Dell Hybrid Client

Version 1.x Release Notes

D&LLEMC

Notes, cautions, and warnings

(i) **NOTE:** A NOTE indicates important information that helps you make better use of your product.

⚠ **CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

⚠ **WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**

Contents

1

Overview

Dell Hybrid Client is a desktop solution that follows the Software-as-a-Service (SaaS) model of software delivery. It provides a hybrid operating environment that enables you to access virtual, cloud, or local applications and resources seamlessly. It encompasses the cloud and storage aggregation for maintaining security and simplicity.

(i) **NOTE:** For details about the previous versions, if applicable, or to determine which version of the software you need to select for your device, see Version matrix.

2

Version matrix

The following version matrix lists the platforms that are supported in each Dell Hybrid Client release:

Table 1. Version matrix

Release version	Release date	Supported platforms	Release Notes
1.1	December 2020	- Wyse 5070 device - Wyse 5070 Extended device - OptiPlex 7070 Ultra device	Dell Hybrid Client Version 1.1
1.0	September 2020	- Wyse 5070 device - Wyse 5070 Extended device - OptiPlex 7070 Ultra device	Dell Hybrid Client Version 1.0

Dell Hybrid Client 1.1

Release summary

Maintenance releases are created to support the existing hardware platforms, correct defects, make enhancements, or add new features. These releases are tested and supported on shipping hardware platforms.

Version

Dell Hybrid Client version 1.1.1618

Ubuntu version 18.04 LTS 64-bit

Wyse Management Suite Pro version 3.1

ⓘ **NOTE:** Configuration User Interface must be updated to v1.0.112 for on-premises Wyse Management Suite v3.1 to support Dell Hybrid Client 1.1 features. You can download the Configuration User Interface package from the Wyse Management Suite drivers page at www.dell.com/support. For public cloud tenants or customers, the Configuration User Interface package is upgraded by Dell Technologies. For more information about how to upload and apply the Configuration User Interface package, see the Dell Wyse Management Suite v3.1 Administrator's Guide at www.dell.com/support.

Release date

December 2020

Compatibility

Supported platforms

Table 2. Supported platforms for Dell Hybrid Client

Platform name	Configuration		
	Processor type	**Memory**	**Storage**
Wyse 5070	Intel Celeron Dual Core	8 GB	32 GB or higher capacity SSD/ eMMC
	Intel Pentium Quad Core		
	Intel Pentium Quad Core		
OptiPlex 7070 Ultra	8th Generation Intel Core i3/i5/i7	8 GB and higher capacity RAM	128 GB and higher capacity SSD/HDD

Table 3. Supported platforms for conversion

Platform name	Configuration		
	Processor type	**Memory**	**Storage**
Wyse 5070	Intel Celeron Dual Core	4 GB and higher capacity RAM	16 GB or higher capacity SSD/eMMC
	Intel Pentium Quad Core		
	Intel Pentium Quad Core		
OptiPlex 7070 Ultra	8th Generation Intel Core i3/i5/i7	8 GB and higher capacity RAM	128 GB and higher capacity SSD/HDD

(i) **NOTE:** Dell Technologies recommends to use 8 GB RAM for better performance.

Supported browsers

Table 4. Supported browsers

Browsers	Version
Google Chrome	87.0.4280.66
Mozilla Firefox	82

Supported VDI clients

Table 5. Supported VDI clients

VDI Client Description	Version
Dell Hybrid Client RDP	8.1.08-02
Citrix Workspace App	2010
VMware Horizon Client	2006
Zoom Client	5.4.54779

(i) **NOTE:** Citrix Workspace App, VMware Horizon Client, and Zoom Client are released as optional add-ons for Wyse 5070 devices with 16 GB storage. Citrix RTME is not part of Dell Hybrid Client 1.1 build, however you can download it from the Citrix portal.

Supported cloud platforms

- Office 365 applications with Azure Active Directory sync with On-Premise Active Directory User.
- GSuite applications with On-Premise users sync with Google Cloud Platform using Active Directory Federation Services (ADFS) enablement.

Conversion images

Table 6. Dell Wyse 5070 16 GB Storage

File name	DHC_Wyse_5070_Conversion_Merlin_Image_1618_16GB.exe
Version	1.1.1618
Build	1.1
Size	3,978,150,610 bytes

Table 7. Dell Wyse 5070 32 GB and above storage

File name	DHC_Wyse_5070_Conversion_Merlin_Image_1618_32GB.exe
Version	1.1.1618
Build	1.1
Size	3,979,994,103 bytes

Table 8. Dell OptiPlex 7070 Ultra

File name	Dell-Hybrid-Client-OptiPlex7070Ultra-Bionic-Beaver_1618.zip
Version	1.1.1618
Build	1.1
Size	3,694,543,680 bytes

(i) **NOTE:** Image deployment is supported only using USB drive.

Table 9. Dell Hybrid Client bundle (1618)

File name	DellHybridClient_1.1_1618.tar.gz
Version	1.1.1618
Build	1.1
Size	832,168,795 bytes

(i) **NOTE:** DHC 1.1 upgrade package supports upgrade from DHC 1.0_1288 build to DHC 1.1 build. Upgrade package can be deployed from Wyse Management Suite. DHC 1.1 bundle upgrade is not supported for 16 GB Devices.

Table 10. Merlin Boot Agent for Dell Wyse ThinLinux

File name	merlin-nonpxe_4.0.8-00.02_amd64.deb
Version	4.0.8-00.02
Size	509,834,84 bytes

(i) **NOTE:** Merlin Boot Agent supports conversion from ThinLinux to DHC 1.1 build. The devices running on ThinLinux can be converted to DHC only after installing Merlin Boot Agent.

