

Dell Wyse ThinOS

2205 Operating System Release Notes



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.

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Overview

Dell Wyse ThinOS software is designed to run on a broad array of Dell hardware platforms. New releases are created to support new hardware platforms, correct defects, make enhancements, or add new features. These releases are tested and supported on current, actively shipping hardware platforms, and those hardware platforms that are within their first year after their official End of Life date.

ThinOS 2205

Release date

May 2022

Release summary

Patches or Add-on releases are created to support existing platforms or software releases, correct defects, make enhancements, or add minor features.

Few hardware configurations are not supported for Latitude 3420 Thin Client. There are also a few limitations for Latitude 3420 Thin Client. For the full list of these configurations and limitations, see **Hardware configurations that are not supported for Latitude 3420** and **ThinOS Limitations on Latitude 3420** in the [ThinOS enhancements](#) section.

Current version

ThinOS 9.3.1129

Previous version

ThinOS 9.1.6108

Firmware upgrade

The following firmware upgrade scenarios are supported:

- ThinOS 9.1.3129 or later versions > ThinOS 2205 (9.3.1129)

 **NOTE:** If you are using earlier versions of ThinOS 8.6, upgrade to ThinOS 8.6_807 and apply the latest BIOS updates before upgrading to ThinOS 9.1.6108. Then, you can upgrade to ThinOS 2205 from 9.1.6108. If you are using earlier versions of ThinOS 9.x, you must first upgrade to ThinOS 9.1.3129 or later versions before upgrading to ThinOS 2205.

 **NOTE:** On thin clients with ThinOS 9.x versions earlier than ThinOS 9.1.6108, upgrade the OS image and upgrade the BIOS after the OS image is successfully upgraded. Do not upgrade the BIOS and the OS image together. If you upgrade the BIOS and the OS image together, the BIOS upgrade is ignored, and you cannot upgrade the BIOS to the ignored version anymore. You must upgrade the BIOS to another version.

 **NOTE:** If you want to downgrade ThinOS to a version earlier than 9.1.3129, you must use ThinOS Merlin image.

For more information, see the *Dell Wyse ThinOS Version 2205 Migration Guide* at www.dell.com/support. For the steps to access documents, see [Resources and support](#).

Important notes

- There are chances that after the upgrade the device displays a black screen. You may reboot the device to boot it up correctly.

- If the thin client is registered in Wyse Management Suite group 1 and you set Wyse Management Suite group 2 token in group 1 policy, then the group 2 token is applied on GUI but the thin client will still be in group 1. You must reboot the thin client to change the thin client to Wyse Management Suite group 2.
- **NOTE:** Dell Technologies recommends that you set both new ThinOS firmware and new application packages in Group 1, so that thin client installs the files, automatically reboots, and changes to Group 2.
- If the **Live Update** option is disabled, the thin client cannot download and install any firmware or package until the next reboot. However, the firmware or packages are downloaded in the following scenarios even when the **Live Update** option is disabled:
 - When you register the thin client to Wyse Management Suite manually.
 - When you power on the thin client from a power off state.
 - When you change the Wyse Management Suite group.
- When a new firmware or an application notification is displayed on your thin client, clicking **Next Reboot** will:
 - Not display a notification if you have changed the Wyse Management Suite group and if the files are downloaded from the new group.
 - Not display any notification if the new firmware or application is downloaded in the same group.
 - Installs the firmware or package after a reboot.
- If you have installed HID_Fingerprint_Reader package, ensure that you have also installed Citrix_Workspace_App package, or you cannot upgrade to ThinOS version 2205.
- If you configure settings, like brokers, locally in ThinOS and downgrade to ThinOS 6108 or earlier versions using Wyse Management Suite, the settings are lost.
- If you downgrade to ThinOS 6108 or earlier versions using Wyse Management Suite, reboot the system manually again to set a password locally in ThinOS. Otherwise, the password may not be clear.

Prerequisites for firmware upgrade

- Before you migrate from ThinOS 9.x to ThinOS 2205, power on the system and disable the sleep mode. If the system has entered the sleep mode, you must send the Wake On LAN command through Wyse Management Suite before using any real-time commands. To use the Wake On LAN command, ensure that the Wake On LAN option is enabled in BIOS.

Upgrade from ThinOS 9.1.x to ThinOS 2205 (9.3.1129) using Wyse Management Suite

Prerequisites

- Ensure that you are running ThinOS 9.1.3129 or later version on your thin client.
- Create a group in Wyse Management Suite with a group token.
- The thin client must be registered to Wyse Management Suite.
- Download the ThinOS 2205 (9.3.1129) firmware to upgrade.

Steps

1. Go to the **Groups & Configs** page and select a group.
2. From the **Edit Policies** drop-down menu, click **ThinOS 9.x**. The **Configuration Control | ThinOS** window is displayed.
3. In the left pane, click **Standard**.
4. From the **Standard** menu, expand **Firmware**, and click **OS Firmware Updates**.

NOTE: If you cannot locate the **OS Firmware Updates** option under the **Standard** tab, use the **Advanced** tab.

5. Click **Browse** and select the **ThinOS 2205** firmware to upload.
6. From the **Select the ThinOS Firmware to deploy** drop-down menu, select the uploaded firmware.
7. Click **Save & Publish**.

The thin client downloads the firmware to install and restarts. The firmware version is upgraded.

NOTE: There are chances that the upgrade might fail with event log stating **Failed to install**. In such an event, you may reboot the device and upgrade again.

NOTE: After upgrading to ThinOS 2205, all old application packages are removed automatically. You must install the latest application packages.

NOTE: There are chances that the ThinOS background might be in blue color and some features may not work. In this case, you have to reboot the device.

Convert Latitude 3420 Ubuntu 20.04 with DCA to ThinOS 2205

Prerequisites

- If you have a Latitude 3420 device that is running Ubuntu 20.04 operating system, ensure that DCA-Enabler 1.5.0-14 is installed. For details on how to install DCA-Enabler in Ubuntu operating system and upgrade it, see Dell Wyse ThinOS Migration Guide at www.dell.com/support.
- **NOTE:** The Latitude 3420 device must have a factory-installed Ubuntu 20.04 operating system. If you have custom installed the Ubuntu operating system, you cannot convert it to ThinOS 2205.
- Wyse Management Suite version 3.7 must be used to convert to ThinOS 2205.
- Ensure that you have connected the Latitude 3420 device to the external power source using the power adapter.
- Ensure you have enough ThinOS Activation devices licenses on Wyse Management Suite 3.7.
- Create a group in Wyse Management Suite with a group token.
- The ThinOS Activation devices license number of Wyse Management Suite must be larger than the Latitude 3420 device number. If it is not larger, you cannot create the Advanced Policy for conversion.
- The Latitude 3420 Ubuntu 20.04 devices must be registered to Wyse Management Suite as generic clients. For details on how to register the generic client to Wyse Management Suite, see Dell Wyse ThinOS Migration Guide at www.dell.com/support.
- Ensure you have downloaded the Ubuntu 20.04 to ThinOS 2205 conversion image.
- Extract the Ubuntu 20.04 to ThinOS 2205 conversion image to get the Conversion Installer file **DTOS_Ubuntu_Installer_1.0-dtos14-amd64_signed.tar.gz** and ThinOS image **ThinOS_2205_9.3.1129.pkg**.
- **NOTE:** The ThinOS image **ThinOS_2205_9.3.1129.pkg** can be used for downgrade in the future.

Steps

1. Go to **Apps & Data > App Inventory > Generic Client**, and click **Add Package file**.
2. Upload the Conversion Installer file **DTOS_Ubuntu_Installer_1.0-dtos14-amd64_signed.tar.gz**
3. Go to **Apps & Data > OS Image Repository > ThinOS 9.x**, and click **Add Firmware file**.
4. Upload the ThinOS image **ThinOS_2205_9.3.1129.pkg**.
5. Go to **Apps & Data > App Policies > Generic Client**, and click **Add Advanced Policy**.
6. Enter the policy name, select the group in which Latitude 3420 has been registered, and select **Generic Client** as OS type.
7. Select all the four Latitude 3420 options in the **Platform Filter** drop-down menu.
8. Click **Add app**, and select the conversion installer file that was uploaded before from the drop-down menu.
9. Click **Add app** again, and select the ThinOS image file that was uploaded before from the drop-down menu.
10. Click **Save**.
- **NOTE:** Ensure that the **Apply Policy Automatically** option is set to **Do not apply automatically**.
11. In the next window, click **Yes** to schedule a job.
12. Select **Immediately** in the **Run** drop-down menu in the **App Policy Job** window and click **Preview**.
13. Click **Schedule**.
The Conversion Installer file downloads and installs first followed by the ThinOS image on Latitude 3420. After installation, the device restarts automatically.
- **NOTE:** After you register the Latitude 3420 ThinOS device to Wyse Management Suite, the ThinOS activation devices license is consumed automatically.
- **NOTE:** After conversion, ThinOS 2205 is in the factory default status. ThinOS 2205 must be registered to Wyse Management Suite manually or using DHCP/DNS discovery.
- **NOTE:** If the conversion has failed, you can see the error log table below and reschedule the job. Go to **Jobs > Schedule APP Policy** to reschedule the job.

If there is a **/usr/dtos** folder in your Latitude 3420 Ubuntu 20.04 device, you can use the command **cat /var/log/dtos_dca_installer.log** to get the error log.

If there is no **/usr/dtos folder** in your Latitude 3420 Ubuntu 20.04 device, go to the **WMS Server Jobs** page to check the error messages.

Table 1. Error Log table

Error Log	Resolution
No AC plugged in	Plug in power adapter, reschedule job
Platform Not Supported	This hardware platform is not supported
Error mounting recovery partition	The Ubuntu image is not a factory image. Reinstall the factory image.
No DHC/ThinOS package in recovery partition	Cannot find the ThinOS image, reschedule job
Error in extracting DHC/ThinOS Future packages	Failed to extract the ThinOS image, reschedule job
Error copying the DHC/ThinOS Future packages to recovery partition	Failed to copy the ThinOS image, reschedule job
ThinOS package verification failed	ThinOS image is not correct, reschedule job with the correct ThinOS image
Not enough space in Recovery Partition	Clear the recovery partition
The free space of Recovery Partition is not enough	Clear the recovery partition

Compatibility

ThinOS application package details

- Cisco_Jabber_14.1.0.306686.4.pkg
- Cisco_WebEx_Meetings_VDI_42.2.6.11.3.pkg
- Cisco_WebEx_VDI_41.12.0.20899.3.pkg (formerly called Cisco WebEx Teams)
- Citrix_Workspace_App_22.3.0.24.6.pkg
- Epos_Connect_7.0.0.19336.3.pkg
- HID_Fingerprint_Reader_210217.17.pkg
- Jabra_8.5.1.13.pkg
- Microsoft_AVD_1.7.1540.pkg
- Teradici_PcoIP_22.01.5.72.pkg
- VMware_Horizon_2203.8.5.0.19586897.4.pkg
- Zoom_Citrix_5.9.6.20931.7.pkg
- Zoom_Horizon_5.9.6.20931.7.pkg
- Imprivata_PIE_7.5.000.0003.1144.pkg
- Imprivata_PIE_7.7.000.0007.1143.pkg
- Ildentity_Automation_QwickAccess_2.0.1.0.3.pkg

NOTE: After upgrading to ThinOS 2205, all old application packages are removed automatically. The old application packages can be downloaded but installation fails the first time. After this, the old application packages cannot be downloaded anymore. You must install the latest application packages.

