Dell Hybrid Client

Conversion Guide

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

Introduction

Dell Hybrid Client is a desktop solution by Dell that provides a hybrid operating environment. It enables you to access virtual, cloud, or local applications and resources seamlessly. Dell Hybrid Client encompasses the cloud and storage aggregation for maintaining security and simplicity.

You must use a management software to configure, operate, and update devices that are powered by Dell Hybrid Client, thereby eliminating the need for IT support to visit the physical devices. You can manage the devices by using Wyse Management Suite Pro. Wyse Management Suite offers process automation and helps lower costs for large deployments of devices that are powered by Dell Hybrid Client. Using secure HTTPS-based communication and Active Directory authentication for role-based administration, Wyse Management Suite keeps your devices up to date.

This guide contains instructions to convert the Dell devices running Ubuntu Linux, Windows 10 IoT Enterprise LTSB, Windows 10 IoT Enterprise LTSC to Dell Hybrid Client using Wyse Management Suite Pro 3.8 or later.

(i) **NOTE:** The conversion of any device to Dell Hybrid Client is only one-way. You cannot uninstall Dell Hybrid Client by any standard process. The only way that you can revert back to the original operating system is to restore it manually with the original operating system restore image.

Dell Hybrid Client conversion scenarios

The following are the Dell Hybrid Client conversion scenarios:

- Conversion from a Dell device that runs Ubuntu 20.04 with DCA Enabler.
- Conversion from a Dell device that runs Ubuntu 20.04 without DCA Enabler, or from a Dell device that runs any operating system other than Ubuntu 20.04.

Conversion from a Dell device that runs Ubuntu 20.04 with DCA Enabler

You can convert the devices that are running DCA Enabler to Dell Hybrid Client using Wyse Management Suite. However, you must ensure that the devices are connected to Wyse Management Suite.

Topics:

- Prerequisites to convert a Dell device that runs Ubuntu 20.04 with DCA Enabler
- Register Dell generic client
- Download the Dell Hybrid Client bundle package
- Convert the Dell generic client to Dell Hybrid Client using the standard application policy

Prerequisites to convert a Dell device that runs Ubuntu 20.04 with DCA Enabler

- Required hardware or setup:
  - A Dell device that runs Ubuntu 20.04 with DCA Enabler.
  - Connectivity to Wyse Management Suite (WMS) on premises version or cloud version.
- Required software or packages—Download the latest Dell Hybrid Client application package from www.dell.com/support.

Register Dell generic client

Prerequisites

Ensure that DCA-Enabler is installed on the device and the device has network connectivity to contact the Wyse Management Suite server.

ⓘ **NOTE:** You can register or unregister the device only from the Ubuntu user account. Wyse Management Suite Auto Discovery works after the first boot configuration is completed.

Steps

1. Log in to the Dell system running Ubuntu operating system.

   If the DCA Enabler service is running, it tries to automatically register using discovery methods.

2. Register the devices to Dell Wyse Management Suite using one of the following methods:
   - DHCP option tags—See the *Register devices by using legacy DHCP option tags* section in the *Dell Wyse Management Suite Version 3.8 or later Administrator Guide* at www.dell.com/support.
   - DNS SRV record—See the *Registering devices by using legacy DNS SRV record* section in the *Dell Wyse Management Suite Version 3.8 or later Administrator Guide* at www.dell.com/support.
   - Secure DNS SRV record and DHCP option tags—See the *Register devices using DNS SRV record fields or DHCP scope options* section in the *Dell Wyse Management Suite Version 3.8 or later Administrator Guide* at www.dell.com/support.
   - Manual Registration using **reg.json** file—See the *Register Dell Hybrid Client by using manual discovery method* section in the *Dell Wyse Management Suite Version 3.8 or later Administrator Guide* at www.dell.com/support.

   For more Information, see the *Register and configure Dell Generic Client using Wyse Management Suite* section in the *Dell Wyse Management Suite Version 3.8 or later Administrator Guide* at www.dell.com/support.