Table 11. Merlin Boot Agent for Dell Wyse Windows 10 IoT Enterprise

File name	MerlinPackage_Common.exe
Version	4.0.8
Size	511,989,76 bytes

(i) **NOTE:** Merlin Boot Agent supports conversion from WIE10 to DHC 1.1 build. The devices running on Windows 10 IoT Enterprise can be converted to DHC only after installing Merlin Boot Agent.

Optional add-on for all DHC-enabled device

Table 12. SSH

File name	ssh-server_7.6-05_amd64.tar.gz
Version	7.6-05
Size	1,259,231 bytes

Table 13. VNC

File name	vnc-server_0.9.13-06_amd64.tar.gz
Version	0.9.13-06
Size	2,984,778 bytes

Table 14. DHC Multimedia Extension VDI

File name	DHC_multimedia_extension_VDI_addon.tar.gz
Size	473,409,86 bytes

(i) **NOTE:** DHC Multimedia package enables HTML5 redirection for Citrix VDI session.

Table 15. Custom Connection

File name	custom-connections_1.00-01_amd64.tar.gz
Version	1.00-01
Size	4777 bytes

Table 16. Language

File name	Full_language.tar.gz
Size	340,473,780 bytes

(i) **NOTE:** You must install this language pack before configuring different languages from Wyse Management Suite. This full language addon is applicable only for 32GB and more devices. For more information on setting language configuration, see the Dell Hybrid Client Administrators's guide at the Dell support site.

Optional add-ons for Wyse 5070 devices with 16 GB storage

Table 17. Citrix Workspace App

File Name	citrix-client_20.10.0.6-04_amd64.tar.gz
Version	2010
Size	117,996,753 bytes

Table 18. VMware View Client

File Name	vmware-client_2006-8.0.0-06_amd64.tar.gz
Version	2006
Size	209,931,872 bytes

Table 19. Zoom Client

File Name	zoom-client_5.4.54779-03_amd64.tar.gz
Size	436,865,98 bytes

Table 20. Zoom plugin for VMware

File Name	zoom-vmware_5.4.53-01_amd64.tar.gz
Version	5.4.53-01
Size	306,543,63 bytes

Table 21. Zoom plugin for Citrix

File Name	zoom-citrix_5.4.53-01_amd64.tar.gz
Version	5.4.53-01
Size	306,397,37 bytes

Optional language add-ons for devices with 16 GB storage

Table 22. Chinese Simplified

File Name	chinese_simplified.tar.gz
Size	171,449,434 bytes

Table 23. Chinese Traditional

File Name	chinese_traditional.tar.gz
Size	158,298,433 bytes

Table 24. German

File Name	German.tar.gz
Size	349,314,83 bytes

Table 25. French

File Name	French.tar.gz
Size	248,359,64 bytes

Table 26. Italian

File Name	Italian.tar.gz
Size	203,216,91 bytes

Table 27. Japanese

File Name	Japanese.tar.gz
Size	189,350,411 bytes

Table 28. Korean

File Name	Korean.tar.gz
Size	157,275,311 bytes

Table 29. Spanish

File Name	Spanish.tar.gz
Size	256,675,42 bytes

New and enhanced features

(i) **NOTE:** Configuration User Interface must be updated to v1.0.112 for on-premises Wyse Management Suite v3.1 to support Dell Hybrid Client 1.1 features. You can download the Configuration User Interface package from the Wyse Management Suite drivers page at www.dell.com/support. For public cloud tenants or customers, the Configuration User Interface

package is upgraded by Dell Technologies. For more information about how to upload and apply the Configuration User Interface package, see the *Dell Wyse Management Suite v3.1 Administrator's Guide* at www.dell.com/support.

Support for unsigned and custom signed applications

Dell Hybrid Client supports installation of unsigned and custom signed applications. It supports loading and running datafile such as .tar, script, and binary. You can place any file on the local file system, such as image files, binary datafile, .txt files, and configuration files to the user-specific directory.

Support for SSH and Virtual Network Computing (VNC)

SSH—Administrators can **Enable** or **Disable** SSH from the Wyse Management Suite. This change allows the user to log in as **sshuser** using the SSH connection. No other user can log in using the SSH connection. The administrator must set the password from Wyse Management Suite for **sshuser** when enabling SSH. The elevated privileges for an **sshuser** are disabled by default. In order to access the elevated privileges, SSH must be enabled.

ⓘ **NOTE:** For security reasons the SSH is an optional add-on. The administrator must install the SSH add-on to enable SSH access. For more information about how to download and configure the SSH add-on, see the *Dell Hybrid Client Administrator's Guide* at www.dell.com/support.

VNC—Administrators can **Enable** or **Disable** VNC from the Wyse Management Suite. The options **Show VNC access warning at the start of connection** and **Must confirm access for each VNC connection** can be enabled or disabled. By default, these options are enabled to ensure secured connection. The administrator must configure the password from Wyse Management Suite to Dell Hybrid Client powered devices through VNC. The VNC option can be enabled or disabled by administrator on Wyse Management Suite.

ⓘ **NOTE:** For security reasons the VNC is an optional add-on. The administrator must install the VNC add-on to enable VNC access. For more information about how to download and configure the VNC add-on, see the *Dell Hybrid Client Administrator's Guide* at www.dell.com/support.

Custom connection support

Dell Hybrid Client enables you to create custom connections. Users can create custom connections for browsers and local applications. The browser connection supports both icon and windows size configuration, whereas, the custom connection only supports icon configuration. Auto login and Auto reconnect options can be configured for both custom connection and browser connection.

ⓘ **NOTE:** For security reasons the custom connection is an optional add-on. The administrator must install the custom connection add-on to create custom connections. for more information on how to download the custom connection add-on, see the Administrator's Guide at https://www.dell.com/support.