BIOS packages

Table 2. BIOS package

Platform model	Package filename
Wyse 5070 Thin Client	bios-5070_1.17.0.pkg

Table 2. BIOS package (continued)

Platform model	Package filename
Wyse 5470 Thin Client	bios-5470_1.14.0.pkg
Wyse 5470 All-in-One Thin Client	bios-5470AIO_1.15.0.pkg
Latitude 3420	bios-Latitude_3420_1.16.1.pkg

Tested BIOS version for ThinOS 2205

Table 3. Tested BIOS details

Platform name	BIOS version
Wyse 3040 Thin Client	1.2.5
Wyse 5070 Thin Client	1.17.0
Wyse 5470 All-in-One Thin Client	1.15.0
Wyse 5470 Mobile Thin Client	1.14.0
OptiPlex 3000 Thin Client	1.0.2
Latitude 3420	1.16.1

If you are upgrading BIOS on the Wyse 5470 Thin Client, ensure that you have connected the device to the external power source using the power adapter. If you do not connect the power adapter, BIOS update fails. In this event, connect an external power source and reboot twice to install BIOS.

 **NOTE:** Do not downgrade the BIOS on Wyse 5470 Thin Client. If you downgrade, a BIOS downgrade failure message is displayed whenever you reboot your client.

If you are upgrading BIOS on the Latitude 3420 Thin Client, ensure that you have connected the device to the external power source using the power adapter. If you do not connect the power adapter, BIOS update fails. In this event, you cannot reinstall the BIOS package.

Citrix Workspace app feature matrix

Table 4. Citrix Workspace app feature matrix

Feature		ThinOS 2205	Limitations
Citrix Workspace	Citrix Virtual Apps	Supported	Citrix session prelaunch and session linger features are not supported. This is Linux binary design.
	Citrix Virtual Desktops	Supported	There are no limitations in this release.
	Citrix Content Collaboration (Citrix Files)	N/A	N/A
	Citrix Access Control Service	N/A	N/A
	Citrix Workspace Browser	N/A	N/A
	SaaS/Webapps with SSO	Not supported	Not supported
	Citrix Mobile Apps	N/A	N/A
	Intelligent Workspace features	N/A	N/A

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
Endpoint Management	Auto configure using DNS for Email Discovery	Supported	There are no limitations in this release.
	Centralized Management Settings	Supported	There are no limitations in this release.
	App Store Updates/Citrix Auto updates	N/A	N/A
UI	Desktop Viewer/Toolbar	Supported	There are no limitations in this release.
	Multi-tasking	Supported	There are no limitations in this release.
	Follow Me Sessions (Workspace Control)	Supported	There are no limitations in this release.
HDX Host Core	Adaptive transport	Supported	There are no limitations in this release.
	Session reliability	Supported	There are no limitations in this release.
	Auto-client Reconnect	Supported	There are no limitations in this release.
	Bi-directional Content redirection	N/A	N/A
	URL redirection	N/A	URL redirection has limitations in Citrix Workspace app for Linux client. It requires launch client browser through Local app access policy (which is not supported in Linux client) to access the URL redirection blacklist URL. Citrix support recommends using Browser Content Redirection (BCR) in Linux client to replace URL redirection.
	File open in Citrix Workspace app	N/A	Not supported. No local file explorer on ThinOS.
	Browser content redirection	Supported	Browser Content Redirection (BCR) with CEF is enabled by default. ThinOS does not provide the configuration to change BCR with WebKitGKT+.
	Multiport ICA	Supported	There are no limitations in this release.
	Multistream ICA	Not supported	Not supported
	SDWAN support	Not supported	Not supported
HDX IO/Devices/Printing	Local Printing	Supported	There are no limitations in this release.
	Generic USB Redirection	Supported	There are no limitations in this release.

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
	Client drive mapping/File Transfer	Supported	There are no limitations in this release.
HDX Integration	Local App Access	N/A	N/A
	Multi-touch	N/A	N/A
	Mobility pack	N/A	N/A
	HDX Insight	Supported	There are no limitations in this release.
	HDX Insight with NSAP VC	Supported	There are no limitations in this release.
	EUEM Experience Matrix	Supported	There are no limitations in this release.
	Session Sharing	Supported	There are no limitations in this release.
HDX Multi-media	Audio Playback	Supported	There are no limitations in this release.
	Bi-directional Audio (VoIP)	Supported	There are no limitations in this release.
	Webcam redirection	Limited Support	Webcam redirection works for 32-bit applications. For example, Skype and GoToMeeting. You can use a 32-bit browser to verify webcam redirection online. For example, www.webcamtests.com . The feature only works on mobile thin clients, such as 5470 and 3420 mobile thin clients from ThinOS 2205 with CWA2203. This is a Citrix binary limitation. ThinOS 2205 does not support webcam redirection with 64-bit applications. For further details, refer to the Dell Wyse ThinOS Administrator's Guide.
	Video playback	Supported	There are no limitations in this release.
	Flash redirection	N/A	Citrix Linux binary supports only x86 client.
	Microsoft Teams Optimization	Supported	Supports Microsoft Teams optimization through HTTP proxy server with anonymous authentication. It does not support the proxy configured by DHCP Option 252 or the proxy server configured with non-anonymous authentication. This is a Citrix binary design. For more information, see the Dell Wyse

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
			ThinOS Version 2205 Administrator's Guide at www.dell.com/support .
	Skype for business Optimization pack	Supported	Not supported through proxy server.
	Cisco Jabber Unified Communications Optimization	Supported	For information about limitations, see the Dell Wyse ThinOS Version 2205 Administrator's Guide at www.dell.com/support .
	Unified Communication Zoom Cloud Meeting Optimization	Supported	Support Zoom optimization via HTTP proxy server with anonymous authentication. It does not support the proxy configured by DHCP Option 252 or the proxy server configured with non-anonymous authentication. For more information, see the Dell Wyse ThinOS Version 2205 Administrator's Guide at www.dell.com/support .
	Unified Communication Cisco Webex VDI Optimization (tVDI) (formerly Cisco WebEx Teams)	Supported	Supports Cisco Webex VDI (formerly Cisco WebExTeams) optimization mode through HTTP proxy server which is configured in ThinOS Network Proxy by Admin Policy Tool or Wyse Management Suite. Supports Webex Meetings optimization mode through HTTP proxy server with anonymous, and username or password authentications. It does not support the proxy configured by DHCP Option 252. For more information, see the Dell Wyse ThinOS Version 2205 Administrator's Guide at www.dell.com/support .
	Unified Communication Cisco Webex Meetings Optimization (wVDI)	Supported	Dell Technologies recommends to wait for 10s to join a second meeting after you end the first meeting. Otherwise, VDI mode may not work. Supports Webex Meetings optimization mode through HTTP proxy server with anonymous, and username or password authentications. It does not support the proxy configured by DHCP

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
			Option 252. For more information, see the Dell Wyse ThinOS Version 2205 Administrator's Guide at www.dell.com/support .
	Windows Multimedia redirection	Supported	There are no limitations in this release.
	UDP Audio	Supported	There are no limitations in this release.
HDX Graphics	H.264-enhanced SuperCodec	Supported	There are no limitations in this release.
	Client hardware acceleration	Supported	There are no limitations in this release.
	3DPro Graphics	Supported	There are no limitations in this release.
	External Monitor Support	Supported	For limitations, see the Dell Wyse ThinOS Version 2205 Administrator's Guide at www.dell.com/support .
	True Multi Monitor	Supported	There are no limitations in this release.
	Desktop Composition redirection	N/A	N/A
	Location Based Services (Location available via API-description)	N/A	N/A
Authentication	Federated Authentication (SAML/Azure AD)	Supported	Does not support lock terminal when logging on Netscaler with web-based authentication such as OTP and Azure SAML SSO.
	RSA Soft Token	Supported	There are no limitations in this release.
	Challenge Response SMS (Radius)	Supported	There are no limitations in this release.
	OKTA Multi factor authentication	Limited supported (only supports Radius)	Does not support OKTA SAML authentication.
	DUO multi factor authentication	Supported	There are no limitations in this release.
	Smart cards (CAC, PIV etc)	Supported	There are no limitations in this release.
	User Cert Auth via NetScaler Gateway (via Browser Only)	N/A	N/A
	Proximity/Contactless Card	Supported	There are no limitations in this release.
	Credential insertion (For example, Fast Connect, Storebrowse)	Supported	There are no limitations in this release.

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
	Pass Through Authentication	Supported	There are no limitations in this release.
	Save credentials (on-premise and only SF)	N/A	N/A
	NetScaler nFactor Authentication	Not supported	Not supported
	NetScaler Full VPN	Not supported	Not supported
	Netscaler Native OTP	Supported	Does not support lock terminal when logging on Netscaler with web-based authentication such as OTP and Azure SAML SSO.
	Biometric Authentication such as Touch ID and Face ID	Supported (only supports Touch ID)	Only supports Touch ID.
	Single Sign-On to Citrix Files App	N/A	N/A
	Single Sign on to Citrix Mobile apps	N/A	N/A
	Anonymous Store Access	Supported	There are no limitations in this release.
	Netscaler + RSA	Not supported	Not supported
	Netsclaer + Client cert authentication	Not supported	Not supported
	Citrix cloud + Azure Active Directory	Not supported	Not supported
	Citrix cloud + Active Directory + Token	Not supported	Not supported
	Citrix cloud + Active Directory	Supported	There are no limitations in this release.
	Citrix cloud + Citrix Gateway	Not supported	Not supported
	Citrix cloud + Okta	Not supported	Not supported
	Citrix cloud + SAML 2.0	Not supported	Not supported
	Netscaler load balance	Not supported	Not supported
Security	TLS 1.2	Supported	There are no limitations in this release.
	TLS 1.0/1.1	Not supported	ThinOS 9.1 does not provide the configuration to change TLS.
	DTLS 1.0	Supported	There are no limitations in this release.
	DTLS 1.2	Not supported	Not supported
	SHA2 Cert	Supported	There are no limitations in this release.
	Smart Access	Not supported	Not supported

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
	Remote Access via Citrix Gateway	Supported	Does not support lock terminal when logging on Netscaler with web-based authentication such as OTP and Azure SAML SSO.
	Workspace for Web Access	N/A	ThinOS does not provide local browser.
	IPv6	Not supported	Not supported—Can sign in but cannot connect to the session.
Keyboard Enhancements	Dynamic Keyboard Layout Synchronization with Windows VDA	Supported	There are no limitations in this release.
	Unicode Keyboard Layout Mapping with Windows VDA	Supported	There are no limitations in this release.
	Client IME Enhancements with Windows VDA	N/A	N/A
	Language Bar Show/Hide with Windows VDA Applications	N/A	N/A
	Option Key mapping for server-side IME input mode on Windows VDA	N/A	N/A
	Dynamic Keyboard Layout Synchronization with Linux VDA	Not supported	Not supported
	Client IME Enhancements with Linux VDA	N/A	N/A
	Language Bar support for Linux VDA Applications	Not supported	Not supported
	Keyboard sync only when a session is launched—client Setting in ThinOS	Supported	There are no limitations in this release.
	Server default setting in ThinOS	Supported	There are no limitations in this release.
	Specific keyboard in ThinOS	Supported	There are no limitations in this release.
New features listed in Citrix Workspace app release notes but not in feature matrix	Support for EDT IPv6 (CWA2203)	Not Supported	Not supported
	Support for TLS protocol version 1.3 (CWA2203)	Not Supported	Not supported
	Custom web stores (CWA2203)	Not Supported	Not supported
	Authentication enhancement experimental feature (CWA2203)	Not Supported	Not supported
	Keyboard layout synchronization enhancement (CWA2203)	Not Supported	Not supported

