S90(Windows%20XPe)))
- Wyse Image (The One You Want To Reimage The Thin Client With)
([http://www.wyse.com/serviceandsupport/support/dlOraFW.asp?which=59&model=S90\(Windows%20XPe\)](http://www.wyse.com/serviceandsupport/support/dlOraFW.asp?which=59&model=S90(Windows%20XPe)))
- DHCP Turbo (http://download.cnet.com/DHCP-Turbo/3000-2085_4-10043107.html)

Imaging Thin Client (MAKE SURE YOU FOLLOW THESE STEPS EXACTLY...IF YOU DON'T IT WILL NOT WORK)

The first thing you will need to do is turn on the XP box and log into Windows as the administrator or an account with administrator access, and hook up power to the Thin Client but DO NOT TURN IT ON. Second go to the XP box and go to Start/Control Panel/Network Connections and right-click on Local Area Connection and go to properties. Find Internet Protocol TCP/IP and click on it one time and then click on properties. Click on the radio button beside Use the Following IP Address and enter the following information. IP = 10.1.1.12 Subnet Mask = 255.255.255.0, and Default Gateway = 10.1.1.254. Leave DNS Blank. Click on Ok, and Ok again. Now plug in a Cross over cable into the Nic of the XP Machine and the Thin Client. Once you have done that make sure all open windows are closed.

You will now need to go to Start/Control Panel/Add Remove Programs/Add Remove Components. Scroll down and find Internet Information Services IIS and click on it one time and then click on Details. Place a check mark in File Transfer Protocol FTP Service and click on ok.

Click on next and if you haven't already inserted the XP Disc you will be prompted to do so. Just insert the disc and then click ok and it will finish the installation of the FTP service. Once that is completed close out of all windows. Now from the desktop right-click on My Computer and go to Manage. Click on the Plus Sign beside Services and Applications, and then click on the Plus Sign beside Internet Information Service, and the Plus Sign beside FTP Websites. Now right-click on the FTP Default Site and go to properties. Find the Home Directory tab and click on it. Make sure that there is a check mark in all three of the following boxes (Read, Write, Log Visits) and then click on ok. Close all open windows.

You will now need to find the installation file for DHCP Turbo that you copied to the XP Machine earlier. Double-click on that file and at the Welcome Screen click Next. At the License Agreement read and click on the radio button that says I agree and then click Next. At the next screen click on the radio button beside Custom and then click on Next. At the next three screens click Next. Now you should be at the Select an Option Screen. Click on the radio button beside Yes Start Services Automatically. **NOTE: Remember this must be on a machine that is in a test environment and not on a live network. You are about to install and run a DHCP server. If there is already one on your live network and you have this machine connected to that network you will have Undesired results. Consider Yourself WARNED!!!** Click on Next and then Install. Now Click on finish and close any open windows. Find the DHCP Turbo icon on the desktop and double click on it. Once the Application opens click on the plus sign beside Localhost. A Login dialog box will pop up just click on Login there is not a password. Now right click on the word Scopes and then click on the word New Scope. Make sure there is a check mark in the Active box. For the Name type, Type the name you want the Scope to be called, and for the description type the description you want the scope to have. Make sure under lease Unlimited is NOT checked and that the lease time is set to 6 hours. On the right hand side for the Start, End IP Address, and the Subnet Mask Type the following information. IP Address = 10.1.1.13, End IP Address = 10.1.1.254, and Subnet Mask = 255.255.255.0. Also, under Segment make sure there is a check mark in the box that says Local and click on OK. Go back to the left hand side and under Scopes click on the name of the Scope you just created one time. Find Segment and put a check mark in the box that says Local, and then go to File and Click on Save. Now close and reopen the DHCP Turbo Application. When it reopens click on the Plus Sign beside Localhost, and then click on Login, and then click on the Plus Sign beside Scopes, and then click on Your Scope Name one time. Now minimize but DO NOT Close DHCP Turbo.