Enable or disable access to desktop shortcuts

You can enable or disable access to the following desktop shortcuts using Wyse Management Suite:

- Google Chrome
- Firefox
- Dell File Explorer
- Device Settings
- Citrix Default icon
- VMware Default icon
- RDP Default icon
- Text Editor
- VLC Media Player
- Image Viewer
- Libre Office

Guest user auto login

Dell Hybrid Client allows users to log in automatically as a guest user. However, autologin as a guest user is disabled by default. You can also configure the **Remove Device Lock** and **Password prompt on wakeup** options. When enabled, the lock screen is no longer displayed and the device does not prompt for a password after the device or display resumes from sleep mode.

Image conversion

Dell Hybrid Client supports the following conversions:

- Convert Wyse 5070 devices running Windows 10 IoT Enterprise, ThinLinux 2.x, or ThinOS 8.6 (Maintenance Release 8 and later) to Dell Hybrid Client using Wyse Management Suite Pro 3.1 or later version.
- Convert OptiPlex 7070 devices running Windows 10 and Ubuntu 18.04 to Dell Hybrid Client using a bootable USB drive.

For more information, see the *Dell Hybrid Client Conversion Guide* at www.dell.com/support.

(i) **NOTE:** Updated boot agent 4.0.8 must be installed before converting ThinLinux and Windows 10 IoT Enterprise-based devices to Dell Hybrid Client. For ThinOS devices, you must upgrade to ThinOS 8.6 Maintenance Release 8 and later versions.

Supported languages

- The following languages are supported on Dell Hybrid Client:
  - English—US
  - German
  - French
  - Italian
  - Spanish
  - Japanese
  - Korean
  - Chinese Traditional
  - Chinese Simplified
- By default, only English is installed. Language add-ons are released for other languages. As an administrator, you must first deploy the language add-on and then configure the language settings using Wyse Management Suite.
- On Wyse 5070 devices with 16 GB storage, you must first install the individual language add-on pack before configuring the language settings using Wyse Management Suite. These devices can support only one additional language in addition to English. When the second language add-on is deployed from Wyse Management Suite, it uninstalls the previously installed language pack.
- When you set a language, only the system local language is changed. Keyboard input language must be selected separately.
  - If the Japanese language pack is installed, the **Japanese (Macintosh)** keyboard layout is used.
  - If the Korean language pack is installed, the **ibus hangul** keyboard layout is used.
  - If the Chinese Simplified language pack is installed, the **ibus libpinyin** keyboard layout is used.
  - If the Chinese Traditional language pack is installed, the **Ibus chewing** keyboard layout is used.

  (i) **NOTE:** For Korean and Chinese keyboard input languages, the respective language packages must be installed to change the input language.

For more information, see the *Dell Hybrid Client Administrator's Guide* at https://www.dell.com/support.

Limitations

1. If the Dock feature is set to auto hide, it does not show up when you connect to a VNC session using the cursor.
2. Any previously installed application and user data is not saved when a Dell Hybrid Client device is re-imaged.
3. Dell Hybrid Client restarts upon installation of any add-ons such as VNC and SSH.
4. Domain unjoin is not supported on devices upgraded from DHC 1.0.1288 to 1.1.1618.
5. Performance issues are observed when you use the Zoom application on Wyse 5070 devices with 16 GB storage.

Known issues

Table 30. Known issues

Issue number	Issue description	Workaround
HC-3502	There are two language locales listed in `locale-a` command even after setting the Multiple language installation flag to false.	There is no workaround in this release.
HC-3686	VNC does not connect when you are not logged into Dell Hybrid Client desktop.	There is no workaround in this release.
HC-4095	Browser shortcut opens in default window size and not in the required window size after logoff and login.	There is no workaround in this release.
HC-4149	Wallpapers for guest user desktop and lock screen may not be set after imaging	There is no workaround in this release.
HC-4216	There is no support for hotkeys in Dell Hybrid Client 1.1 EULA dialog box.	You can use the mouse control.
HC-4450	The VMware VDI session top menu bar options are greyed out when the session is launched.	There is no workaround in this release.
HC-4649	Files are not created if attempted before documents appears in Dell File Explorer.	The workaround is to wait for few seconds after opening Dell File Explorer to create files.
HC-4876	The monitor resolution changes does not reflect in the mirror mode.	There is no workaround in this release.
HC-4880	An error message, `Are you sure you want to permanently delete the file?` is displayed when a folder is deleted.	There is no workaround in this release.
HC-4898	An invalid meeting ID message may be displayed on Zoom when a meeting ID is entered manually.	There is no workaround in this release.
HC-4898	When you are sharing your screen on Zoom, black boxes are displayed in place of the chat window on the other participant's screen.	There is no workaround in this release.

Important notes

Dell Technologies recommends to use an 8 GB RAM for better performance.

Tested broker connections

Table 31. VMware Horizon

VDI version	Desktop	RDS server	
	Windows 10 Enterprise	Windows Server 2016	Applications
VMware Horizon 8 2006	√	√	√

Table 32. Citrix Virtual Apps and Desktops

VDI version	Desktop	Server		Apps
	Windows 10 Enterprise	Windows Server 2016	Windows Server 2012 R2	Windows Server 2016
Citrix Virtual Desktops 7 2009	√	√	√	√

Table 33. Dell Remote Desktop Protocol

VDI version	Desktop	Server	
	Windows 10 Enterprise	**Windows Server 2016**	**Windows Server 2019**
Dell Remote Desktop Protocol	√	√	√

Dell Hybrid Client 1.0

Release summary

Dell Hybrid Client is a desktop solution that follows the Software-as-a-Service (SaaS) model of software delivery. It provides a hybrid operating environment that enables you to access virtual, cloud, or local applications and resources seamlessly. It encompasses the cloud and storage aggregation for maintaining security and simplicity.