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
	Multi-window chat and meetings for Microsoft Teams (CWA2203)	Not Supported	Not supported
	Dynamic e911 in Microsoft Teams (CWA2112)	Not Supported	Not Supported
	Request control in Microsoft Teams (CWA2112)	Not Supported	Not supported
	Support for cursor color inverting (CWA2112)	Supported	For limitations, see the Dell Wyse ThinOS Version 2205 Administrator's Guide at www.dell.com/support .
	Microsoft Teams enhancement to echo cancellation (CWA2111)	Supported	There are no limitations in this release.
	Enhancement on smart card support (CWA2112)	Supported	There are no limitations in this release.
	Webcam redirection for 64-bit (Technical Preview) (CWA2111)	Not supported	Not supported
	Support for custom web stores (Technical Preview) (CWA2111)	Not supported	Not supported
	Workspace with intelligence (Technical Preview) (CWA2111)	Not supported	Not supported
	Session reliability enhancement (CWA2109)	Supported	There are no limitations in this release
	Enhancement to logging (CWA2109)	Supported	There are no limitations in this release
	Adaptive audio (CWA2109, CWA2112)	Supported	There are no limitations in this release
	Storebrowse enhancement for service continuity(CWA2109)	Not supported	Not supported
	Global App Config Service (Public Technical Preview) (CWA2109)	Not supported	Not supported
	EDT MTU discovery (CWA2109)	Not supported	Not supported
	Creating custom user-agent strings in network request (CWA2109)	Not supported	Not supported
	Feature flag management (CWA2109)	Not supported	Not supported
	Battery status indicator (CWA2106, CWA 2111)	Supported	There are no limitations in this release.
	Service continuity (CWA2109)	Not supported	Not supported

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
	User Interface enhancement (CWA2106)	Not supported	Not supported
	Pinning multi-monitor screen layout (CWA2103)	Not supported	Not supported
	App Protection (CWA2101, CWA2106, CWA 2108)	Not supported	Not supported
	Authentication enhancement is available only in cloud deployments (CWA2012)	Not supported	Not supported
	Multiple audio devices(CWA2012, CWA2010, and CWA2112)	Not supported	If JVDI package is installed in ThinOS, audio devices cannot be switched in the applications in session and the session is disconnected when users open the Recording devices list at the Windows sound. If you want to use multiple ICA audio devices, it is recommended that you do not install the VDI package.
	Citrix logging (CWA2009)	Supported	There are no limitations in this release.
	Cryptographic update (CWA2006)	Not supported	Not supported
	Transparent user interface (TUI) (CWA1912 and CWA1910)	Not supported	Not supported
	GStreamer 1.x supportexperimental feature(CWA1912)	Supported	There are no limitations in this release.
	App indicator icon (CWA1910)	Not supported	Not supported
	Latest webkit support (CWA1908 and CWA1906)	Supported	There are no limitations in this release.
ThinOS VDI configuration	Bloomberg audio redirection (CWA1903)	Supported	There are no limitations in this release.
	Bloomberg v4 keyboard selective redirection support(CWA1808)	Supported	There are no limitations in this release.
	Broker Setting	Supported	There are no limitations in this release.
	PNA button menu	Supported	There are no limitations in this release.
	Sign on window function	Supported	There are no limitations in this release.
	Workspace mode	Supported	There are no limitations in this release.

Table 4. Citrix Workspace app feature matrix (continued)

Feature		ThinOS 2205	Limitations
	Admin policy tool	Supported	There are no limitations in this release.

VMware Horizon feature matrix

Table 5. VMware Horizon feature matrix

Feature		ThinOS 2205
Broker Connectivity	SSL certificate verification	Supported only with VDI
	Disclaimer dialog	Supported with VDI, RDS Hosted Desktops and Apps
	UAG compatibility	Supported with VDI, RDS Hosted Desktops and Apps
	Shortcuts from server	Not supported
	Pre-install shortcuts from server	Not supported
	File type association	Not supported
	Phone home	Supported with VDI, RDS Hosted Desktops and Apps
Broker Authentication	Password authentication	Supported with VDI, RDS Hosted Desktops and Apps
	Single sign on	Supported with VDI, RDS Hosted Desktops and Apps
	RSA authentication	Supported with VDI, RDS Hosted Desktops and Apps
	Integrated RSA SecurID token generator	Not supported
	Kiosk mode	Supported with VDI, RDS Hosted Desktops and Apps
	Remember credentials	Not supported
	Log in as current user	Not supported
	Nested log in as current user	Not supported
	Log in as current user 1-way trust	Not supported
	OS biometric authentication	Not supported
	Un-authentication access	Supported with VDI, RDS Hosted Desktops and Apps
	Radius – Cisco ACS	Supported with VDI, RDS Hosted Desktops and Apps
	Radius – SMS Passcode	Supported with VDI, RDS Hosted Desktops and Apps
	Radius - DUO	Supported with VDI, RDS Hosted Desktops and Apps
	Radius - OKTA	Supported with VDI, RDS Hosted Desktops and Apps
	Radius – Microsoft Network Policy	Supported with VDI, RDS Hosted Desktops and Apps

Table 5. VMware Horizon feature matrix (continued)

Feature		ThinOS 2205
Smart card	x.509 certificate authentication (Smart Card)	Supported with VDI, RDS Hosted Desktops and Apps
	CAC support	Supported with VDI, RDS Hosted Desktops and Apps
	.Net support	Supported with VDI, RDS Hosted Desktops and Apps
	PIV support	Supported with VDI, RDS Hosted Desktops and Apps
	Java support	Not supported
	Purebred derived credentials	Not supported
	Device Cert auth with UAG	Not supported
Desktop Operations	Reset	Supported only with VDI
	Restart	Supported only with VDI
	Log off	Supported with VDI, RDS Hosted Desktops and Apps
Session Management (Blast Extreme & PCoIP)	Switch desktops	Supported with VDI, RDS Hosted Desktops and Apps
	Multiple connections	Supported with VDI, RDS Hosted Desktops and Apps
	Multi-broker/multi-site redirection - Universal	Not supported
	App launch on multiple end points	Supported with VDI, RDS Hosted Desktops and Apps
	Auto-retry 5+ minutes	Supported with VDI, RDS Hosted Desktops and Apps
	Blast network recovery	Supported with VDI, RDS Hosted Desktops and Apps
	Time zone synchronization	Supported with VDI, RDS Hosted Desktops and Apps
	Jumplist integration (Windows 7- Windows 10)	Not supported
Client Customization	Command line options	Not supported
	URI schema	Not supported
	Launching multiple client instances using URI	Not supported
	Preference file	Not supported
	Parameter pass-through to RDSH apps	Not supported
	Non interactive mode	Not supported
	GPO-based customization	Not supported
Protocols Supported with VDI, RDS Hosted Desktops and Apps	Blast Extreme	Supported with VDI, RDS Hosted Desktops and Apps
	H.264 - HW decode	Supported with VDI, RDS Hosted Desktops and Apps

Table 5. VMware Horizon feature matrix (continued)

Feature		ThinOS 2205
	H.265 - HW decode	Supported with VDI, RDS Hosted Desktops and Apps—Except OptiPlex 3000 and Latitude 3420 Thin Client.
	Blast Codec	Supported with VDI, RDS Hosted Desktops and Apps
	JPEG/PNG	Supported with VDI, RDS Hosted Desktops and Apps
	Switch encoder	Supported with VDI, RDS Hosted Desktops and Apps
	BENIT	Supported with VDI, RDS Hosted Desktops and Apps
	Blast Extreme Adaptive Transportation	Supported with VDI, RDS Hosted Desktops and Apps
	RDP 8.x, 10.x	Supported with VDI, RDS Hosted Desktops and Apps
	PCoIP	Supported with VDI, RDS Hosted Desktops and Apps
Features/Extensions Monitors/ Displays	Dynamic display resizing	Supported with VDI, RDS Hosted Desktops and Apps
	VDI windowed mode	Supported with VDI, RDS Hosted Desktops and Apps
	Remote app seamless window	Supported with VDI, RDS Hosted Desktops and Apps
	Multiple monitor support	Supported with VDI, RDS Hosted Desktops and Apps
	External monitor support for mobile	Not supported
	Display pivot for mobile	Not supported
	Number of displays Supported with VDI, RDS Hosted Desktops and Apps	4
	Maximum resolution	3840x2160
	High DPI scaling	Supported only with VDI
	DPI sync	Supported with VDI, RDS Hosted Desktops and Apps
	Exclusive mode	Not supported
	Multiple monitor selection	Supported with VDI, RDS Hosted Desktops and Apps
Input Device (Keyboard/Mouse)	Language localization (EN, FR, DE, JP, KO, ES, CH)	Supported with VDI, RDS Hosted Desktops and Apps
	Relative mouse	Supported only with VDI
	External Mouse Support	Supported with VDI, RDS Hosted Desktops and Apps
	Local buffer text input box	Not supported
	Keyboard Mapping	Supported with VDI, RDS Hosted Desktops and Apps

Table 5. VMware Horizon feature matrix (continued)

Feature		ThinOS 2205
	International Keyboard Support	Supported with VDI, RDS Hosted Desktops and Apps
	Input Method local/remote switching	Not supported
	IME Sync	Supported with VDI, RDS Hosted Desktops and Apps
Clipboard Services	Clipboard Text	Supported with VDI, RDS Hosted Desktops and Apps
	Clipboard Graphics	Not supported
	Clipboard memory size configuration	Supported with VDI, RDS Hosted Desktops and Apps
	Clipboard File/Folder	Not supported
	Drag and Drop Text	Not supported
	Drag and Drop Image	Not supported
	Drag and Drop File/Folder	Not supported
Connection Management	IPv6 only network support	Supported with VDI, RDS Hosted Desktops and Apps
	PCoIP IP roaming	Supported with VDI, RDS Hosted Desktops and Apps
Optimized Device Redirection	Serial (COM) Port Redirection	Supported with VDI, RDS Hosted Desktops and Apps
	Client Drive Redirection/File Transfer	Not supported
	Scanner (TWAIN/WIA) Redirection	Supported with VDI, RDS Hosted Desktops and Apps
	x.509 Certificate (Smart Card/Derived Credentials)	Supported with VDI, RDS Hosted Desktops and Apps
	Gyro Sensor Redirection	Not supported
Real-Time Audio-Video	Audio in (input)	Supported with VDI, RDS Hosted Desktops and Apps
	Video in (input)	Supported with VDI, RDS Hosted Desktops and Apps
	Multiple webcams	Not supported
	Multiple speakers	Not supported
USB Redirection	USB redirection	Supported with VDI, RDS Hosted Desktops and Apps
	Policy: ConnectUSBOnInsert	Supported with VDI, RDS Hosted Desktops and Apps
	Policy: ConnectUSBOnStartup	Supported with VDI, RDS Hosted Desktops and Apps
	Connect/Disconnect UI	Not supported
	USB device filtering (client side)	Supported with VDI, RDS Hosted Desktops and Apps
	Isochronous Device Support	Supported only with VDI

Table 5. VMware Horizon feature matrix (continued)