Now find the installation file for the Wyse Simple Imager that you copied over to the XP Machine earlier and double click on it. At the first screen just click on next, and then at the License Agreement Read and click on the radio button beside I Agree and click Next. Now at the next two windows click on Next and then Click on Install. Click on Finish and close all open Windows.

You will now need to go to My Computer\C:\inetpub\Ftproot\Rapport\Tools\Sa\Util\. Now find TFTP32.exe and double click on it. A window will open and you will need to click on Settings. Now find the word Security and make sure the Radio Button None is selected. Find Advanced Options and make sure there is only a check mark in the following boxes (Option Negotiation, Show Progress Bar, Activate Tftpd32 on this Interface (Make sure the IP is 10.1.1.12). Find Server Configuration and make sure the following information is entered (Timeout (Seconds) = 3, Max Retransmit = 40000, Tftp Port = 69). Click on Ok and then the X in the top right hand corner to close TFTP32. Close all other remaining windows including DHCP Turbo.

You will now need to find the Image File that you Download and copied over to the XP Machine earlier (This is the Image you want on the Thin Client). Double click on the .exe file and a dialog box will pop up click on Ok. Note the default location but leave it the same and click on Unzip. Once the Unzipping process is complete another dialog box will display just click on ok. A Notepad window will display, close it and any other windows that remain open.

You will now need to refer to the following table below to get the specific WSI Model of your Thin Client. It is **Very Important that you use this table and not go by the model on your Thin Client as Wyse made some changes that could damage your Hardware.**

Note: A recent change in manufacturing to make our devices ROHS compliant, required us to use different hardware components and make changes to the software to accommodate and recognize these components. To address this issue and to prevent any damage to the hardware with Wyse Simple Imager, new "Product Numbers" were added.

To avoid an "Incompatible Firmware" message or an "Imaging and re-booting" loop, check the part number of your thin client, and use the following table to cross reference your thin client model to the equivalent model to select under WSI 1.3.6 when "Adding" or "Submitting" the new firmware into WSI. This is only for the Sx0 and Vx0 series.

Part Number	WSI Model	Part Number	WSI Model
902110	S12	902138	V92
902113	S32	902139	V32
902114	S52	902140	V52
902115	S92	902141	V92
902122	V32	902142	V32
902123	V52	902143	V52
902124	V92	902144	V92
902132	V12	902146	V32
902134	V32	902147	V52
902135	V52	902148	V92
902136	V92		

Now you will also need to get some more basic information from your Thin Client and this time you can actually use the Model Number that is Written on your Thin Client. Go to the link below <http://www.wyse.com/products/hardware/thinclients/> and go to the Windows XPe section and

find your appropriate model (Ex. S90) and click on it. Now go to the model section find your model and note the Flash Size, Ram Size, and Part Number. This part number will give you the WSI Model in the table above that you will use in the next steps below.

You will now need to double click on the DHCP Turbo icon that is on your desktop and then click on the plus sign beside Localhost. When the Login dialog box displays click on Login and then click on the plus sign beside Scopes and then click on your Scope Name one time. Minimize DHCP Turbo, but DO NOT CLOSE IT. Now double click on the Wyse Simple Imager icon that is on the desktop. Under Select Product find the one that matches the WSI Model that you got from the table above. Click on it one time and then on the right hand side click on Add. Now the Add Image box will open and you will need to fill out the following information. Image Version is whatever Image Version you downloaded earlier, Flash Size is the Flash size of your Thin Client that you noted from the link above, Description is whatever you want the description of this image to be, and Image file is the location of the image that you unzipped earlier (Ex. the default location is C:\WDW Packages). Click on Ok. A message will pop up after it is finished adding the image that will say Image Is Successfully Added. Click on Ok. Now click on Submit and the TFTD32 window will open and a few seconds after that another pop up will appear that says Please Start/Restart Thin Client To Start Imaging. Click On Ok. Now turn on the Thin Client and it should start the Imaging process automatically. The Thin Client will reboot a few times during this process which is normal. The XP machine will show in the bottom left hand corner Log Messages window the word Success when the Imaging is complete. Once it has finished you can close all Windows, Disconnect the Cross Over Cable, and go about reconfiguring the Thin Client to meet your current needs.