   ⓘ **NOTE:** You can proceed further only after registering the device successfully on Wyse Management Suite.

Download the Dell Hybrid Client bundle package

Steps

1. Go to www.dell.com/support.
2. In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** field, type `Dell Hybrid Client`.
3. Click the product from search results to open the product support page.
4. Click the **Drivers & downloads** tab from the product support page.
5. Select **Dell Hybrid Client - Ubuntu 20.04** from the **Operating system** drop-down list.
6. Locate **Dell Hybrid Client Application** and click the **Download** button.
7. Upload the downloaded Dell Hybrid Client package to the local repository, remote repository, or Cloud Tenant Upload on Wyse Management Suite.

   For more information about how to add an application or addon to Wyse Management Suite repository, see the *Dell Wyse Management Suite Administrator Guide* at www.dell.com/support.

   (i) **NOTE:** You can proceed further only after registering the device successfully on Wyse Management Suite.

Convert the Dell generic client to Dell Hybrid Client using the standard application policy

After the package is downloaded successfully, use the application policy on Wyse Management Suite to deploy the Dell Hybrid Client package to the Dell generic client. Before the device conversion is initiated, DCA-Enabler backs-up Wyse Management Suite connection data and then triggers the Dell hybrid client bundle installer. The installer completes the conversion, and the device restarts automatically. After the conversion, the device boots into the converted Dell Hybrid Client operating system. Dell Client Agent reads the backed-up Wyse Management Suite connection data and registers to Wyse Management Suite server as a Dell Hybrid Client device.

About this task

The following are the steps to deploy the application policy:

Steps

1. Copy or upload Dell hybrid Client package to Wyse Management Suite using any of the following methods:
   - Local repository—Go to the **genericClientApps** folder and copy the downloaded Dell Hybrid Client application package.
   - Remote repository—Go to the **genericClientApps** folder in the remote repository and copy the downloaded Dell Hybrid Client Application package.
   - Cloud Tenant Upload (On premises)—Go to **Apps & Data** > **App Inventory** > **Generic Client** and click **Add Package file, Browse add the package file and click on upload** to upload the package.
2. Go to **Apps & Data** > **App Inventory** > **Generic Client** and verify that the application is registered to Wyse Management Suite.

   (i) **NOTE:** The App Inventory interface takes approximately two minutes to populate the recently added programs.

3. Go to **Apps & Data** > **App Policies** > **Generic Client**.
4. Click **Add policy**.
   The **Add Standard App Policy** window is displayed.
5. Enter the **Policy Name**.
6. From the **Group** drop-down list, select the group.
7. From the **Task** drop-down list, select **Install Application**.
8. From the **OS Type** drop-down list, select the operating system as **Generic Client**.
9. From the **Application** drop-down list, select the **Dell Hybrid Client** application. For example, **DellHybridClient_1.8_531.tar.gz**

   If the application files are available on multiple repositories, and then the names of the repositories are displayed next to the file name.

10. To deploy this policy to a specific operating system or a platform, select either **OS Subtype Filter** or **Platform Filter**.
11. From the **Apply Policy Automatically** drop-down list, select **Do not apply automatically**.
12. Click **Save** to create a policy.
    A message is displayed to enable the administrator to schedule this policy on devices based on the group.
13. Click **Yes** to schedule a job on the same page.
14. Select any of the following options:
    - **Immediately**—Server runs the job immediately.
    - **On device time zone**—Server creates one job for the time zone of each device and schedules the job to the selected date or time according to the time zone of the device.
    - **On selected time zone**—Server creates one job to run at the date or time of the designated time zone.
15. To create the job, click **Preview** and schedules are displayed on the next page.
    You can check the status of the job by going to the **Jobs** page.

    (i) **NOTE:** For more information about how to deploy an application policy, see the *Dell Wyse Management Suite Administrator Guide* at www.dell.com/support.

