

Users Guide

Wyse WSM™ Release 3.0

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WYSE
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1 Introduction

Welcome to WSM Client, the system that streams the applications that are available for you to use from your network server.

About this Guide

This guide is intended for users of the WSM Client system. It provides detailed instructions on using the WSM Client to manage the applications available to users from a network server.

Organization of this Guide

This guide is organized as follows:

- Chapter 2, "Using the WSM Client," provides information about using the WSM Client to manage the applications that your administrator has made available to you. It also provides mobile users with detailed information about working offline (when not connected to a WSM Server).

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](#) (on the Wyse.com home page, go to **Support | Knowledge Base | Home** tab) 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 Online Resources Available at Wyse

Getting Started Guide: Wyse WSM Appliance™ is intended for administrators of the WSM system. It provides a setup and configuration overview of the entire WSM system to help you get your WSM environment up and running quickly and easily.

Installation Guide: Wyse WSM™ is intended for administrators of the WSM system. It describes the WSM installation process for Windows servers and clients. This guide provides the step-by-step instructions you need to install and configure a WSM environment. It also includes the requirements you must address before you begin the installation procedures.

Publisher Guide: Wyse WSM™ is intended for administrators of the WSM system. It describes how to use WSM Publisher to publish applications and to make them available for distribution.

Administrators Guide: Wyse WSM™ is intended for administrators of the WSM system. It provides information, and detailed system command and parameter configurations, to help administrators design and manage a WSM environment. It also explains how to use WSM, manage the availability of software applications for distribution to subscribers, manage application subscription licenses, install and configure published applications, provide subscriber profile and billing information for efficient application usage tracking, and control subscriber access to the WSM system.

Wyse Thin Computing Software is available on the Wyse Web site at:
<http://www.wyse.com/products/software>.

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/forums/>

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Using the WSM Client

This chapter provides information about using the WSM Client to manage the applications that your administrator has made available to you. It also provides mobile users with detailed information about working offline (when not connected to a WSM Server).

Logging In

On your initial use, you must use the *Username* and *Password* (provided to you by your administrator) to log in to the WSM Client. After your initial login, username and password credentials may or may not be required from you.



Note

Depending on the system settings configured by your administrator, the **Login** dialog box may not appear after your initial login. In such a case, the *WSM Client Applications Console* may appear automatically after thin client start, or you can open the console manually as described in "Opening the WSM Client Applications Console."

Figure 1 Login WSM Client

Login - WSM Client

Please type your username and password.

Username: Steve

Password:

OK Cancel Help

To log-in:

1. Enter your *Username*.
2. Enter your *Password*.
3. Click **OK**.



Note

If you have trouble logging in, you can try clicking **Start | Programs | WSM Client** and using the **Stop WSM Client** and **Start WSM Client** options to stop and restart the WSM Client before attempting to log in again.

After successfully logging in, the WSM Client icon and WSM Virtual Disc icon appear in the system tray located in the lower-right corner of the screen.



Note

Windows 7 users must use the Microsoft icons and notifications feature to display of the WSM Client icon and WSM Virtual Disc icon (see "Using the Microsoft Icons and Notifications Feature (Windows 7 Users Only)").

Figure 2 WSM Client icon (left) and WSM Virtual Disc icon (right)



The color of the WSM Client icon depends on your WSM Client status in relation to the WSM Server:

- **No color:** Your WSM Client is connected to the server.
- **Green:** Your WSM Client is communicating with the server (for example, to fetch data or subscribe to an application).
- **Red:** Your WSM Client is not connected to the server.
- **Yellow:** Your WSM Client is trying to connect to the server.



Note

For troubleshooting purposes, your System Administrator may ask you to double-click the WSM Virtual Disc icon to read system settings in the *Mobile Mode Status* dialog box.

Using the Microsoft Icons and Notifications Feature (Windows 7 Users Only)

After successfully logging in, the WSM Client icon and WSM Virtual Disc icon can be shown by clicking the **Show hidden icons** button in the system tray (located in the lower-right corner of the Windows 7 taskbar).