Devices powered by Dell Hybrid Client require a management software to configure, operate, and update, thereby eliminating the need for IT support to visit or touch the physical devices. You can manage the devices powered by Dell Hybrid Client using Wyse Management Suite version 3.0. As the number of devices grow, Wyse Management Suite offers process automation and helps lower costs for large deployments of hybrid clients.

Version

Dell Hybrid Client version 1.0

Ubuntu version 18.04 LTS 64-bit

Release date

September 2020

Compatibility

Build information

● Version—1.0
● Build number—1288
● Size—61,95,98,390 bytes

Supported platforms

Table 34. Supported platforms and configurations

Platform name	Configuration			Language
	Processor type	**Memory**	**Storage**	
Wyse 5070	Intel Celeron Dual Core	8 GB and higher capacity RAM	32 GB or higher capacity SSD/ eMMC	English (EN-US)
	Intel Pentium Quad Core			English (EN-US)
Wyse 5070 Extended	Intel Pentium Quad Core			English (EN-US)
OptiPlex 7070 Ultra	8th Generation Intel Core i3/i5/i7		128 GB and higher capacity SSD/HDD	English (EN-US)

Supported management software

Table 35. Supported management software

Supported environment	
Management software	Wyse Management Suite
Edition	Pro
Version	3.0 and later

Supported browsers

Table 36. Supported browsers

Browsers	Version
Chrome	84.0.4147.89
Mozilla Firefox	73.0.1

If the Google Chrome browser version on your Dell Hybrid Client is 66.0.3359.181 or 74.0.3729.108, you must upgrade the version to 84.0.4147.89. To check the Google Chrome version on your Dell Hybrid Client, go to **System Information** > **Packages tab** and click **Show All Packages**.

To upgrade the Google Chrome version to 84.0.4147.89, do the following:

1. Download the Google Chrome v 84.0.4147.89 package from https://www.dell.com/support.
2. Create and deploy standard app policy using Wyse Management Suite Pro (On-prem or Public Cloud). For more information about how to deploy a standard app policy, see the *Create and deploy standard application policy* section in the *Dell Wyse Management Suite v3.0 Administrator's Guide* at https://www.dell.com/support.

Supported VDI clients

Table 37. Supported VDI clients

VDI Client Description	Version
RDP	8.1.07-06
Citrix Workspace App	1912
VMware Horizon Client	5.3

Supported cloud platforms

- Office 365 applications with Azure Active Directory sync with on premise Active Directory User
- Google Cloud platform

Salient features of Dell Hybrid Client

Active Directory authentication

Dell Hybrid client supports user authentication with Active Directory—local AD and on-premise user sync with Azure Active Directory.

Dell Hybrid Client supports login only with Active Directory user. The guest user account is supported with group level policy configurations from Wyse Management Suite. The local user accounts are not supported.

Azure Active Directory (Azure AD) is Microsoft's cloud-based identity and access management service. It helps your employees to sign in and access resources in both external resources such as Microsoft Office 365, the Azure portal, and thousands of other SaaS applications and internal resources such as applications on your corporate network and intranet, along with any cloud applications developed by your own organization.

For more information about *Azure Active Directory On-Prem users sync*, see *Azure AD Connect sync: Understanding Users, Groups, and Contacts* at https://docs.microsoft.com/.

(i) **NOTE:** Azure Active Directory is not supported in Dell Hybrid Client, and only on-premise sync with Azure AD is supported.

Single Sign-On (SSO) to applications

Dell Hybrid client extends SSO to cloud applications and web applications along with VDI applications. It enables you to log in only one time with one set of credentials to access all applications.

Known issues and expected behavior

The following are the known issues and expected behavior of the Single Sign-On (SSO) support for applications in Dell Hybrid Client:

- Single SignOn is not supported for VMware connections and FTA.
- A connection must be created with FQDN, and the device time should be synchronized with the RDP server domain time to use SSO with RDP.
- SSO is not supported for Citrix PNAgent connection but is supported for Storefront connections. Also, SSO is only supported from device login to remote session and is not supported for applications in session.
- Dell Hybrid Client does not support SSO for GCP (GSuite), and you must enter the credentials when you log in for the first time. The subsequent login works with SAML-based SSO authentication until you delete the browser cache.

File Explorer

Dell Hybrid client delivers a seamless user experience for accessing local files, USB, network, or cloud files and folders through the custom File Explorer. The following are a few features of File Explorer in Dell Hybrid Client:

- Users can access only their respective local documents and downloads folders from the current drive in the File Explorer for security reasons. `Pictures` folder is available in Dell File Explorer if the **Print Screen** option is enabled.

  (i) **NOTE:** `Pictures` folder is available only for domain users if the **Print Screen** option is enabled.

- Azure or GCP cloud drive contents is available in the **Cloud** section.
- Network shares and USB storage devices are displayed in the **External Files** section.
- You can open the files using local, VDI, or cloud applications based on the priority configured in the **File Affiliation** settings.
- You can synchronize the files only when a user logs in for the second time on the same device when the local file or the local drive file is opened with cloud applications. For example, when you open cloud drive files in VDI or local applications and if you make any modifications, the synchronization happen after you log in again.
- You can upload local files to cloud. This option should be used after you log off and log in again, if the file is modified in the current logged in session and when the **File Type Association** is enabled with cloud applications.
- You can copy and paste, or move files between local folders, local drives, and external drives. If you make any changes when the file is opened in cloud, you must log off and log in again before you copy or move the file.
- Cloud files can be made available in the offline mode, where a user can access the file when the network is not available. Files made available offline can be accessed only for seven days, and a user should synchronize the files before seven days.
- You can use global file search to search for documents across any folder.

Known issues and expected behavior

The following are the known issues and expected behavior of File Explorer in Dell Hybrid Client:

- You cannot configure both Azure or GCP cloud providers simultaneously.
- Keyboard shortcuts and right click options are not supported. You must use mouse to navigate through various files and folders in file explorer.