Feature		ThinOS 2205
	Split device support	Supported with VDI, RDS Hosted Desktops and Apps
	Bloomberg Keyboard compatibility	Supported only with VDI
	Smartphone sync	Supported only with VDI
Unified Communications	Skype for business	Supported with VDI, RDS Hosted Desktops and Apps
	Zoom Cloud Meetings	Supported with VDI, RDS Hosted Desktops
	Cisco Jabber Softphone	Supported with VDI, RDS Hosted Desktops
	Cisco WebEx Teams	Supported with VDI, RDS Hosted Desktops
	Cisco WebEx Meetings	Supported with VDI, RDS Hosted Desktops
	Microsoft Teams RTAV	Supported with VDI, RDS Hosted Desktops and Apps
	Microsoft Teams offload	Supported with VDI, RDS Hosted Desktops and Apps
Multimedia Support	Multimedia Redirection (MMR)	Supported with VDI, RDS Hosted Desktops
	HTML5 Redirection	Not supported
	Directshow Redirection	Not supported
	URL content redirection	Not supported
	MMR Multiple Audio Output	Not supported
	Browser content redirection	Not supported
Graphics	vDGA	Supported only with VDI
	vSGA	Supported only with VDI
	NVIDIA GRID vGPU	Supported with VDI, RDS Hosted Desktops
	Intel vDGA	Supported only with VDI
	AMD vGPU	Supported only with VDI
Mobile Support	Client-side soft keyboard	Not supported
	Client-side soft touchpad	Not supported
	Full Screen Trackpad	Not supported
	Gesture Support	Not supported
	Multi-touch Redirection	Not supported
	Presentation Mode	Not supported
	Unity Touch	Not supported
Printing	VMware Integrated Printing	Supported with VDI, RDS Hosted Desktops and Apps
	Location Based Printing	Supported with VDI, RDS Hosted Desktops and Apps
	Native Driver Support	Not supported
Security	FIPS-140-2 Mode Support	Supported with VDI, RDS Hosted Desktops and Apps

Table 5. VMware Horizon feature matrix (continued)

Feature		ThinOS 2205
	Imprivata Integration	Supported with VDI, RDS Hosted Desktops and Apps
	Opswat agent	Not supported
	Opswat on-demand agent	Not supported
	TLS 1.1/1.2	Supported with VDI, RDS Hosted Desktops and Apps
	Screen shot blocking	Not supported
	Keylogger blocking	Not supported
Session Collaboration	Session Collaboration	Supported with VDI, RDS Hosted Desktops and Apps
	Read-only Collaboration	Supported with VDI, RDS Hosted Desktops and Apps
Update	Update notifications	Not supported
	App Store update	Not supported
Other	Smart Policies from DEM	Supported with VDI, RDS Hosted Desktops and Apps
	Access to Linux Desktop - Blast Protocol Only	Supported with VDI—Only basic connection is tested
	Workspace ONE mode	Supported with VDI, RDS Hosted Desktops and Apps
	Nested - basic connection	Supported with VDI, RDS Hosted Desktops and Apps
	DCT Per feature/component collection	Not supported
	Displayed Names for Real-Time Audio-Video Devices	Supported with VDI, RDS Hosted Desktops and Apps
	Touchscreen Functionality in Remote Sessions and Client User Interface	Supported with VDI

For detailed information about the VMware Horizon features, see the Horizon documentation at docs.vmware.com.

ThinOS AVD Client Feature Matrix

Table 6. ThinOS AVD Client Feature Matrix

Category Supported	Features	ThinOS 9.3.1129 with AVD 1.7_1524
Service	Direct connection to Desktop via RDP	Supported
	Remote Desktop Services (On-Prem)	Not supported
	Windows Virtual Desktop (Azure)	Supported
Session	Desktop	Supported
	Remote App (Integrated)	Supported
	Remote App (Immersive)	Supported
	Multiple connections	Supported
Input	Keyboard	Supported

Table 6. ThinOS AVD Client Feature Matrix (continued)

Category Supported	Features	ThinOS 9.3.1129 with AVD 1.7_1524
	Mouse	Supported
Audio Visual	Audio in (microphone)	Supported
	Audio out (speaker)	Supported
	Camera	Supported
Storage	Folder/Drive Redirection	Supported
Clipboard	Clipboard (text)	Supported
	Clipboard (object)	Supported
	Clipboard (file)	Supported
Redirections	Printer	Supported
	SmartCard	Supported
Session Experience	Dynamic Resolution	Supported
	Multi-Monitor (All)	Supported
	Multi-Monitor (Specified Subset)	Supported
	Restricted full screen session	Supported
Graphics (CODECs)	H.264 Hardware Acceleration	Supported

New and enhanced features

Citrix Workspace app updates

Multiple audio devices— From ThinOS 2205 and Citrix Workspace App 2203 onwards, Citrix Workspace app displays the names of all available local audio devices in a session. In addition, plug-and-play support for Bluetooth and HDMI audio devices is also provided. This feature is disabled by default. To enable this feature, do the following:

1. In Admin Policy Tool or Wyse Management Suite policy settings, go to **Advanced tab > VDI Configuration Editor > Citrix Configuration Editor**.
2. In the Citrix INI settings, click **Add Row**.
3. From the **File** drop-down list, select **module.ini**.
4. From the **Operation** drop-down list, select **Add or Update**.
5. In the **Section** field, enter **ClientAudio**.
6. In the Key field, enter **AudioRedirectionV4**.
7. In the Value field, enter **True**.
8. Sign out or restart the device for the settings to take effect.

Smart card reader enhancement— Smart card plug-and-play functionality is enabled by default from Citrix Workspace app 2112 and ThinOS 9.1.5067. From ThinOS 2205 and Citrix Workspace app 2203, you can disable the smart card plug-and-play functionality. To disable the functionality, do the following:

1. In Admin Policy Tool or Wyse Management Suite policy settings, go to **Advanced tab > VDI Configuration Editor > Citrix Configuration Editor**.
2. In the Citrix INI settings, click **Add Row**.
3. From the **File** drop-down list, select **module.ini**.
4. From the **Operation** drop-down list, select **Add or Update**.
5. In the **Section** field, enter **SmartCard**.
6. In the Key field, enter **DriverName**.
7. In the Value field, enter **VDSCARD.DLL**.
8. Sign out or restart the device for the settings to take effect.

Citrix Workspace app limitations

- If JVDI package is installed in ThinOS, audio devices cannot be switched in the applications in session, and the session is disconnected when you open **Windows > Sound** and go to the Recording devices list. If you want to use multiple ICA audio devices, it is recommended that you do not install the JVDI package.
- HDX Webcam redirection works for 32-bit applications. The feature only works on mobile thin clients, such as 5470 and 3420 mobile thin clients from ThinOS 2205 with CWA2203. This is a Citrix binary limitation. If you are using Wyse 3040, 5070, or OptiPlex 3000 devices, it is recommended that you use ThinOS 9.1.6108 version with CWA2109. ThinOS 2205 does not support webcam redirection with 64-bit applications.
- The smartcard login window will refresh two times after accessing the network from Sleep mode. You must wait until you see the refreshed user login window, and then enter the PIN. Otherwise, an error message **Unknown error** is displayed and the login with smartcard fails.
- If you have a thin client that is not 5470 and you are in a call or meeting with someone with a 5470 thin client through Microsoft Teams, you may face an audio issue when sharing your screen from the 5470 thin client.. As a workaround, do not enable camera during calls or meetings and the host with 5470 client must not move applications quickly in ICA sessions.
- 1080p Multimedia Redirection (MMR) videos stop responding and audio is missing in ICA sessions on networks with low bandwidth. The issue also occurs in Linux Citrix Workspace app binary.
- Qumu videos with Browser Content Redirection (BCR) enabled, may fail with an error message **An error has occurred**. As a workaround, play the video again. The issue also occurs in Linux Citrix Workspace app binary.
- Windows task bar is displayed while playing Qumu videos with Browser Content Redirection (BCR) enabled in full-screen mode. The issue also occurs in Linux Citrix Workspace app binary.
- Green patches or lines appear when playing videos on VLC Media Player or in a web browser online. The issue also occurs in Linux Citrix Workspace app binary.
- The progress bar is not displayed in desktop sessions after switching the keyboard language on the thin client and setting the keyboard layout to Dynamic Sync. The issue also occurs in Linux Citrix Workspace app binary.
- If Microsoft Teams optimization is disabled in a device with Windows server 2019 VDA, Microsoft Teams restarts automatically during calls or meetings. The issue also occurs in Linux Citrix Workspace app binary.
- The cursor color inverting function continues to work after disabling the cursor invert feature by setting the value to **Do not use video codec** for the **Use video codec for compression** policy in Citrix Studio. The issue also occurs in Linux Citrix Workspace app binary.

Unified Communications update

- Cisco WebEx Meetings VDI package version is updated to 42.2.6.11.3.

Table 7. Cisco Webex Meetings optimization feature matrix

Scenarios	ThinOS 2205
Join meeting	Supported
Audio call	Supported
Video call	Supported
Start video	Supported
Stop video	Supported
Switch camera during meetings	Supported
Adjust volume	Supported
Testing microphone	Supported
Testing speaker	Supported
End meeting	Supported
Leave meeting	Supported
Change microphone device	Supported
Change speaker device	Supported
Mute by self	Supported
Unmute	Supported
Lock meeting	Supported

Table 7. Cisco Webex Meetings optimization feature matrix (continued)

Scenarios	ThinOS 2205
Return meeting	Supported
Hotplug headset	Supported
Plug out headset	Supported
Plug out headset and plug in a new headset device	Supported
Disconnect network	Not tested
Disconnect desktop	Supported
Music mode	Supported
Polls	Supported
Chat—To everyone	Supported
Chat—To specified participants	Supported
Share screen—If 1 monitor is connected	Supported
Share screen—If multiple monitors are connected	Supported
Share screen—Whiteboard	Supported
Share screen—Share one of the applications	Supported
Share screen—Switch share content	Supported
Share screen—Annotates	Supported
Share screen—Pause or Resume	Supported
Share screen—View—full screen	Supported
Share screen—View—Zoom in/out/to	Supported
Share screen—Start or Stop video during share screen	Supported
Record meeting—Start, Pause, or Stop recording	Supported
Support—Request Desktop Control	Not supported
Support—Request Application Control	Not supported
Stop share screen	Supported
Participant	Supported
Close Participant	Supported
Invite and Remind	Supported
Layout Grid/Stack/Side by Side and Full-screen view	Supported
Names in video calls automatically hidden when not speaking	
Show all names/Hide all names/Show participants without video	
Increase or Decrease Video size	
Virtual Background/Blur image	Not supported
VDI Meetings can display and extend participant grid view from 3x3 to 5x5	Not tested

Limitations

- The performance is low on clients or virtual desktop interfaces with two cores. Use four core clients or virtual desktop interfaces to avoid performance issues.
- There is an audio issue where the volume goes low and high.

- Cisco WebEx Teams VDI package version is updated to 41.12.0.20899.3.
- Zoom version is updated to 5.9.6.20931.7.
- Cisco JVDI version is updated to 14.1.0.306686.4.

VMware Horizon update

- If you configure the Kiosk account user **Client Mac** as the ThinOS default user, you can login to the Horizon broker automatically.
- **VMware Horizon Client 2203 New Features**
 - In virtual desktop sessions, the Real-Time Audio-Video feature displays the actual names of redirected devices with (VDI) appended. (For example, C670i FHD Webcam (VDI).
 - You can use touchscreen gestures in remote desktop and application sessions. Touchscreen functionality is supported in full-screen mode and window mode and can also work with the Horizon Client user interface.

NOTE:

1. The touch function does not work properly when relative mouse is enabled.
2. Swiping down the screen using the touchscreen is not supported in desktop and application sessions.
3. Gesture feature is not supported in desktop and application sessions.
4. Multi touch is not supported.

VMware Horizon Blast limitations

- HEVC is not supported in Horizon Blast sessions on Latitude 3420 and OptiPlex 3000 Thin Clients.
- Microsoft Teams in Blast sessions may not display the incoming call window for calls. This issue also occurs on VMware Horizon Linux client running Ubuntu operating system.
- When using the Real-Time Audio-Video (RTAV) feature in Horizon PCoIP sessions, there may be noise.

Teradici PCoIP update

- Teradici PCoIP version 22.01.5.72 is supported in ThinOS 2205.
- The audio does not work when the device is connected to a Remote Workstation Card. This is a limitation from Teradici. For more details, see [Software Client for Linux 22.01.3 Release Notes](#).

