Dell Hybrid Client

Device Restore Guide

Notes, cautions, and warnings

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

Introduction

Dell Hybrid Client is a desktop solution by Dell 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.

This document contains the steps to restore Dell Hybrid Client to its factory state on a Wyse 5070 device and an OptiPlex 7070 Ultra device.

Download the Dell Hybrid Client ISO file

Steps

1. Go to www.dell.com/support/home/.
2. In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** field, type **OptiPlex 7070 Ultra** or **Wyse 5070**.
3. Click the desired product from the search result to open the product support page.
4. On the product support page, go to **DRIVERS & DOWNLOADS**.
5. Select **Ubuntu 18.04 LTS** from the **Operating system** drop-down list.
   - For OptiPlex 7070 Ultra—download the ZIP file under **Dell Hybrid Client — Conversion image for 7070 Optiplex Ultra**.
   - For Wyse 5070 device—download the ZIP file under **Dell Hybrid Client — Image for Wyse 5070**.
6. Extract the ISO from the ZIP file.

Next steps

Create a bootable USB drive using the ISO image that you downloaded. See, Create a bootable USB media.

Create a bootable USB media

Prerequisites

- Download the ISO image for your Dell Hybrid Client. See Download the Dell Hybrid Client ISO file.
- Download Rufus tool from https://rufus.ie/.
- A USB drive with 16 GB or more storage space.
- A system that runs Windows XP or any later version of Windows operating system.

Steps

1. Connect the USB drive to a Windows system.

   Ensure that the contents of the USB drive is backed up. The USB drive is formatted during the image configuration process and all the files are erased.
2. Open the downloaded Rufus tool.
3. Select the USB drive in the Rufus tool.
4. Select the ISO file of your particular device in the Rufus tool.
5. Click **Start** to initiate the process and create a bootable USB media.

   For detailed instructions on how to create a bootable USB media using Rufus and the ISO image that you downloaded:
   a. Go to www.ubuntu.com.
   b. Search for **Create a bootable USB stick on Windows | Ubuntu** and open the document from the results.
   c. Follow the instructions in the document to create a bootable USB from the ISO file that you downloaded.
6. Unplug the USB drive after the bootable USB media is ready.

Next steps

After you create the bootable USB drive, see the instructions for your particular device to restore Dell Hybrid Client.

- For OptiPlex 7070 Ultra device, see Restore Dell Hybrid Client on Dell OptiPlex 7070 Ultra device.
- For Wyse 5070 device, see Restore Dell Hybrid Client on Wyse 5070 device.

Restore Dell Hybrid Client on Dell OptiPlex 7070 Ultra device

Prerequisites

ⓘ **NOTE:** Ensure that you have backed up the data on the target device before you begin the restore process.

● Create a bootable USB drive that is configured with the ISO image for Dell OptiPlex 7070 Ultra device. See Download the Dell Hybrid Client ISO file.
● On your OptiPlex 7070 Ultra, go to the BIOS setup by pressing **F2** and perform the following tasks:
    1. Ensure that the SATA operation is set to **AHCI** from **System Configuration** > **SATA Operation**.
    2. Clear the **Secure Boot Enable** check box from **Secure Boot** > **Secure Boot Enable**.

Steps

1. Power off the OptiPlex 7070 Ultra device and connect the USB drive that is configured for OptiPlex 7070 Ultra.
2. Power on the device and go to the boot options by pressing the **F12** key.
3. At the boot menu, select the connected USB drive and press the **Enter** key.
4. Select **Dell Recovery** on the next screen, and press the **Enter** key.
5. Select the **Install Dell Hybrid Client** option on the Dell recovery screen, and click **Continue**.

    ⓘ **NOTE:** If there are multiple drives present on the device, select any drive from the drop-down list to continue.

6. Follow the on-screen instructions to complete the installation process.

Next steps

The device boots into Dell Hybrid Client when the installation is complete. The device registers to Wyse Management Suite by the auto discovery method. Alternatively, you can register the device manually to Wyse Management Suite using the Dell Client Agent user interface.

For information about how to use the Dell Client Agent window to manually register the device to Wyse Management Suite, see the *Dell Hybrid Client Administrator's Guide* at www.dell.com/support.

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Restore Dell Hybrid Client on Wyse 5070 device

Prerequisites

ⓘ **NOTE:** Ensure that you have backed up the data on the target device before you begin the restore process.

Create a bootable USB drive that is configured with the ISO image for Wyse 5070 device. See Download the Dell Hybrid Client ISO file.

Steps

1. Power off the Wyse 5070 device and connect the USB drive that is configured for Wyse 5070.
2. Power on the device and go to the boot options by pressing the **F12** key.
3. At the boot menu, select the connected USB drive and press the **Enter** key.
4. Select **Dell Recovery** on the next screen, and press the **Enter** key.
5. Select the **Install Dell Hybrid Client** option on the Dell recovery screen, and click **Continue**.

   ⓘ **NOTE:** If there are multiple drives present on the device, select any drive from the drop-down list to continue.

6. Follow the on-screen instructions to complete the installation process.

Next steps

The device boots into Dell Hybrid Client when the installation is complete. The device registers to Wyse Management Suite by the auto discovery method. Alternatively, you can register the device manually to Wyse Management Suite using the Dell Client Agent user interface.

For information about how to use the Dell Client Agent window to manually register the device to Wyse Management Suite, see the *Dell Hybrid Client Administrator's Guide* at www.dell.com/support.

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

Prerequisites

ⓘ **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.

About this task

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:

Steps

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.