

Wyse® Thin Computing

Wyse Device Manager

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Centrally control the Desktops and Devices in your world

Wyse Device Manager (formerly Rapport) software allows IT departments to centrally manage and control a world of intelligent devices—local and remote, wired and mobile, desktop and even handhelds. It simplifies IT management, reduces your TCO, and improves your ROI for any thin computing environment.

Wyse Device Manager provides the granular asset tracking that IT wants by giving IT administrators the information they need about each hardware device, including the software that is deployed on that device. By presenting up-to-date status information on a simple-to-use central console with remote diagnostic capabilities, the IT department can reduce the desktop visits by their technicians.

With the flexibility to schedule device updates, including application add-ons, OS patches, or complete imaging, when most convenient for users, IT can reduce overall downtime to prevent any loss of productivity. Meanwhile, powerful device grouping capabilities and 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. This version of the software provides comprehensive management control for smaller installations. The powerful 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 with your unique requirements to ensure a successful implementation and smooth rollout of your Wyse Device Manager solution.

Features

Centralised control of thin client devices.

Scalability to hundreds of thousands of devices.

Easy software and firmware distribution.

Software and client configuration update scheduling.

Dynamic device grouping.

Consistent device configurations.

Remote device monitoring.

Remote troubleshooting and built-in diagnostics.

Detailed asset management.

Delegated administration.

Easily clone device identity.

Active Directory integration.

Benefits

Eliminates need for support team to visit the desktop or device again in order to add, delete, or change software and configuration, including full imaging of the device.

Allows administrators to manage thousands of devices across multiple geographically disparate networks.

Enables administrators to install new versions of client applications or operating systems from a central site.

Avoids disrupting productivity and work by scheduling software and configuration updates at convenient times.

Allows administrators to group network devices according to organisational structure.

Gives administrators the ability to define default device configurations for groups, allowing faster deployment of devices and easier recovery of failed devices.

Provides visible device status in the software user interface, informing administrators of the current status of devices on the network

Delivers quick and easy remote troubleshooting by shadowing the device from the console or by using built-in device-specific diagnostics

Provides complete visibility into device details with extensive device hardware and software reporting

Delegates administration of devices among other administrators, providing granular control over what functions each admin can perform as well what devices they can manage.

Allows administrators to configure a reference device and pull the entire image and deploy it to other devices.

Authorises Active Directory users to perform administration tasks on network devices.

Wyse Device Manager

Workgroup Edition 4.5	<ul style="list-style-type: none"> ■ Delivers the comprehensive client management solution for departments of 20 to 750 desktops. ■ Creates a single MSDE database to store thin-computer asset information. 	<ul style="list-style-type: none"> ■ Delivers ideal device management in less centralised, smaller environments. ■ Comes free with purchase of Wyse thin computers.
Enterprise Edition 4.5	<ul style="list-style-type: none"> ■ Delivers the most comprehensive management solution for departments and enterprises of 200 to 100,000-plus devices. ■ Supports MSDE, existing MS SQL Server databases, or existing Oracle databases, which can easily scale to hundreds of thousands of devices. ■ Allows remote repositories for increased scalability, faster device updates, providing greater performance and optimising network bandwidth. ■ Improve security through use of Security Certificates to protect against unauthorised management of devices. 	<ul style="list-style-type: none"> ■ Offers encrypted communications between Wyse Device Manager server and agents. ■ Provides automatic configuration capabilities using default device configuration to enforce admin-specified configurations on all devices, as well as automated grouping of devices. ■ Controls the number of updates by each separate network, providing much greater performance and flexibility. ■ Offers a larger number of Group Types and Views for greater flexibility in dynamic grouping (up to 10x more than Workgroup Edition).
Handheld Support (Enterprise Edition)	<ul style="list-style-type: none"> ■ Enables Pocket PI and Palm OS devices with Wyse Device Manager agents, using synchronisation programs available from the device manufacturer. ■ Works with handheld devices with the Pocket PI or Palm OS Wyse Device Manager licence key. ■ Supports wide range of devices, including those listed at the Wyse website at: www.wyse.com/wyseedevicemanager 	<ul style="list-style-type: none"> ■ Supports handhelds certified with Wyse Device Manager 4.5 (Enterprise edition): <ul style="list-style-type: none"> - Symbol SPT 1746 - Palm OS 3.5 - Symbol SPT 1842 - Palm OS 3.5 - Palm m515 - Palm OS 4.1 - Symbol SPT 1846 - Palm OS 4.1 - iPAQ 3650 - PPC 2000 - iPAQ H3950 - PPC 2002 - Symbol PPT 2846 - PPC 2002 - Dell Axim - PPC 2002 - Dell Axim - PPC 2003
Simple, Easy Installation	<ul style="list-style-type: none"> ■ Checks for all prerequisite components and offers to install missing components—making WDM installation a snap. 	
Automatic Device Discovery	<ul style="list-style-type: none"> ■ 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. ■ Discover devices across NATs, firewalls, dialup or wireless connections. 	
Device Monitoring	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Tracks all device asset information and offers a complete inventory of all hardware and software information that is available on the device. 	<ul style="list-style-type: none"> ■ 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.
Centralised Device Control	<ul style="list-style-type: none"> ■ Enables administrators to remote shadow device to troubleshoot or for training users. ■ Allows administrators to send commands to shutdown, reboot or wake up devices without ever visiting the end user desktop. 	
Complete Imaging	<ul style="list-style-type: none"> ■ Delivers fast and reliable reconfiguration of embedded network devices, including the device flash file system. Administrators can re-image the entire client flash file system including the BIOS and CMOS settings if needed. 	
Capture and Deploy Device Identity	<ul style="list-style-type: none"> ■ Allows use of reference device to capture the configuration of the device or the complete image. ■ Permits cloning of configuration or image to other devices to easily provision devices to adhere of company policies. 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Integrates with Active Directory for admin users. ■ Uses existing SQL database as the data store. 	<ul style="list-style-type: none"> ■ Enables admins to control the bandwidth to be used for server communications.
Delegated Administration	<ul style="list-style-type: none"> ■ Allows delegation of device management responsibility to other admins. 	<ul style="list-style-type: none"> ■ Offers granular control over authorisation of the devices they can control as well as the functions each can perform.
Advanced Scripting	<ul style="list-style-type: none"> ■ Features a detailed scripting language to perform complex automated tasks on multiple devices. 	<ul style="list-style-type: none"> ■ Enables customisation capabilities greatly enhanced using scripting.
Enhanced Reporting	<ul style="list-style-type: none"> ■ Delivers simple saved reports which makes it easy to run the same report on existing parameters. 	<ul style="list-style-type: none"> ■ Provides quick and flexible ways to report on the existing data that is captured by the system.
Extensible Tool-Building Capabilities Through Microsoft Management Console (MMC)	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Microsoft® Windows NT® 4.0 Server with Service Pack 5 or higher. ■ Microsoft Windows NT 4.0 Terminal Server with Service Pack 5 or higher. ■ Microsoft Windows NT 4.0 Workstation with Service Pack 5 or higher. ■ Microsoft Windows® 2000 Advanced Server with Service Pack 1 or higher. 	<ul style="list-style-type: none"> ■ Microsoft Windows 2000 Server with Service Pack 1 or higher. ■ Microsoft Windows 2000 Professional with Service Pack 1 or higher. ■ Microsoft Windows 2003 Server. ■ Microsoft Windows 2003 Server with Service Pack 1 or R2. ■ Microsoft XP Service Pack 1 or higher.

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