- When you upload a local file to GCP folder, a new file is created under GCP with the same name after every upload. This is because you create multiple files with the same name in GCP. When any of the duplicate files is made offline, all files in the same name are also available in the offline mode.
- When you save any cloud file to a local drive using the **Save Offline** option, the UI displays all the files with the same name in the in offline mode. But, only the selected file is saved in the offline mode which is a known issue in the UI.
- You cannot manually enter credentials while accessing network drives. Credentials must be configured in the Wyse Management Suite server when you are creating drives.
- Cloud files launch with VDI, local file launch with cloud and file synchronization is achieved only after you log off and log in again.
- Device specific cache directory and drafts directory are created in the cloud root for Azure and GCP.
  (i) **NOTE:** New device specific cache directory and drafts directory is created in the cloud root for GCP when you unregister the device from Wyse Management Suite or when you reset the device to factory settings.
- For GCP, any local file that is uploaded by a user is available in the cloud root. The Azure file is uploaded to the `Uploads` folder in the cloud drive.
- You can manually upload cloud files of any size. However, the automatic synchronization of VDI files that you edited offline is limited to 4 MB for Azure. For more information, see *Upload or replace the contents of a DriveItem* at https://docs.microsoft.com/.
- Occasionally, a file opened by the user in OneDrive may be temporarily locked with the error message **Error Code 423** and become inaccessible. This is as per the design from Azure. For more information, see *Microsoft Graph error responses and resource types* at https://docs.microsoft.com/.
- Progress bar is not displayed when you copy the files. You must click the **Sync** button to view the copied file.

File affiliation

File affiliation feature enables you to restrict the user's ability to access applications depending on the mode. In the cloud mode, the client displays applications that are supported by Cloud services. In the local mode, the client displays the local and VDI applications that are installed and configured using Wyse Management Suite. In the offline mode, the client displays the tools and applications that operate on the cached files. You can configure different modes on the same device for different users using the User Policy groups.

The following are the different modes that are supported for file affiliation:

- Cloud+VDI+Local
- Cloud+Local
- Cloud
- VDI+Local
- VDI

Files in the File Explorer launch based on the priority that is set. File open function falls back to the second priority application when the first priority fails.

Known issues and expected behavior

The following are the known issues and expected behavior of the file affiliation feature:

- Fallback mechanism works only when the server is not reachable. For example if the priority is set to VDI, and the VDI server is not reachable then file open falls back to second priority applications. But if the server is reachable and application fails to launch then the fallback mechanism does not work.
- When a network is not reachable, files always open using local applications.

Google Cloud Provider and Azure

Using File Explorer, users can access their files and applications in the Google cloud environment and Microsoft Azure environment. You can use Active Directory log-in and Single Sign-On support for Azure using Azure AD sync with On-prem Domain. You can configure these settings using Wyse Management Suite.

(i) **NOTE:** Dell Hybrid Client does not support SSO for GCP (GSuite), and you must enter the credentials when you log in for the first time. The subsequent login works with SAML-based SSO authentication until you delete the browser cache.

VDI clients support

Dell Hybrid Client supports Citrix, VMware, RDP connections, and File Type Association (FTA). Users can add multiple connections to access desktop or applications on VDI servers. File Type Association can also be configured with VDI applications.

Known issue and expected behavior

The following are the known issues and expected behavior of the VDI clients with Dell Hybrid Client:

- You must create a connection using FQDN and time should be synchronized with RDP server domain to use SSO with RDP.
  - (i) **NOTE:** SSO is supported from Windows 10 operating system and Windows server 2016.
- For VMware FTA, administrator must provide file extensions and respective application names from Wyse Management Suite. However, for Citrix and RDP FTA settings, Extensions and Application name that is configured from Citrix and RDP Broker agent server is fetched automatically after your login. While launching files from explorer, matching application opens the files automatically based on the file type.
- After changing the keyboard layout, you must sign out from the current session for the changes to reflect inside the session.
- Citrix session launch from the Chrome browser is not supported. It is supported only from the Firefox browser. Desktop and application files are downloaded, and launched.

Local applications support

By default, the following applications are installed on your Dell Hybrid Client:

- **VLC Media Player**—Enables you to play most of the multimedia files.
- **Image Viewer**—Enables you to open most of the image files.
- **Libre Office**—Enables you to view, create, or edit text documents, spreadsheets, presentations, drawings, and compose a mathematical formula.

Network drives

Network drives can be configured from Wyse Management Suite with different protocols such as FTPS, SMB, and CIFS. Based on the user requirement user can create drives with anonymous mode or with credentials.

Known issues and expected behavior

Users cannot manually enter the credentials while accessing the network drives. Credentials must be configured using the Wyse Management Suite server while creating the drives.

Device settings

Users can view and modify the device settings locally using the device settings. Local Settings which are configured using Wyse Management Suite policy are reflected and the same can be modified and saved by the user. The following are the device settings that can be configured:

- Network Configuration
  - (i) **NOTE:** Using the network configuration you can manually add IP when DHCP is not available in the subnet, DNS to resolve network domain and to enable or disable Bluetooth.
- Monitor settings
- Peripheral management
- Display personalization
- Region settings
- Power settings
- Password
- Dell Client Agent

User personalization

User personalized roaming is supported for device settings. You can configure user specific settings, and the same settings are enabled in another device when you log in with the same user credentials. The following features can be personalized:

- Peripheral Management
    - Mouse
        - Speed
        - Swap
        - Scroll wheel
        - Pointer size
    - Keyboard
        - Keyboard Repeat rate
        - Keyboard Repeat delay
        - Keyboard layout
        - Number lock
        - Print screen
- Display personalization
    - Desktop color
    - Wallpaper mode
    - Scale
    - Brightness
    - Dock icon size
    - Dock position
    - Auto hide dock
- Region settings
    - Time zone
    - Time format
- Power settings
    - Power saving
        - WiFi
    - Suspend and power
        - Blank screen
        - Auto suspend
        - Power button action