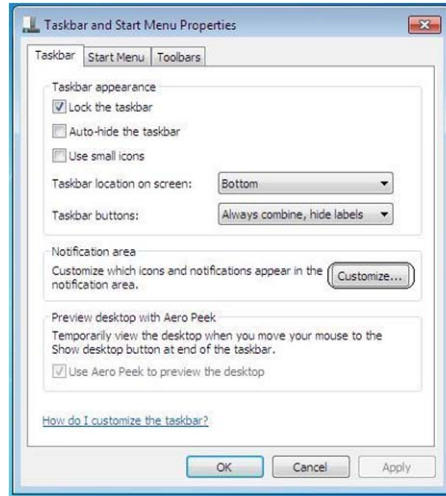
Figure 3 Hidden System Tray Icons



To have the icons always showing in the system tray:

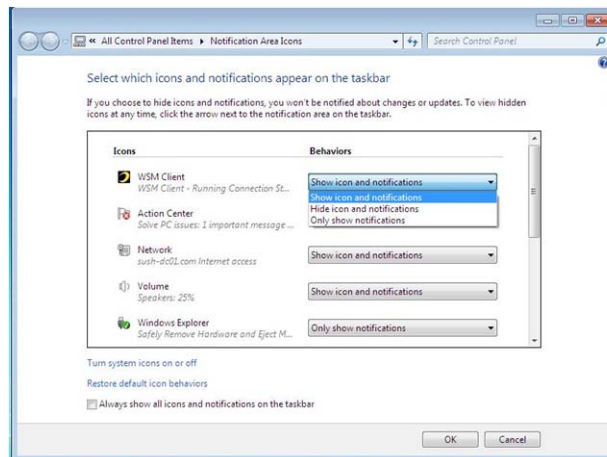
1. Right-click the taskbar and select **Properties** to open the **Taskbar and Start Menu Properties** dialog box.

Figure 4 Taskbar and Start Menu Properties



2. On the *Taskbar* tab, click **Customize** to open the **Icons and Notifications** dialog box.

Figure 5 Icons and Notifications



3. Select the **Show icon and notifications** option for the *WSM Client*, and then click **OK** until you close all dialog boxes.

Opening the WSM Client Applications Console

Use the following guidelines:

- Double-click the WSM Client icon (located in the system tray).
- Right-click the WSM Client icon and select **Available Applications** or **Activated Applications** from the menu.



Note

You can periodically check to see which new applications are available to you by using the WSM Client icon.

Getting Started

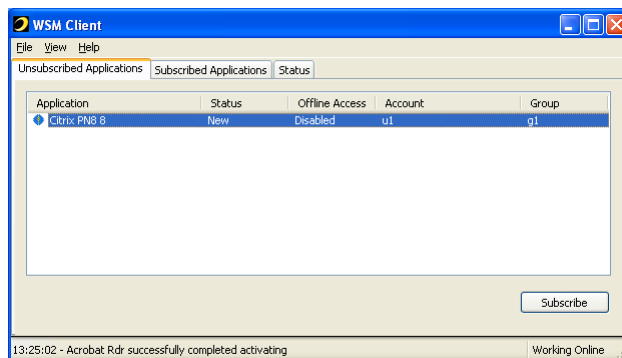
The *WSM Client Applications Console* provides three tabs to quickly show:

- "Which Applications are Available to You?"
- "Which Applications Can You Use?"
- "What Have You Accomplished?"

Which Applications are Available to You?

The *Unsubscribed Applications* tab lists the applications that are available to you and to which you can *subscribe* (see "Subscribing to an Application"). Your administrator determines which applications are on this list.

Figure 6 WSM Client Applications Console - Unsubscribed Applications tab



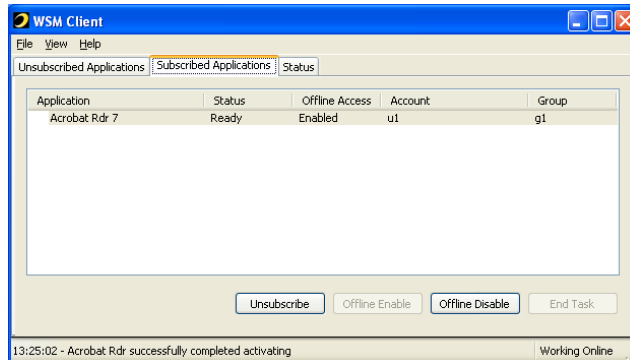
Along with the list of applications, the *Unsubscribed Applications* tab shows you:

- **Status** - The status of an application on this tab can be either *New* or *Inactive*. Applications with a status of *New* are applications that your administrator recently made available to you. Applications with a status of *Inactive* are applications that have been available for some time.
- **Offline Access** - (*Mobile Users Only*) Indicates whether you can (*Enabled*) or cannot (*Disabled*) use the application when your WSM Client is not connected to a WSM Server (see "About Working Offline").
- **Account** - Indicates the WSM account to which your administrator has assigned the application.
- **Group** - Indicates the name of the WSM User Group to which your administrator assigned the license to use the application.