 **NOTE:** You must use PCoIP package version 21.03.1 if audio functionality is required with the Remote Workstation Card.

- **USB Redirection in a PCoIP session**—In PCoIP sessions, ensure that the Group Policy is enabled for the USB redirection to work. Do the following to enable the Group Policy Object (GPO) feature:
 1. Open a PCoIP session and press WIN+R to open the **Run** window.
 2. Enter **gpedit.msc** to open the Local Group Policy Editor.
 3. Go to **Computer Configuration > Administrative Templates > PCoIP Session Variables > Not Overridable Administrator Settings**.
 4. Open **Configure PCoIP USB allowed and unallowed device rules**.
 5. Select **Enable**.
 6. Click **Apply**

 **NOTE:** Enabling the GPO feature in a PCoIP session can be done using both VMware Horizon and Teradici Cloud Access brokers. Third-party vendors do not support USB redirection for Teradici Remote Workstation Card and Amazon WorkSpaces sessions.

Imprivata update

- ThinOS 2205 supports IMP-82-BLE and IMP-82 proximity card readers.
- The Imprivata PIE application support matrix is as follows:

Table 8. Supported and Tested Matrix on ThinOS 2205

ThinOS PIE application	OneSign Server
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Table 8. Supported and Tested Matrix on ThinOS 2205 (continued)

	version 7.5.005.25	version 7.7.002.15
7.5.0000.0003.1144	yes	N/A
7.7.0000.0007.1143	N/A	yes

- The log level of PIW is updated in ThinOS 2205 and Wyse Management Suite 3.7, and the levels 4 and 5 are removed. If level 4 or 5 is configured in the previous build, an unexpected string is displayed in the log level drop- down list. It is recommended that you change the log level in Wyse Management Suite or ATP again after ThinOS upgrade.

NOTE: Do not hot plug the card reader as the system stops responding. Plug in the card reader before enabling the Imprivata PIE feature or starting the system.

ThinOS enhancements

- Added ThinOS Activation devices licenses in Wyse Management Suite**—The licenses must be used in the following two scenarios:
 - Devices that are converted from other operating systems must use the ThinOS activation licenses to enable VDI function. Without the ThinOS activation license, you cannot log in to any Broker agent on the devices. The ThinOS activation licenses are used automatically when registering to Wyse Management Suite.
 - Non-PCoIP ThinOS clients that are upgraded from ThinOS 8.6 can use ThinOS Activation license to enable the PCoIP function. Go to **Services > WDA Settings > Enable PCoIP Activation License** to enable this option in ThinOS 9.x policy. Restart your device for the function to take effect.
- NOTE:** Once ThinOS Activation devices licenses are consumed, you cannot restore them. The licenses are permanently applied on the ThinOS clients.
- NOTE:** If the ThinOS clients are reset to factory default settings, the licenses are not cleared, and the ThinOS clients function as usual.
- NOTE:** If you recover the ThinOS clients through ISO images or merlin images, the licenses are cleared. You must register the devices to the same Wyse Management Suite server that you used before to reactivate them. ThinOS clients use the original licenses and do not consume new licenses. For Non-PCoIP ThinOS clients, you must also enable **Enable PCoIP Activation License** option in ThinOS 9.x policy to reactivate the licenses.
- Supports Latitude 3420**
 - NOTE:** You must have ThinOS Activation devices license for Latitude 3420 to enable VDI function.
 - The following hardware configurations are supported:

Table 9. Hardware configurations that are supported for Latitude 3420

Hardware Type	Hardware
CPU	11th Generation Intel Celeron 6305U, 4 MB Cache, 2 Core, 2 Threads, 1.80 GHz, 15 W
	11th Generation Intel Core i3-1115G4, 6 MB Cache, 2 Core, 4 Threads, 3.0 GHz to 4.10 GHz, 15 W
	11th Generation Intel Core i5-1135G7, 8 MB Cache, 4 Core, 8 Threads, 2.40 GHz to 4.20 GHz, 15 W
	11th Generation Intel Core i5-1145G7, 8 MB Cache, 4 Core, 8 Threads, 2.60 GHz to 4.40 GHz, 15 W
	11th Generation Intel Core i7-1165G7, 12 MB Cache, 4 Core, 8 Threads, 2.80 GHz to 4.70 GHz, 15 W
Memory	4 GB, 1 x 4 GB, DDR4, 3200 MHz
	8 GB, 1 x 8 GB, DDR4, 3200 MHz
	8 GB, 2 x 4 GB, DDR4, 3200 MHz
	16 GB, 1 x 16 GB, DDR4, 3200 MHz

Table 9. Hardware configurations that are supported for Latitude 3420 (continued)

Hardware Type	Hardware
Storage	16 GB, 2 x 8 GB, DDR4, 3200 MHz
	M.2 2230, 128 GB, PCIe NVMe Gen3 x4, Class 35 SSD
	M.2 2230, 256 GB, PCIe NVMe Gen3 x4, Class 35 SSD
	M.2 2230, 512 GB, PCIe NVMe Gen3 x4, Class 35 SSD
	M.2 2280, 256 GB, PCIe NVMe Gen3 x4, Class 40 SSD
Wireless	M.2 2280, 1 TB, PCIe NVMe Gen3 x4, Class 40 SSD
	Intel AX201, 2x2 MIMO, 2.40 Gbps, 2.40 Ghz/5 GHz, Wi-Fi 6 (WiFi 802.11ax), Bluetooth 5.1
Integrated Camera	HD RGB camera
	HD RGB-IR camera
Display	14 inch, HD 1366 x 768, 60 Hz, nontouch
	14 inch, FHD 1920 x 1080, 60 Hz, nontouch
	14 inch, FHD 1920 x 1080, 60 Hz, touch
Media-card reader	micro-SD 3.0 card

- The following hardware configurations are not supported for Latitude 3420:

Table 10. Hardware configurations that are not supported for Latitude 3420

Hardware Type	Hardware
Storage	2.5-inch, 1 TB, 5400 RPM, SATA, HDD
	2.5-inch, 500 GB, 7200 RPM, SATA, HDD
Wireless	Qualcomm QCA61x4A, 2x2, MIMO, 867 Mbps, 2.40 Ghz/5 GHz, Wi-Fi 5 (WiFi 802.11ac), Bluetooth 5.0
Discrete GPU	NVIDIA GeForce MX450, 2 GB GDDR5
Ethernet	Integrated Intel WGI219
Fingerprint	Fingerprint on power button
Optional Mobile Broadband Options	Intel XMM 7360 LTE-Advanced (DW5820e) (eSim capable)
	Intel XMM 7360 LTE-Advanced (DW5820e) for Turkey
	Intel XMM 7360 LTE-Advanced (DW5820e) for AT&T, Verizon & Sprint, US
External uSIM card	External uSIM card

- The following hardware configurations are not confirmed whether they support Latitude 3420 or not:

Table 11. Hardware configurations not confirmed about support for Latitude 3420

Hardware Type	Hardware
CPU	10th Generation Intel Core i3-1005G1, 4 MB Cache, 2 Core, 4 Threads, 2.40 GHz to 3.40 GHz, 15 W
Memory	32 GB, 2 x 16 GB, DDR4, 3200 MHz
Storage	M.2 2280, 512 GB, PCIe NVMe Gen3 x4, Class 40 SSD
	M.2 2280, 512 GB, PCIe NVMe Gen3 x4, Intel® Optane™ Storage

- **ThinOS Limitations on Latitude 3420**

- The integrated microphone is not supported.
- Dell WD19 docking station and Dell DA310 USB-C Mobile Adapter are not supported.
- 4K 60Hz display resolution is not supported. Monitors with default resolution 4K 60Hz downgrades to 30Hz, 24Hz, or lower resolution.
- Type-C port display audio is not supported.
- Sleep mode is not supported.
- **Camera Update**—Added support for MJPEG format.
 - **NOTE:** If there is no camera in ThinOS or if there is a camera but the **Enable Camera** option is disabled in Admin Policy Tool or Wyse Management Suite, an error message **Camera tab is disabled as no devices are connected/camera permission is disabled** is displayed and the Camera tab is disabled.
- Added the wireless IP address information in the Wi-Fi icon tooltips.
- Added the ability to update the current connected wireless SSID settings from Wyse Management Suite policy. The updated settings take effect after reconnecting.
- Added an eye icon on the **Import your ThinOS configuration** page for WMS Prefix and Group key. Clicking the eye icon can show the masked and unmasked values.
- **Printer setup window update**—On the 5070 extended client, COM1 and COM2 port must not be set as the same Printer Identification for the com printer to work.
- **System Tools update**— Updated the peripherals list description in the **Devices** tab.
- Added support for ELO ET2202L-2UWA-0-BL-G touch screen monitor.
- **Added Wyse Management Suite server drop-down list in ThinOS Central Configuration client menu**— If you change the Wyse Management Suite server to any other server in the dropdown list, the server you entered cannot be saved. The drop-down list includes two items:
 - us1.wysemanagementsuite.com
 - eu1.wysemanagementsuite.com

Updates to Admin Policy Tool and Wyse Management Suite policy settings

- **Enable PCoIP Activation License**—Added **Enable PCoIP Activation License** option in **Services > WDA Settings**. This option is disabled by default and must be enabled to enable the PCoIP function on Non-PCoIP Thin clients. Restart your client for the option to take effect. This option consumes your ThinOS Activation devices licenses.
- **Enable On Screen**—The **Enable On Screen** option is disabled by default. Go to **Advanced > Session Settings > RDP and AVD Session Settings > Direct RDP Settings > Add Row**. Add the RDP direct connection, enable the **Fullscreen**, and **Enable On Screen** options. Select the monitor number in the **OnScreen** and launch the RDP direct connection. The RDP session displays in this monitor as fullscreen.
 - **NOTE:** If the monitor number selected in the **OnScreen** list is not on the ThinOS Display window list, the RDP direct session displays fullscreen on the last monitor.
- **Manual Override Camera Device**—Added **Manual Override Camera Device** option, which is disabled by default. Go to **Advanced > Peripheral Management > Camera > Camera Settings** to enable the option. If the option is enabled, the camera that is selected on ThinOS locally takes priority. This prevents the camera settings in the Wyse Management Suite server from overwriting the locally configured camera device until Manual Override is disabled.
- **Default Camera**—Go to **Advanced > Peripheral Management > Camera > Camera Settings** to set the default camera. Use full label, VID:PID, substring, or any valid regex and the setting matches the best available camera label based on available substring. If a default camera is found and manual override is disabled, this setting disables camera selection on the local ThinOS device.
- Added **MJPEG** in the **Camera Format** list.
- **Delay Floatbar Activation in Milliseconds**—You can now change the input value to a range between 70 and 60000. To change the value, go to **Personalization > User Experience Settings > Delay Floatbar Activation in Milliseconds**
- **Turn Off the Display**—A new option, **Turn Off the Display**, has been added when you go to **Advanced > Personalization > Screen Saver**. The display turns off after some time and the screen saver is displayed. This option is available for Screen Saver Type Moving Image, Showing Pictures and Playing Video.
- VNC Service
 - Go to **Advanced > Services > VNC Service**.
 - Turn on **Enable VNC Daemon** and **Enable VNC Prompt**.
 - Change the default value from **Accept** to **Reject** for the **Select Timeout Type** option.
 - Change the default value from **0** to **10** for the **Timeout** option.

NOTE: There is no functional change with this update from the previous ThinOS release.