Known issues and expected behavior

The following are the known issues and expected behavior of the user personalization feature:

- Bluetooth, audio, and printer settings cannot be configured using the **Device Settings** option. These pages contain Advanced Settings buttons which display the **Ubuntu Settings** page, where users can modify these settings.
- Monitor resolution values are static and for some monitors it may not display all the supported resolution. So, some of the resolutions cannot be applied from this page.
- Under Network configuration, IP details can be added or modified only when the device does not receive IP configuration from the DHCP server.
- Multi-display six monitor setup is supported for the following combinations for Wyse 5070:
    - Two 4K monitor and four 2K monitor
    - Six 2K monitor

(i) **NOTE:** Six monitor display setup is supported only on Wyse 5070 Extended.

User security

Dell Hybrid Client provides a high level of user security in which the data of a user is locked and cannot be viewed by other users. A user's access to Dell Hybrid Client is controlled through specific permissions and the data profiles that are managed using Wyse Management Suite.

Secure browsing

Dell Hybrid client provides a secure end point for your browser-based work environment. You can enable or disable Site Isolation and Extensions for Google Chrome. You can also enable or disable Multi Containers feature for the Firefox browser.

Browser settings

Dell Hybrid Client supports Google Chrome and Firefox browsers. Google chrome is the default browser. You can customize the following browsers settings using Wyse Management Suite:

- Change default browser
- Create Browser Shortcuts such as browser connections
- Blacklist and Whitelist URLs

The **URLBlacklist** option prevents users from accessing a list of blocked URLs. The following are the few examples to allow or block the URLs:

- Allowing only a small set of sites. For example, "mail.example.com", "wikipedia.org", "google.com". You can also block URLs. For example, Block "URL" .
- Block all access to a domain, except to the mail server using HTTPS and to the main page. For example, Block "example.com", Allow "https://mail.example.com", or Allow ".example.com", and maybe ".www.example.com".
- Block all access to YouTube, except for selected videos. For example, Block "youtube.com", Allow "youtube.com/watch?v=V1", or Allow "youtube.com/watch?v=V2".

> (i) **NOTE:** With Firefox, while adding blocklist URL, you must specify one or more URLs without the https/http schema. For example, instead of *https://www.youtube.com* we should specify only youtube.com or www.youtube.com which will block youtube.com with all schemas. The same is applicable when you configure whitelist URLs(exceptions) also. Firefox supports only http/https, and the prefix is added by default.

Known issues and expected behavior

The following are the known issues and expected behavior of the browser settings:

- Except browser shortcuts, all other browser settings must be configured from the User Policy groups. These settings are not applicable for a guest user.
- If you blacklist an entire website and whitelist a specific webpage URL for that site, blacklist and whitelist functionality does not work as expected. Users might be able to access other content on that website.
- Only *http* and *https* addresses are supported for Firefox. For more information, go to https://github.com/mozilla/policy-templates.

USB lockdown

You can allow or block access to specific USB devices using the USB lockdown feature. By default, all USB devices can be accessed. If you disable the **Enable All** option, all USB devices are blocked.

You can use the **Disable all excluding HID** option to disable all USB devices excluding keyboard and mouse. Also, you can use the **Disable USB devices using Vendor ID/Product ID/Class** option to disable specific set of USB devices using VID and PID combination of the device or using the USB class.

Known issues and expected behavior

The following are the known issues and expected behavior of the USB lockdown feature:

- When you disable the **Audio** USB class, the webcam stops working.
- USB lockdown cannot be configured from User Policy groups in Wyse Management Suite.

General features

The following are the general features of Dell Hybrid Client:

- Monitor, keyboard, mouse, and printer settings can be configured from the **Peripheral Management** page.
- Proxy, Bluetooth, and wireless settings can be configured from the **Network Configuration** page.
- Wallpaper, brightness, and dock settings can be configured from the **Desktop Personalization** page.
- You can import and delete certificates, change GRUB password, and configure guest user account properties, power settings, application security, and BIOS settings.

(i) **NOTE:** Automatic operating system security updates are disabled for Dell Hybrid Client 1.0 release. Also, only Dell Signed applications can be installed in Dell Hybrid Client from Wyse Management Suite.

Important notes

Server details

Wyse management Suite version— 3.0.588

Tested broker connections

Table 38. VMware Horizon

VDI version	Desktop	RDS server	
	Windows 10 Enterprise	Windows Server 2016	Applications
VMware Horizon 7.11	√	√	√

Table 39. Citrix Virtual Apps and Desktops

VDI version	Desktop	Server		Apps
	Windows 10 Enterprise	Windows Server 2016	Windows Server 2012 R2	Windows Server 2016
Citrix Virtual Desktops 7 1912 LTSR	√	√	√	√

Table 40. Remote Desktop Protocol

VDI version	Desktop	Server		
	Windows 10 Enterprise	Windows Server 2016	Windows Server 2012 R2	Windows Server 2019
Remote Desktop Protocol	√	√	√	√

Supported peripherals

Table 41. Supported peripherals

Product Category	Product Description	Wyse 5070	OptiPlex 7070 Ultra
Audio or video	Dell 2.0 Speaker System - AE215	N/A	✔

Table 41. Supported peripherals (continued)