Which Applications Can You Use?

The *Subscribed Applications* tab lists the applications to which you have subscribed and are able to use. It also allows you to unsubscribe from an application (see "Unsubscribing from an Application") and to enable or disable offline use of an application (see "Enabling Applications for Offline Use").

Figure 7 WSM Client Applications Console - Subscribed Applications tab



Along with the list of applications, the *Subscribed Applications* tab shows you:

- **Status** - The status of an application on this tab can be either *Ready* or *Not Accessible*. Applications with a status of *Ready* are applications that you use now. Applications with a status of *Not Accessible* are applications that are not available at this time (for example, all user licenses for this application are currently being used).
- **Offline Access** - (*Mobile Users Only*) Indicates whether you can (*Enabled*) or cannot (*Disabled*) use the application when your WSM Client is not connected to a WSM Server (see "About Working Offline").
- **Account** - Indicates the WSM account to which your administrator has assigned the application.
- **Group** - Indicates the name of the WSM User Group to which your administrator assigned the license to use the application.

What Have You Accomplished?

The *Status* tab shows you the actions that you initiated within the console (such as subscribing or unsubscribing).



Note

The information on this tab shows you what you have already accomplished. For example, mobile users can use this tab to easily see if they have enabled an application for offline use before disconnecting from a WSM Server.

Managing Your Applications with the WSM Client Applications Console

Using the *WSM Client Applications Console*, you can quickly manage the applications to which you will subscribe, unsubscribe, and work with offline.

**Note**

Closing the *WSM Client Applications Console* only closes the window; the WSM Client and all subscribed applications that are running continue to run (the WSM Client icon also remains active in the system tray).

Subscribing to an Application

Before you can use an application, you must subscribe to it ("install" it). To subscribe to an application, select the application you want on the *Unsubscribed Applications* tab of the *WSM Client Applications Console* (see Figure 6) and click **Subscribe**.

**Note**

If you receive an error while subscribing, contact your administrator.

After subscribing to an application, you can open the application for use by clicking **Start | Programs** and selecting the application from the menu.

**Note**

If you are a mobile user, you can also enable subscribed applications for offline use (see "Enabling Applications for Offline Use").

Unsubscribing from an Application

To unsubscribe from an application, select it on the *Subscribed Applications* tab of the *WSM Client Applications Console* (see Figure 7) and click **Unsubscribe**.

After unsubscribing from an application, the application is removed from the **Start | Programs** menu, and you cannot use the application until you subscribe to it again.

**Note**

Applications that are configured as mandatory by the administrator cannot be unsubscribed. If you try to unsubscribe to a mandatory application, a "cannot unsubscribe" message appears.

Enabling Applications for Offline Use

Before you can use an application when you are offline, you must subscribe to the application *while you are online*, and then enable the application for offline use *while you are online*.

**Note**

Only mobile users can enable applications for offline use. For information on working offline, refer to "About Working Offline."

After subscribing to the application as described in "Subscribing to an Application," you can enable the application for offline use by selecting the application on the *Subscribed Applications* tab of the *WSM Client Applications Console* and clicking **Offline Enable**.

 **Warning**

Do not disconnect from the WSM Server while applications you are enabling for offline use are being downloaded. If you disconnect, the applications will not be installed correctly.

After the application is successfully enabled and ready for offline use (the *Offline Access* for the application displays as *Enabled*), you can disconnect from the WSM Server and work offline as described in "Choosing to Work Offline or Online."

 **Note**

When you are working offline, only the icons of applications enabled for offline use appear on your screen. If you cannot find the shortcut icon of an application, ensure that you enabled the application for offline use.

Disabling Applications from Offline Use

After you are finished using an application offline, you can disable the application from offline use *while you are online*. Disabling applications from offline use clears disk space on your thin client for other purposes.

 **Note**

Only mobile users can disable applications from offline use. For information on working offline, refer to "About Working Offline."