- **DHCP option 252 enable**—Added **DHCP option 252 enable** in **Network Configuration > DHCP Settings**. You can enable or disable the proxy settings from DHCP option 252 using this option.
- Added the BIOS settings page to control the BIOS options for Latitude 3420.
 - NOTE:** If you publish the BIOS settings policy through Wyse Management Suite on Latitude 3420, the policy will not sync to Admin Policy Tool. The policy takes effect in BIOS Setup directly.
- Changed the value range to **0-18446744073709551615** minutes in **Broker Settings > Citrix Virtual Apps and Desktops Settings > Login Expire Time**. **0** means follow server timeout policy.
 - NOTE:** This policy only works when logging in to Citrix StoreFront server or Citrix NetScaler server with LDAP authentication.
- **Disable Default Password on Login Console**—Added the **Disable Default Password on Login Console** option in **Login Experience > Login Settings**.
 - NOTE:** MFA token and Smartcard PIN are not impacted with this option.
- **SMB Printer**—The username field supports special characters in **Peripheral Management > Printers > SMB Printer**
- The accepted length of Amazon WorkSpaces registration code is updated from 255 to 1023 characters in Wyse Management Suite, Local Admin Policy Tool, and ThinOS.
- **Login Use SmartCard Certification Only**—In **Login Experience > Login Settings**, the **Login Use SmartCard Certification Only** option is enabled by default.

Supported ecosystem peripherals for Dell Wyse 3040, 5070, 5470, and 5470 AIO

NOTE: The supported peripherals are not limited to the peripherals devices listed in this section.

Table 12. Supported peripherals for Dell Wyse 3040, 5070, 5470, and 5470 AIO

Product Category	Peripherals	3040	5070	5470 AIO	5470
Audio Devices	Dell Pro Stereo Headset – UC150 – Skype for Business	Supported	Supported	Not Available	Supported
	Dell Pro Stereo Headset - Skype for Business - UC350	Supported	Supported	Supported	Supported
	Dell Professional Sound Bar (AE515M)	Supported	Supported	Not Available	Supported
	Dell USB Sound Bar (AC511M)	Not Available	Supported	Not Available	Not Available
	Jabra PRO 935 USB MS Lync Headset - 935-15-503-185 - 935-15-503-185	Not Available	Supported	Not Available	Not Available
	Dell 2.0 Speaker System - AE215	Not Available	Not Available	Supported	Supported
	Dell Wired 2.1 Speaker System - AE415	Not Available	Not Available	Supported	Supported
	Jabra Evolve 65 MS Stereo - Headset	Not Available	Not Available	Supported	Supported
	Jabra Engage 65 Stereo Headset	Not Available	Not Available	Supported	Supported
	Plantronics Voyager Focus UC B825-M	Not Available	Not Available	Supported	Supported

Table 12. Supported peripherals for Dell Wyse 3040, 5070, 5470, and 5470 AIO (continued)

Product Category	Peripherals	3040	5070	5470 AIO	5470
	headset for Microsoft Lync				
Input Devices	Dell Laser Scroll USB 6-Buttons Silver and Black Mouse - Naruto	Supported	Supported	Supported	Supported
	Dell Laser Wired Mouse - MS3220 - Morty	Supported	Supported	Supported	Not Available
	Dell Mobile Pro Wireless Mice - MS5120W - Splinter	Supported	Supported	Not Available	Not Available
	Dell Mobile Wireless Mouse - MS3320W - Dawson	Supported	Supported	Not Available	Not Available
	Dell Multi-Device Wireless Keyboard and Mouse Combo - KM7120W	Supported	Supported	Not Available	Supported
	Dell Multi-Device Wireless Mouse - MS5320W - Comet	Supported	Supported	Not Available	Not Available
	Dell USB Wired Keyboard - KB216	Supported	Supported	Supported	Not Available
	Dell USB Wired Optical Mouse - MS116	Supported	Supported	Supported	Supported
	Dell Premier Wireless Mouse - WM527	Supported	Supported	Not Available	Supported
	Dell Wireless Keyboard and Mouse - KM636	Supported	Supported	Supported	Supported
	Dell Wireless Mouse - WM326	Not Available	Not Available	Supported	Supported
Adapters and Cables	Dell Adapter - DisplayPort to DVI (Single Link) - DANARBC084 - DANARBC084	Supported	Supported	Not Available	Not Available
	Dell Adapter - DisplayPort to HDMI 2.0 (4K) - DANAUBC087 - DANAUBC087	Supported	Supported	Supported	Not Available
	Dell Adapter - DisplayPort to VGA - DANBNBC084 - DANBNBC084	Supported	Supported	Not Available	Not Available
	C2G - USB 2.0 A (Male) to DB9 (Serial) (Male) Adapter	Not Available	Supported	Supported	Supported
	Dell Adapter - USB-C to DisplayPort	Not Available	Supported	Not Available	Supported

Table 12. Supported peripherals for Dell Wyse 3040, 5070, 5470, and 5470 AIO (continued)

Product Category	Peripherals	3040	5070	5470 AIO	5470
	- DBQANBC067 - DBQANBC067				
	Dell Adapter - USB-C to Dual USB-A with Power Pass-Through - DBQ2BJBC070 - Combo Adapter	Not Available	Not Available	Not Available	Supported
	Dell Adapter - USB-C to HDMI/DP - DBQAUANBC070	Not Available	Not Available	Not Available	Supported
	Dell Adapter - USB-C to HDMI - DBQAUBC064 - DBQAUBC064	Not Available	Supported	Not Available	Not Available
	Dell Adapter - USB-C to VGA - DBQBNBC064 - DBQBNBC064	Not Available	Supported	Not Available	Not Available
	Trendnet USB to Serial Converter RS-232	Not Available	Supported	Supported	Supported
	Dell Adapter - HDMI to DVI - DAUARBN004 - DAUARBN004	Not Available	Not Available	Not Available	Supported
	Dell Adapter - HDMI to VGA - DAUBNBC084 - DAUBNBC084	Not Available	Not Available	Not Available	Supported
	StarTech.com 1 Port USB to RS232 DB9 Serial Adapter Cable - Serial adapter - USB 2.0 - RS-232	Not Available	Not Available	Supported	Supported
Displays	E1916H	Supported	Supported	Supported	Not Available
	E2016H	Supported	Supported	Supported	Supported
	E2016Hv (China only)	Not Available	Not Available	Not Available	Supported
	E2020H	Supported	Supported	Supported	Supported
	E2216H	Not Available	Supported	Supported	Supported
	E2216Hv (China only)	Not Available	Not Available	Not Available	Supported
	E2218HN	Supported	Not Available	Supported	Supported
	E2220H	Supported	Supported	Supported	Supported
	E2318H	Supported	Supported	Supported	Supported
	E2318HN	Not Available	Supported	Not Available	Not Available
	E2417H	Supported	Supported	Supported	Supported
	E2420H	Supported	Supported	Supported	Supported
	E2420HS	Not Available	Supported	Supported	Supported

Table 12. Supported peripherals for Dell Wyse 3040, 5070, 5470, and 5470 AIO (continued)

Product Category	Peripherals	3040	5070	5470 AIO	5470
	E2720H	Supported	Supported	Supported	Supported
	E2720HS	Not Available	Supported	Supported	Supported
	P2016	Not Available	Supported	Not Available	Not Available
	P1917S	Supported	Supported	Not Available	Not Available
	P2017H	Supported	Not Available	Not Available	Not Available
	P2018H	Not Available	Not Available	Not Available	Supported
	P2217	Supported	Supported	Not Available	Not Available
	P2217H	Supported	Supported	Not Available	Not Available
	P2219H	Supported	Supported	Not Available	Supported
	P2219HC	Supported	Supported	Not Available	Supported
	P2317H	Supported	Supported	Not Available	Not Available
	P2319H	Not Available	Supported	Not Available	Supported
	P2415Q	Supported	Supported	Supported	Not Available
	P2417H	Supported	Supported	Not Available	Not Available
	P2418D	Supported	Not Available	Not Available	Not Available
	P2418HT	Supported	Supported	Supported	Not Available
	P2418HZ	Supported	Supported	Not Available	Not Available
	P2419H	Supported	Supported	Supported	Supported
	P2419HC	Supported	Supported	Not Available	Supported
	P2421D	Supported	Supported	Not Available	Supported
	P2421DC	Not Available	Supported	Not Available	Supported
	P2719H	Supported	Supported	Supported	Supported
	P2719HC	Supported	Supported	Not Available	Supported
	P2720D	Supported	Supported	Not Available	Supported
	P2720DC	Not Available	Supported	Not Available	Supported
	P3418HW	Supported	Supported	Supported	Not Available
	P4317Q	Not Available	Supported	Supported	Not Available
	MR2416	Supported	Supported	Not Available	Not Available
	U2415	Supported	Supported	Supported	Not Available
	U2419H	Supported	Supported	Supported	Supported
	U2419HC	Supported	Supported	Not Available	Supported
	U2518D	Supported	Supported	Supported	Not Available
	U2520D	Supported	Supported	Supported	Supported
	U2718Q (4K)	Supported	Supported	Supported	Supported
	U2719D	Supported	Supported	Supported	Supported
	U2719DC	Supported	Supported	Not Available	Supported
	U2720Q	Supported	Supported	Supported	Supported

Table 12. Supported peripherals for Dell Wyse 3040, 5070, 5470, and 5470 AIO (continued)

Product Category	Peripherals	3040	5070	5470 AIO	5470
	U2721DE	Not Available	Supported	Supported	Supported
	U2421HE	Not Available	Not Available	Supported	Supported
	U4320Q	Not Available	Supported	Supported	Supported
Docking station	Dell Dock - WD19-C	Not Available	Not Available	Not Available	Supported
	Dell Thunderbolt Dock - WD19TB (Thunderbolt Display is not supported)	Not Available	Not Available	Not Available	Supported
Storage	Dell Portable SSD, USB-C 250GB	Not Available	Supported	Not Available	Supported
	Dell External Tray Load ODD (DVD Writer)	Not Available	Supported	Not Available	Supported
Smart Card Readers	Dell Smartcard Keyboard - KB813	Supported	Supported	Supported	Supported
	Dell keyboard KB813t	Supported	Supported	Supported	Supported
	Sun microsystem SCR 3311	Not Available	Supported	Not Available	Not Available
	Cherry SmartTerminal SMART Card Reader - ST-1044U	Not Available	Supported	Not Available	Not Available
	Cherry SmartTerminal ST-1144 SMART Card Reader - USB 2.0	Not Available	Supported	Supported	Supported
	CHERRY KC 1000 SC - Keyboard - with Smart Card reader - USB - English - US - black - TAA Compliant - JK-A0104EU	Not Available	Supported	Not Available	Supported
Printers	Dell Color Multifunction Printer - E525w	Supported	Not Available	Not Available	Not Available
	Dell Color Printer-C2660dn	Supported	Supported	Not Available	Not Available
	Dell Multifunction Printer - E515dn	Supported	Not Available	Not Available	Not Available