Product Category	Product Description	Wyse 5070	OptiPlex 7070 Ultra
	Dell 2.1 Speaker System - AE415	N/A	✓
	Dell UC Headset - UC150	N/A	✓
	Dell UC Headset - UC350	✓	✓
	Microsoft Corporation LifeChat LX-6000 Headset	✓	N/A
	Dell Professional Sound Bar - AE515	✓	N/A
	Dell USB Sound Bar - AC511	✓	N/A
	Jabra Pro 935 MS Wireless headset (Mono) - Office Centric	✓	N/A
	Jabra Evolve 65 MS Stereo Headset	N/A	✓
	Jabra Engage 65 MS Stereo Headset	N/A	✓
	Plantronics Savi W440M-400 Series convertible wireless headset - DECT 6.0	N/A	✓
	Plantronics Voyager Focus UC B825-M headset for Microsoft Lync	N/A	✓
Input devices	Dell Laser Scroll USB 6-Buttons Silver and Black Mouse	N/A	✓
	Dell Multimedia Keyboard - KB216	✓	✓
	Dell Optical Mouse - MS116	✓	✓
	Dell USB Wired Keyboard with Smart Card reader - KB813	✓	N/A
	Dell Premier Wireless Mouse - WM527	N/A	✓
	Dell Wireless Keyboard and Mouse - KM636	✓	✓
	Dell USB Wired Laser mouse - Naruto	✓	N/A
	Dell Wireless Mouse - WM326	N/A	✓
Cables, dongles and adapters	USB-C to USB-C cable (0.6 meter) to enable USB-C Displays	N/A	✓

Table 41. Supported peripherals (continued)

Product Category	Product Description	Wyse 5070	OptiPlex 7070 Ultra
	Dell Adapter - USB-C to DisplayPort - DBQANBC067 - DBQANBC067	✓	✓
	Dell Adapter - USB-C to VGA - DBQBNBC064 - DBQBNBC064	✓	✓
	Dell Adapter - USB-C to HDMI - DBQAUBC064 - DBQAUBC064	✓	✓
	Dell Adapter - DisplayPort to HDMI 2.0 (4K) - DANAUBC087 - DANAUBC087	✓	N/A
	Dell Adapter - DisplayPort to VGA - DANBNBC084 - DANBNBC084	✓	N/A
	USB - C to DP adapter	✓	✓
	USB to Serial adapter - Trendnet	✓	N/A
	USB to Serial adapter - Cables-2-Go	✓	N/A
	StarTech.com 1 Port USB to RS232 DB9 Serial Adapter Cable - Serial adapter - USB 2.0 - RS-232	✓	N/A
	C2G USB C to DisplayPort Adapter Converter - USB-C to DisplayPort Black external video adapter - black	✓	N/A
Monitors	Dell 19 Monitor - E1916H	✓	✓
	Dell 19 Monitor - E1920H	✓	✓
Monitors	Dell 20 Monitor - E2016H	✓	✓
	Dell 20 Monitor - E2020H	✓	N/A
	Dell 22 Monitor - E2216H	✓	✓
	Dell FY20 E Series Monitor - E2220H	✓	N/A
	Dell 22 Monitor - E2218HN	✓	N/A

Table 41. Supported peripherals (continued)

Product Category	Product Description	Wyse 5070	OptiPlex 7070 Ultra
	Dell 23 Monitor - E2318H	✓	✓
	Dell 24 Monitor - E2417H	✓	✓
	Dell FY20 E Series Monitor - E2420H	✓	N/A
	Dell FY20 E Series Monitor - E2420HS	✓	N/A
	Dell FY20 E Series Monitor - E2720H	✓	N/A
	Dell FY20 E Series Monitor - E2720HS	✓	N/A
	Dell 24 Monitor - MR2416	✓	N/A
	Dell 19 Monitor - P1917S	N/A	✓
	Dell 20 Monitor - P2016	✓	N/A
	Dell 22 Monitor - P2217	✓	✓
	Dell 22 Monitor - P2217H	✓	N/A
	Dell 23 Monitor - P2317H	✓	N/A
	Dell 23 Monitor - P2319H	N/A	N/A
	Dell 24 Monitor - P2415Q	✓	✓
	Dell 20 Monitor - P2018H	N/A	✓
	Dell 22 Monitor - P2219H	N/A	✓
	Dell 22 Monitor - P2219HC	✓	N/A
	Dell 23 Monitor - P2319H	N/A	✓
	Dell 24 Monitor - P2417H	✓	N/A
	Dell 24 Monitor - P2418HZm	✓	✓
	Dell 24 Monitor - P2418HT (Touch)	✓	✓
	Dell 24 Monitor - P2419H	N/A	✓
	Dell 24 Monitor - P2419HC	N/A	✓
	Dell 27 Monitor - P2719H	N/A	✓

Table 41. Supported peripherals (continued)

Product Category	Product Description	Wyse 5070	OptiPlex 7070 Ultra
	Dell 27 Monitor - P2719HC	N/A	✓
	Dell 27 Monitor - P2720D	✓	N/A
	Dell 27 Monitor - P2720DC	✓	N/A
	Dell UltraSharp 34 Monitor - P3418HW	✓	N/A
	Dell 43 Multi-Client Monitor - P4317Q	✓	✓
	Dell UltraSharp 24 Monitor - U2415	✓	✓
	Dell UltraSharp 24 Ultrathin Monitor - U2419H	N/A	✓
	Dell UltraSharp Monitor - U2421HE	✓	✓
	Dell UltraSharp Monitor - U2721DE	✓	✓
	Dell UltraSharp 24 Ultrathin USB-C Monitor - U2419HC	N/A	✓
	Dell UltraSharp 25 Monitor - U2518D	✓	✓
	Dell Ultrasharp Monitor - U2520D	✓	N/A
	Dell UltraSharp 27 Monitor - U2718Q	✓	✓
	Dell Ultrasharp Monitor - U2720Q	✓	N/A
	Dell UltraSharp 27 Ultrathin Monitor - U2719D	N/A	✓
	Dell UltraSharp 27 Ultrathin USB-C Monitor - U2719DC	N/A	✓
	Dell UltraSharp 34 Curved USB-C Monitor - U3419W	N/A	✓
	Dell Ultrasharp Monitor - U4320Q	✓	N/A
Networking	Dell Adapter - USB-C to Ethernet	✓	N/A
	Dell FCLF-8521-3-(DL)	✓	N/A
External Data Storage	Dell USB Slim DVD/RW Drive - DW316	N/A	✓