Conversion from a Dell device that runs Ubuntu 20.04 without DCA Enabler, or from a Dell device that runs any operating system other than Ubuntu 20.04.

If your Dell device with Ubuntu 20.04 does not have DCA Enabler installed, or if your devices have some other operating system such as Windows 10, you must perform a manual conversion using a bootable USB drive. Remote conversion is not possible in these scenarios.

Topics:

- Prerequisites to convert a Dell device manually
- Prepare and configure the USB bootable drive with the ISO image
- Convert to Dell Hybrid Client

Prerequisites to convert a Dell device manually

- Required hardware or setup:
  - A Dell device that runs Ubuntu 20.04 without DCA Enabler or any other operating system.
  - Ensure that you clear the TPM key from BIOS settings before you start the installation.
  - A device that runs Windows 10 or later versions to install the **Dell OS Recovery Tool** and prepare a USB drive. The device must be connected to the Internet.
  - A USB drive that has a minimum of 16 GB storage.
- Required software or packages
  - Search and download the **Dell OS Recovery Tool** from www.dell.com/support.
  - Download the latest ISO for the respective platform from www.dell.com/support. See Prepare and configure the USB bootable drive with the ISO image.

Prepare and configure the USB bootable drive with the ISO image

Prerequisites

ⓘ **NOTE:** TPM Keys must be cleared before you start the installation since Dell Hybrid Client uses the TPM keys to manage the passwords.

Steps

1. Go to www.dell.com/support.
2. In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** field, type the name of your platform.
3. Click the product from search results to open the product support page.
4. Click the **Drivers & downloads** tab from the product support page.
5. Select **Dell Hybrid Client - Ubuntu 20.04** from the **Operating system** drop-down list.
6. Search for the **Dell Hybrid Client - Conversion image** and download the conversion image for your platform.
   You can download the conversion images for any device from the **Dell Hybrid Client** product support page.

7. Extract the ISO image from the ZIP file.
8. Create a USB bootable media using one of the following methods:
   - For Windows, do the following:
     a. Install the **Dell OS Recovery Tool** on the Windows 10 machine for preparing the USB drive.
     b. Plug in the USB drive to the device and select the USB drive.
     c. Open the **Dell OS Recovery Tool** and select the **SWITCH TO ADVANCED RECOVERY** option.
     d. Under **Select an OS Image**, browse to the extracted ISO file and click **Open**.
     e. Click **NEXT**.
     f. Click **BURN OS**.
   - For Linux, search for the article *How to Download and Use the Dell Operating System Recovery Image in Ubuntu or Linux* at www.dell.com/support and follow the steps from the article.

Convert to Dell Hybrid Client

Prerequisites

Power on the device to be converted, go to the BIOS setup by pressing **F2** at the boot screen, and perform the following tasks:

1. Ensure that the **SATA** operation is set to **AHCI** from **System Configuration** > **SATA Operation**.
2. Disable Secure Boot under the **Secure Boot** option.
3. Enable **Enable USB Boot support** under **USB configuration** if it is not enabled.
4. Clear the TPM key from the BIOS setup.
5. Apply Changes and Exit.

Steps

1. Power off the device and connect the USB drive that you configured and prepared for the conversion.
2. Power on the device and go to the boot options by pressing the **F12** key.

   ⓘ **NOTE:** You must tap the **F12** key continuously at the boot screen till the boot menu appears. If the boot menu fails to appear, power off the device and try again from **Step 1**.
3. From the boot menu, select the connected USB drive and press the **Enter** key .
4. Select **Dell Recovery** at the next screen and press the **Enter** key.
5. Select the **Install Dell Hybrid Client** option from the Dell recovery screen, and click **Continue**.

   If there are multiple drives present on the device, select the configured bootable drive from the drop-down list to continue.
6. Follow the on-screen instructions to complete the installation process.
   The device boots into Dell Hybrid Client when the installation is completed.

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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.