Supported ecosystem peripherals for OptiPlex 3000 Thin Client

 **NOTE:** The supported peripherals are not limited to the peripherals devices listed in this section.

Table 13. Supported ecosystem peripherals for OptiPlex 3000 Thin Client

Product Category	Peripherals
Audio Devices	Dell Pro Stereo Headset - Cortez - WH3022
	Dell Slim Soundbar - Ariana - SB521A
	Dell Pro Stereo Soundbar - AE515M - AE515M - AE515M - Nirvana M
	Dell Stereo Soundbar - AC511M - AC511M - AC511M - Potential M
	Dell Mobile Adapter Speakerphone - MH3021P - Apollo - MH3021P
	Dell Premier Wireless ANC Headset - Blazer - WL7022
	Dell Pro Wireless Headset - Daybreak - WL5022
	Dell Slim Conferencing Soundbar - Lizzo - SB522A
	Dell Speakerphone - Mozart - SP3022
	Jabra Engage 65 MS Wireless Headset - 9559-553-125 Dell part #: AA143343 - 9559-553-125 Dell part #: AA143343
	Jabra Evolve 65 MS Stereo - Headset - 6599-823-309 - 6599-823-309
	Plantronics Voyager Focus UC B825-M headset for Microsoft Lync - 202652-02 - 202652-02
Input Devices	Dell Pro Wireless Keyboard and Mouse - Tasman (previous Windsor) - KM5221W
	Dell Laser Wired Mouse - MS3220_Black - Morty - MS3220
	Dell Business Multimedia Keyboard - KB522 - KB522 - KB522 - Scarlet
	Dell Mobile Wireless Mouse - MS3320W_Black - Dawson - MS3320W (Bluetooth connection is not supported)
	Dell Premier Multi-Device Wireless Keyboard and Mouse - Acadia IO - KM7321W
	Dell Multi-Device Wireless Keyboard and Mouse Combo - KM7120W - KM7120W - Felix
	Dell Multi-Device Wireless Mouse - MS5320W - MS5320W - Comet
	Dell Optical Mouse - MS116_BLACK - MS116 - MS116 - Sapphire
	Dell Optical Mouse - MS116_GREY - MS116 - MS116 - Sapphire
	Dell Optical Mouse - MS116_WHITE - MS116 - MS116 - Sapphire
	Dell KB813 Smartcard Keyboard - KB813 - KB813 - Cardinal
	Dell Mobile Pro Wireless Mice - MS5120W_Black - Splinter - MS5120W
	Dell Multimedia Keyboard - KB216_BLACK - KB216 - KB216 - Rusty
	Dell Multimedia Keyboard - KB216_Grey - KB216 - KB216 - Rusty
	Dell Multimedia Keyboard - KB216_WHITE - KB216 - KB216 - Rusty
	Dell Wired Mouse with Fingerprint Reader - MS819 - Ultramarine - MS819 (Fingerprint reader is not supported)
	Dell Wireless Keyboard and Mouse - Auburn MLK - KM3322W
Displays	Dell 22 Monitor - P2222H - P2222H
	Dell 24 Monitor - P2421 - P2421 - P2421
	Dell 24 Monitor - P2421D - P2421D - P2421D
	Dell 27 Monitor - P2720D - P2720D
	Dell 27 USB-C Monitor - P2720DC - P2720DC
	Dell UltraSharp 25 USB-C Monitor - U2520D - U2520D

Table 13. Supported ecosystem peripherals for OptiPlex 3000 Thin Client (continued)

Product Category	Peripherals
	Dell Collaboration 34 USB-C Hub Monitor - C3422WE - C3422WE
	Dell UltraSharp 34 Curved USB-C HUB Monitor - U3421WE - U3421WE
	Dell 20 Monitor E2020H - E2020H
	Dell 19 Monitor E1920H - E1920H
	Dell 24 Monitor E2420H - E2420H
	Dell 24 Monitor E2420HS - E2420HS
	Dell 27 Monitor E2720H - E2720H
	Dell 27 Monitor E2720HS - E2720HS
	Dell 23 Monitor - P2319H - P2319H - P2319H
	Dell UltraSharp 32 4K USB-C Monitor - U3219Q - U3219Q (Type C to HDMI convertor is not supported)
	Dell 24 Touch Monitor - P2418HT - P2418HT - P2418HT
	Dell 22 Monitor - E2223HN - E2223HN
	Dell 27 4K USB-C Monitor - P2721Q - P2721Q
	Dell 32 USB-C Monitor - P3221D - P3221D
	Dell 34 Curved USB-C Monitor - P3421W - P3421W
	Dell Collaboration 32 Monitor - U3223QZ - U3223QZ
	Dell UltraSharp 24 Hub Monitor U2421E - U2421E
	Dell UltraSharp 27 4K USB-C HUB Monitor - U2723QE - U2723QE
	Dell UltraSharp 30 USB-C HUB Monitor - U3023E - U3023E
	Dell UltraSharp 38 Curved USB-C HUB Monitor - U3821DW - U3821DW
	Dell 17 Monitor - E1715S - E1715S - E1715S
	Dell 19 Monitor - P1917S - P1917S - P1917S
	Dell 24 USB-C Monitor - P2421DC - P2421DC - P2421DC
	Dell UltraSharp 27 4K USB-C Monitor - U2720Q - U2720Q
Storage	Dell USB Slim DVD +/- RW Drive - DW316 - DW316 - Agate - DW316
	Apricorn 1TB Aegis Padlock 256-bit AES Encrypted Hard Drive
	Western Digital My Passport Ultra 1TB , Black - WDBYNN0010BBK-WESN - WDBYNN0010BBK-WESN
Camera	Logitech BRIO 4K Ultra HD Webcam - 960-001105 - 960-001105
	Logitech C525 HD Webcam - 960-000715 - 960-000715
	Logitech C930e HD Webcam - 960-000971 - 960-000971
	Dell UltraSharp Webcam - Acadia Webcam - WB7022

Supported ecosystem peripherals for Latitude 3420

Table 14. Supported ecosystem peripherals for Latitude 3420

Product Category	Peripherals
Displays	Dell 24 Monitor E2420HS - E2420HS
Input Devices	Dell Mobile Wireless Mouse - MS3320W_Black - Dawson - MS3320W  NOTE: Bluetooth connection is not supported.
	Dell Pro Wireless Keyboard and Mouse - Tasman (previously Windsor) - KM5221W
Audio Devices	Dell Pro Stereo Headset - UC150 - UC150 - Lemmy - UC150

Other supported peripherals

Table 15. Other supported peripherals

Product Category	Peripherals
Audio Devices	Jabra BIZ 2400 Duo USB MS
	Jabra EVOLVE UC VOICE 750
	Jabra Evolve 75
	Jabra Engage 75
	Jabra GN2000
	Jabra Pro 9450
	Jabra Speak 510 MS Bluetooth
	Jabra UC SUPREME MS Bluetooth (link 360)
	LFH3610/00 Speechmike Premium (Only supports redirect)
	Logitech S-150
	Logitech h150 - analog
	Nuance PowerMic II (Recommend redirecting whole device)
	Olympus RecMic DR-2200 (Recommend redirecting whole device)
	PHILIPS - analog
	POLYCOM Deskphone CX300
	Plantronics AB J7 PLT
	Plantronics BLACKWIRE C710, Bluetooth
	Plantronics Blackwire 5220 Series
	Plantronics Blackwire C5210
	Plantronics Calisto P820-M
	Plantronics SAVI W740/Savi W745 (Supports USB only and does not support Bluetooth)
	Plantronics Voyager 6200 UC

Table 15. Other supported peripherals (continued)

Product Category	Peripherals
	EPOS SENNHEISER D 10 USB ML-US Wireless DECT Headset
	EPOS SENNHEISER SC 40 USB MS
	EPOS SENNHEISER SC 660 USB ML
	EPOS SENNHEISER SDW 5 BS-EU
	EPOS SENNHEISER SP 10 ML Speakerphone for Lync
	EPOS SENNHEISER USB SC230
Input Devices	Bloomberg Keyboard STB 100 - redirect to use function keys
	Dell Keyboard KB212-B
	Dell Keyboard KB216p
	Dell Optical Wireless Mouse - WM122
	Dell Optical Wireless Mouse - WM123
	Dell Wireless Keyboard/mouse KM632
	Dell Wireless Mouse - WM126 - black
	Dell wireless Keyboard/mouse KM714
	Man & Machine C Mouse - Mouse - right and left-handed - optical - 2 buttons - wired - USB - white
	Man & Machine Its Cool Flat - Keyboard - USB - UK layout - white
	Microsoft Arc Touch Mouse 1428
	Microsoft Ergonomic Keyboard
	Rapoo E6100, Bluetooth
	Seal Shield Medical Grade Optical Mouse
	Seal Shield Silver Seal Waterproof-Keyboards-USB-US-waterproof-white
	SpaceMouse Pro
	SpaceNavigator 3D Space Mouse
Networking	Add On 1000 Base-T SFP transceiver—RJ-45
Displays	Dell U2713HM
	Dell U3419W
	Dell U4919DW
	Dell P2715Q
	Dell S2719HS
	Dell S2817Q
	ELO ET2202L-2UWA-0-BL-G
Camera	Jabra PanaCast 4K Webcam
	Logitech C910 HD Pro Webcam
	Logitech C920 HD Pro Webcam
	Logitech C922 Pro Stream Webcam

Table 15. Other supported peripherals (continued)

Product Category	Peripherals
	Logitech C925e Webcam
	Microsoft LifeCam HD-3000
	Poly EagleEye Mini webcam
Storage	Bano type-c 16B
	Kingston DT microDuo 3C 32 GB
	Kingston DTM30 32 GB
	Kingston DataTraveler G3 8 GB
	SanDisk Cruzer 16 GB
	SanDisk Cruzer 8 GB
	SanDisk USB 3.1 and Type-C 16 GB
	SanDisk Ultra Fit 32 GB
	Samsung portable DVD Writer SE-208
Signature Tablet	TOPAZ Signature Tablet T-LBK462-B8B-R
	Wacom Signature Tablet STU-500B
	Wacom Signature Tablet STU-520A
	Wacom Signature Tablet STU-530
	Wacom Signature Tablet STU-430/G
Smart card readers	Cherry keyboard RS 6600 with smart card
	Cherry keyboard RS 6700 with smart card
	Dell Keyboard SK-3205 with smart card reader
	GemPC Twin
	Gemalto IDBridge CT710
	HID OMNIKEY 5125
	HID OMNIKEY 5421
	IDBridge CT31 PIV
	OMNIKEY HID 3021
	OMNIKEY OK CardMan3121
	SmartOS powered SCR3310
	SmartOS powered SCR335
Proximity card readers	RFIDeas RDR-6082AKU
	Imprivata HDW-IMP-60
	Imprivata HDW-IMP-75
	Imprivata HDW-IMP-80
	Imprivata HDW-IMP-82
	Imprivata HDW-IMP-82-BLE
	OMNIKEY 5025CL
	OMNIKEY 5326 DFR

Table 15. Other supported peripherals (continued)

Product Category	Peripherals
	OMNIKEY 5321 V2
	OMNIKEY 5321 V2 CL SAM
	OMNIKEY 5325 CL
	KSI-1700-SX Keyboard
Fingerprint readers	HID EikonTouch 4300 Fingerprint Reader
	HID EikonTouch M211 Fingerprint Reader
	HID EikonTouch TC510 Fingerprint Reader
	HID EikonTouch TC710 Fingerprint Reader
	HID EikonTouch V311 Fingerprint Reader
	Imprivata HDW-IMP-1C
	KSI-1700-SX Keyboard
Printers	Brother DCP-7190DW—works on Citrix only but not Blast
	Dell B1165nfw Mono Multifunction Printer
	Dell B1265dnf Multifunction Laser Printer
	Dell B2360d Laser Printer
	Dell B2360dn Laser Printer
	HP Color LaserJet CM1312MFP
	HP LaserJet P2055d
	HP M403D— works on Citrix only but not Blast
	Lexmark X864de- tested on LPD only
Hands-Free Authentication (HFA)	BLED112HDW-IMP-IIUR—BLEdongle
Teradici remote cards	Teradici host card 2220
	Teradici host card 2240
Others	Intuos Pro Wacom
	Wacom One

Supported smart cards

Table 16. Supported smart cards

Smart Card information from the ThinOS event log	Driver	Provider (CSP)	Card type
ActivIdentity V1	ActivClient 7.1	ActivClient Cryptographic Service Provider	Oberthur CosmopolC 64k V5.2
ActivIdentity V1	ActivClient 7.1	ActivClient Cryptographic Service Provider	Gemalto Cyberflex Access 64K V2c
ActivIdentity v2 card	ActiveClient 7.2	ActivClient Cryptographic Service Provider	Gemalto TOPDLGX4
ActivIdentity v2 card	ActiveClient 7.2	ActivClient Cryptographic Service Provider	G&D SCE 3.2