Table 41. Supported peripherals (continued)

Product Category	Product Description	Wyse 5070	OptiPlex 7070 Ultra
	Dell External SSD, Typ C, USB3.1 Gen2, 250GB	N/A	✓
Smart Cards and Reader	ETOKEN, SAFENET 5110, FIPS, JAVA/80K, BLACK, ID, (HEX)	✓	✓
	ETOKEN, SAFENET, 5110+, CC, JAVA/80K, BLACK, ID (HEX)	✓	✓
	CARD_IDPrime MD 830 B FIPS 140-2 L2 White PVC	✓	✓
	CARD_IDPrime MD 3840 B w/o OTP	✓	✓
	Card_IDPrimeMD840B _white_PVC	✓	✓
	CARD_IDPrime MD3811, Mifare EV1 4K&DESFire EV1, 4K _MPH150_New	✓	✓
	Standard Card _IDPrime NET 510_ white PVC	✓	✓
	Yubikey Neo 5.0	✓	✓
	E-token pro Alladin 72 K	✓	✓
	Sun microsystem SRC 3311	✓	✓
	Dell keyboard KB813t	✓	✓
	Dell keyboard KB813	✓	✓
	Cherry SmartTerminal SMART Card Reader - ST-1044U	✓	✓
	Cherry SmartTerminal ST-1144 SMART Card Reader - USB 2.0	✓	✓
	CHERRY KC 1000 SC - Keyboard - with Smart Card reader - USB - English - US - black - TAA Compliant - JK-A0104EU-2	✓	✓
Printers	Dell C2660dn Color Laser Printer	✓	N/A
	Dell E515dn multifunctional printer	✓	N/A
	Dell Color Multifunction Printer - E525w	✓	N/A

Supported display matrix

Table 42. Supported display matrix

Supported display matrix						
Hardware	Monitors	VDI sessions				
		RDP	VMware RDP	VMware PCoIP	VMware Blast	Citrix
Wyse 5070 Extended	**Two 4K Monitors** DP1:P2415Q(DP-cable) DP2:P2415Q(DP-cable)	√	√	√	√	√
Wyse 5070 Extended	**Three 4K Monitors** DP1:P2415Q(DP-cable) DP2:P2415Q(DP-cable) DP4:P2415Q(Dp to mDP cable)	√	√	x	x	x
Wyse 5070 Extended	**Six 2K Monitors** DP1:E2016(DP-cable) DP2:E2016(DP-cable) DP3:UP3017(DP-cable) AMD DP4:E1916H(DP to mDP cable) AMD DP5:E2216H (DP to mDP cable) DP6:UP3017(DP-cable)	√	√	x	√	√
Wyse 5070 Extended	**One 4K Monitors** DP1:P2415Q(DP-cable) **Three 2K Monitors:** DP3:P2417H(DP-cable) DP4:P2417H(Dp to mDP cable) DP6:P2417H(Dp-cable)	√	√	x	x	x
Wyse 5070 Extended	**Two 4K Monitors** DP1:P2415Q(DP-cable) DP2:P2415Q(DP-cable) **Four 2K Monitors:** DP3:UP3017(DP-cable)	√	√	x	√	x

Table 42. Supported display matrix (continued)

Supported display matrix						
	DP6:UP3017(DP-cable) AMD					
	DP4:E2016 (DP to mDP cable) AMD					
	DP5:E2016 (DP to mDP cable)					
Wyse 5070 Extended	**Three 4K Monitors**	√	√	x	√	x
	DP1:P2415Q(DP-cable)					
	DP2:P2415Q(DP-cable) AMD					
	DP4:P2415Q (DP to mDP cable)					
	Three 2K Monitors:					
	DP3:UP3017(DP-cable)					
	DP6:UP3017(DP-cable) AMD					
	DP5:E2016 (DP to mDP cable)					
Wyse 5070 Extended	**One 4K Monitor**	√	√	x	√	x
	DP1:P2415Q(DP-cable)					
	Five 2K Monitors:					
	DP2:P2417H(DP-cable)					
	DP3:P2417H(DP-cable)					
	DP6:P2417H(DP-cable) AMD					
	DP4:P2417H (DP to mDP cable) AMD					
	DP5:P2417H (DP to mDP cable)					

Supported printer matrix

Table 43. Supported printer matrix

Printer type	Local printing			Printer Configuration push from Wyse Management Suite	VDI Sessions				
	Firefox	**Chrome**	**File explorer**		**RDP**	**VMware RDP**	**VMware PCoIP**	**VMware Blast**	**Citrix**
USB	√	x	√	N/A	x	x	√	√	x
LPD	√	x	√	√	√	x	√	√	x

Table 43. Supported printer matrix (continued)

SMB	√	×	√	√	√	×	√	√	×
URI	√	×	√	√	√	×	√	√	×

Limitations

RDP supports only Single Sign-on (SSO) to log in to remote desktops and applications. SSO is not supported for applications running inside a session. This issue is due to the limitation from Microsoft.

Resources and support

1. Go to www.dell.com/support.
2. In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** search box, type the product name or the product model. For example, `Dell Hybrid Client`.

   A list of matching products is displayed.

3. Click your product from the list.
4. Click **DOCUMENTATION**.

Contacting Dell

ⓘ **NOTE:** If you do not have an active internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell sales, technical support, or customer service issues:

1. Go to www.dell.com/support.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.