After enabling an application for offline use as described in "Enabling Applications for Offline Use," you can disable the application from offline use by selecting the application on the *Subscribed Applications* tab of the *WSM Client Applications Console* and clicking **Offline Disable**. After the application is successfully disabled from offline use (the *Offline Access* for the application displays as *Disabled*), you can begin performing thin client tasks.

 **Warning**

Do not disconnect from the WSM Server while applications you are disabling from offline use are being uploaded. If you disconnect, the applications will not be updated correctly.

About Working Offline

Working *offline* means to work with applications without being connected to a WSM Server. Mobile users can use their applications offline as described in "Enabling Applications for Offline Use."

Whether or not you can work offline depends on the system that your administrator configured for you:

- **Network mode:** The thin client must be connected to the WSM Server in order to run applications.
- **Mobile mode:** The thin client can run applications whether or not it is connected to a WSM Server. Applications can be fully downloaded to your thin client so you can use them offline.

Knowing Whether You are Offline or Online

Use the following guidelines:

- Move your mouse pointer over the WSM Client icon and read the pop-up message that appears. The *Running* message indicates you are online; the *Offline* message indicates you are offline.
- If the color of the WSM Client icon in the system tray is red, you are offline.
- Right-click the WSM Client icon and look at the *Work Offline* option on the menu. If a check mark appears next to this option, you are offline; if no check mark appears next to this option, you are online and connected to a WSM Server.

Choosing to Work Offline or Online

Use the following guidelines:

- **Using the WSM Client Icon to choose** - Right-click the WSM Client icon and click **Work Offline** on the menu to toggle the option to the setting you want. Selecting it (so the check mark appears next to this option) disconnects you from the WSM Server so you can work offline; selecting it (so that the check mark is removed from this option) connects you to the server so you can work online.
- **Using the WSM Client Applications Console to choose** - Open the *WSM Client Applications Console* (see "Opening the WSM Client Applications Console") and click **File | Work Offline** to toggle the option to the setting you want. Selecting it (so the check mark appears beside this option) disconnects you from the WSM Server so you can work offline; selecting it (so that the check mark is removed from this option) connects you to the server so you can work online.

Provisioning Your Mobile Thin Client

WSM uses the term *provisioning* to describe how data (such as operating systems and applications) is sent from the WSM Server to mobile thin clients. System administrators can provision mobile thin clients in two ways:

- **Forced provisioning is enabled:** Whenever the thin client boots, it connects to the WSM Server automatically and is provisioned with a new operating system (if a new operating system is available).
- **Forced provisioning is disabled:** Provisioning is not automatic. To initiate provisioning manually, right-click the WSM Client icon in the system tray and select **Provision Disk**.



Caution

Do not use your mobile thin client while it is being provisioned. You must wait until the "OS provisioning is complete" message appears *before* performing any thin client tasks. In addition, you must reboot your thin client and log in to the operating system so that the new operating system will take effect.

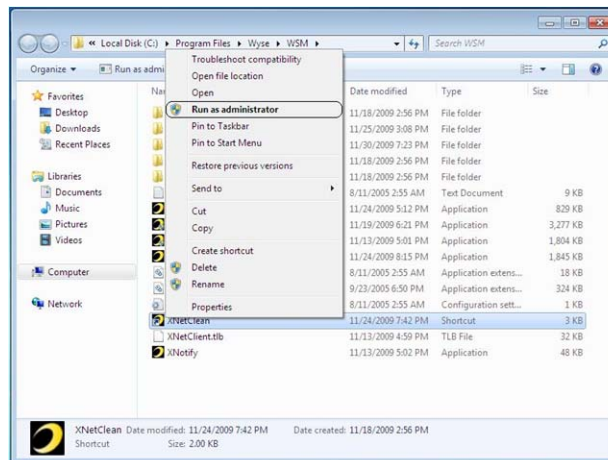
Using XNetClean in Windows 7 (Windows 7 Users Only)

In Windows 7, the WSM XNetClean utility (used to clean WSM Client information such as subscribed applications information, cached WSM data, temporary WSM files, and WSM user credentials) must be run using the *Run as administrator* option to ensure correct and complete XNetClean behavior.

Use the following guidelines:

1. Go to the folder that contains the WSM XNetClean utility (default is *C:\Program Files\Wyse\WSM*).

Figure 8 Run as administrator option



2. Right-click the *XNetClean* shortcut icon and select **Run as administrator**.

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