Should the Thin Client fail to image please refer to the Trouble Shooting Steps below.

Trouble Shooting

Q: Your Thin Client is getting an IP Address but says Autoboot/Local Boot and continues to boot into the Old OS without reimaging.

A: This is caused by the Wyse Simple Imager software not working properly. To fix this you will need to do the following. The first thing you need to do is turn the Thin Client Completely off, but leave the cross over cable plugged in. Now go to the XP machine and close out of all applications and any open windows. Now go to Start/Control Panel/Add Remove Programs and find Wyse Simple Imager (Should be towards the bottom) and click on it one time and then click on Remove. The Wyse Simple Imager Installation Wizard will appear. Make sure that the radio button beside Remove is selected and click on Next. Now click on Finish and close any open

Windows. You will now need to go to Start/My Computer/C:\Inetpub\Ftproot and you should see a folder called Rapport. Delete that whole folder and close all open windows. Now find the installation file for the Wyse Simple Imager that you copied over to the XP Machine earlier and double click on it. At the first screen just click on next, and then at the License Agreement Read and click on the radio button beside I Agree and click Next. Now at the next two windows click on Next and then Click on Install. Click on Finish and close all open Windows.

You will now need to go to My Computer\C:\Inetpub\Ftproot\Rapport\Tools\Sa\Util\. Now find TFTP32.exe and double click on it. A window will open and you will need to click on Settings. Now find the word Security and make sure the Radio Button None is selected. Find Advanced Options and make sure there is only a check mark in the following boxes (Option Negotiation, Show Progress Bar, Activate Tftpd32 on this Interface (Make sure the IP is 10.1.1.12). Find Server Configuration and make sure the following information is entered (Timeout (Seconds) = 3, Max Retransmit = 40000, Tftp Port = 69). Click on Ok and then the X in the top right hand corner to close TFTP32. Close all other remaining windows including DHCP Turbo. You will now need to double click on the DHCP Turbo icon that is on your desktop and then click on the plus sign beside Localhost. When the Login dialog box displays click on Login and then click on the plus sign beside Scopes and then click on your Scope Name one time. Minimize DHCP Turbo, but DO NOT CLOSE IT. Now double click on the Wyse Simple Imager icon that is on the desktop. Under Select Product find the one that matches the WSI Model that you got from the table above. Click on it one time and then on the right hand side click on Add. Now the Add Image box will open and you will need to fill out the following information. Image Version is whatever Image Version you downloaded earlier, Flash Size is the Flash size of your Thin Client that you noted from the link above, Description is whatever you want the description of this image to be, and Image file is the location of the image that you unzipped earlier (Ex. the default location is C:\WDW Packages). Click on Ok. A message will pop up after it is finished adding the image that will say Image Is Successfully Added. Click on Ok. Now click on Submit and the TFTP32 window will open and a few seconds after that another pop up will appear that says Please Start/Restart Thin Client To Start Imaging. Click On Ok. Now turn on the Thin Client and it should start the Imaging process automatically. The Thin Client will reboot a few times during this process which is normal. The XP machine will show in the bottom left hand corner Log Messages window the word Success when the Imaging is complete. Once it has finished you can close all Windows, Disconnect the Cross Over Cable, and go about reconfiguring the Thin Client to meet your current needs. **Note: You will have to do this trouble shooting step every time you want to image another thin client unfortunately.**

Q: More troubleshooting

A: Please visit this link and go all the way to the bottom and download the Administrator Guide and go to the trouble shooting section in there. This should help you with any other issue that may arise.

[http://www.wyse.com/serviceandsupport/support/dlOraFW.asp?which=59&model=S90\(Windows%20XPe\)](http://www.wyse.com/serviceandsupport/support/dlOraFW.asp?which=59&model=S90(Windows%20XPe))