Table 16. Supported smart cards (continued)

Smart Card information from the ThinOS event log	Driver	Provider (CSP)	Card type
ActivIdentity v2 card	ActiveClient 7.2	ActivClient Cryptographic Service Provider	Oberthur IDOne 5.5
ActivIdentity v2 card	ActiveClient 7.2	ActivClient Cryptographic Service Provider	Oberthur Cosmo V8
ActivIdentity crescendo card	ActiveClient 7.2	ActivClient Cryptographic Service Provider	Giesecke and Devrient SmartCafe Expert 7.0 (T=0)
ID Prime MD v 4.0.2	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	IDPrime MD 840
ID Prime MD v 4.0.2 (Gemalto 840)	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	IDPrime MD 840 B
ID Prime MD v 4.1.0	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	IDPrime MD 3810 MIFARE 1K
ID Prime MD v 4.1.3 (Gemalto 3811)	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	IDPrime MD 3811 Mifare-Desfire
ID Prime MD v 4.1.1	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	IDPrime MD 830-FIPS
ID Prime MD v 4.3.5	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	IDPrime MD 830-FIPS Rev B
ID Prime MD v 4.4.2	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	IDPrime MD 940
Etoker Java (aladdin)	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	IDCore30B eToken 1.7.7
Etoker Java (aladdin) (black USB drive)	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	SafeNet eToken 510x
Etoker Java (aladdin) (black USB drive)	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	SafeNet eToken 5110
Etoker Java (aladdin) (black USB drive)	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	SafeNet eToken 5110 FIPS
Etoker Java (aladdin) (black USB drive)	Safenet Authentication Client 10.8	eToken Base Cryptographic Provider	SafeNet eToken 5110 CC
SafeNet High Assurance Applets Card	SafeNet High Assurance Client 2.12	SafeNet Smart Card Key Storage Provider	SC650 (SafeNet SC650 4.1t)
A.E.T. Europe B.V.	SafeSign-Identity-Client-3.0.76	SafeSign Standard Cryptographic Service Provider	Giesecke & Devrient StarCos 3.0 T=0/1 0V300
A.E.T. Europe B.V.	SafeSign-Identity-Client-3.0.76	SafeSign Standard Cryptographic Service Provider	Giesecke & Devrient StarCos 3.2
PIV (Yubico) (black USB drive)	YubiKey PIV Manager	Microsoft Base Smart Card Crypto Provider	YubiKey 4.3.3
PIV (Yubico Neo) (black USB drive)	Yubikey Manager v 1.1.4	Microsoft Base Smart Card Crypto Provider	YubiKey 4.3.3
cv cryptovision gmbh (c) v1.0ns	cv_act_scinterface_6.1.6	cv act sc/interface CSP	Giesecke & Devrient StarCos 3.2
N/A (Buypass BelDu)	Net iD 6.8.3.21, 2.0.48	Net iD - CSP	BelDu 6.0.4
N/A (GEMALTO IDPrime SIS)	Net iD 6.8.3.21, 2.0.48	Net iD - CSP	IDPrime SIS 4.0.2

Table 16. Supported smart cards (continued)

Smart Card information from the ThinOS event log	Driver	Provider (CSP)	Card type
Rutoken ECP 2.0 (2100)	Rutoken Drivers 4.6.3.0	Aktiv ruToken CSP v1.0	Rutoken ECP 2.0 (2100)
Rutoken 2151	Rutoken Drivers 4.6.3.0	Aktiv ruToken CSP v1.0	Rutoken (2151)

Tested environments matrix

The following tables display the testing environment for the respective attributes:

Table 17. Tested environment—General components

Component	Version
Wyse Management Suite (cloud and on-premises)	3.7 458
Configuration UI package for Wyse Management Suite	1.8 133
Citrix ADC (formerly NetScaler)	12.1/13.0
StoreFront	1912 LTSR and later versions

Table 18. Test environment—Citrix

Citrix Virtual Apps and Desktops	Windows 10	Windows Server 2016	Windows Server 2019	APPs
Citrix Virtual Apps and Desktops 7 1912 LTSR (CU3)	Tested	Tested	Tested	Tested
Citrix Virtual Apps and Desktops 7 2112	Tested	Tested	Tested	Tested
Citrix Virtual Apps and Desktops 7 2203LTSR	Tested	Tested	Tested	Tested

Table 19. Test environment—VMware Horizon

VMware	Windows 11	Windows 10	Windows Server 2016	Windows Server 2019	Windows Server 2016 APPs	Windows Server 2019 APPs	Ubuntu 20.04
VMware Horizon 7.12	Not tested	Tested	Tested	Not tested	Tested	Not tested	Not tested
VMware Horizon 7.13.1	Not tested	Tested	Not tested	Tested	Not tested	Not tested	Not tested
VMware Horizon 2106	Not tested	Tested	Tested	Tested	Tested	Tested	Not tested
VMware Horizon 2111	Tested	Tested	Tested	Tested	Tested	Tested	Tested—Only basic connection is tested on Ubuntu 20.04

Table 20. Test environment – VMware Horizon Cloud

Horizon Cloud	Windows 10	Windows Server 2016
Build Version: 19432376	Horizon Agent Installer - 21.3.0.19265453	Horizon Agent Installer - 21.3.0.19265453

Table 21. Test environment—Microsoft RDP

Microsoft RDP	Windows 7	Windows 10	Windows Server 2008 R2	Windows Server 2012 R2	Windows Server 2016	Windows Server 2019	APPs
Remote Desktop Services 2016	Not tested	Tested	Not tested	Not tested	Tested	Not tested	Tested
Remote Desktop Services 2019	Not tested	Tested	Not tested	Not tested	Not tested	Tested	Tested

Table 22. Test environment—AVD

Azure Virtual Desktop	Windows 7	Windows 10	Windows Server 2008 R2	Windows Server 2012 R2	Windows Server 2016	Windows Server 2019	APPs
2019 (MS-Prod)	Not tested	Tested	Not tested	Not tested	Not tested	Not tested	Tested
2020 (ARMv2)	Not tested	Tested	Not tested	Not tested	Not tested	Not tested	Tested

Table 23. Tested environment—Skype for Business

Citrix VDI	Operating system	RTME Client	RTME Agent	Skype for Business client	Skype for Business Server
Citrix Virtual Apps and Desktops 7 1912 LTSR (CU3) Citrix Virtual Apps and Desktops 7 2112 Citrix Virtual Apps and Desktops 7 2203 LTSR	Windows 10	2.9.400	2.9.400	Skype for Business 2016	Skype for Business 2015
	Windows server 2016				
	Windows server 2019				

Table 24. Tested environment—Skype for Business

VMware VDI	Operating system	Skype for Business Client	Skype for Business Agent	Skype for Business client	Skype for Business Server
VMware Horizon 7.12	Windows 10	5.4, 8.2, 8.4	7.12, 8.2, 8.4	Skype for Business 2016	Skype for Business 2015
VMware Horizon 2106	Windows server 2016	5.4, 8.2, 8.4	7.12, 8.2, 8.4	Skype for Business 2016	Skype for Business 2015
VMware Horizon 2111	Windows server 2019	Not tested	Not tested	Not tested	Not tested

Table 25. Tested environment—JVDI

Citrix VDI	Operating system	JVDI	JVDI agent	Jabber software
Citrix Virtual Apps and Desktops 7 1912 LTSR (CU3) Citrix Virtual Apps and Desktops 7 2112 Citrix Virtual Apps and Desktops 7 2203 LTSR	Windows 10	14.1.0.306686.4	14.1.0	14.1.0
	Windows server 2016			
	Windows server 2019			

Table 26. Tested environment—JVDI

VMware VDI	Operating system	JVDI	JVDI agent	Jabber software
VMware Horizon 7.12	Windows 10	14.1.0.306686_4	14.1.0.56686	14.1.0.306686_4
	Windows server 2016	14.1.0.306686_4	14.1.0.56686	14.1.0.306686_4
VMware Horizon 2106	Windows server 2019	14.1.0.306686_4	14.1.0.56686	14.1.0.306686_4
VMware Horizon 2111				
VMware Horizon View 7.13.2				

Table 27. Tested environment—Zoom

Citrix VDI	Operating system	Zoom package	Zoom client for VDI software
Citrix Virtual Apps and Desktops 7 1912 LTSR (CU3) Citrix Virtual Apps and Desktops 7 2112 Citrix Virtual Apps and Desktops 7 2203 LTSR	Windows 10	5.9.6.20931.7	5.9.6(20931)
	Windows server 2016		
	Windows server 2019		

Table 28. Tested environment—Zoom

VMware VDI	Operating system	Zoom package	Zoom software
VMware Horizon 7.12	Windows 10	5.9.6.20931.7	5.9.6(20931)
VMware Horizon 2103	Windows server 2016		
VMware Horizon 2106	Windows server 2019		
VMware Horizon View 7.13.2			

Table 29. Tested environment—Cisco Webex Teams

Citrix VDI	Operating system	Webex VDI	Webex Teams software
Citrix Virtual Apps and Desktops 7 1912 LTSR (CU3) Citrix Virtual Apps and Desktops 7 2112 Citrix Virtual Apps and Desktops 7 2203 LTSR	Windows 10	41.12.0.20899.3	41.12.0.20899.3
	Windows server 2016		
	Windows server 2019		

Table 30. Tested environment—Cisco Webex Teams

VMware VDI	Operating system	Webex Teams	Webex Teams software
VMware Horizon 7.12	Windows 10	41.12.0.20899.3	41.12.0.20899.3
VMware Horizon 2106	Windows server 2016		
VMware Horizon 2111	Windows server 2019		
VMware Horizon View 7.13.2			

Table 31. Tested environment—Cisco Webex Meetings

Citrix VDI	Operating system	Webex Meetings VDI	Webex Meetings software
Citrix Virtual Apps and Desktops 7 1912 LTSR (CU3)	Windows 10	42.2.6.11.3	The supported compatible version of Webex Meetings app on the hosted virtual desktop is from 42.2 to 42.6.
Citrix Virtual Apps and Desktops 7 2112	Windows server 2016		
Citrix Virtual Apps and Desktops 7 2203 LTSR	Windows server 2019		

Table 32. Tested environment—Cisco Webex Meetings

Citrix VDI	Operating system	Webex Meetings VDI	Webex Meetings software
VMware Horizon 7.12	Windows 10	42.2.6.11.3	The supported compatible version of Webex Meetings app on the hosted virtual desktop is from 42.2 to 42.6. Webex Meeting does not work well with Horizon 2111. This is a Cisco limitation.
VMware Horizon 2106	Windows server 2016		
	Windows server 2019		

Fixed issues

Table 33. Fixed issues

Issue ID	Description
DTOS-9317	The second monitor cannot be set as primary monitor after upgrading to ThinOS 9.1.6 on Wyse 5470—CIPS-26502.
DTOS-9316	Proxy settings do not work with the new firmware—CIPS-26370.
DTOS-9065	Citrix Account Lockout does not work in ThinOS 9.1.6108 on Wyse 5070—CIPS-26455.
DTOS-9047	Citrix published application opening with scroll bars in ThinOS 9.1.6108 on Wyse 3040—CIPS-26263.
DTOS-9030	Direct RDP connection on-screen feature is missing on ThinOS 9.x—CIPS-26377.
DTOS-9026	Integrated webcam redirection causes RDS session to stop responding in Thin OS 9.1.6108 —CIPS-26452.
DTOS-8997	Auto-Suggestions or Predictive Typing causes typing to pause in ThinOS 9.1.6108 on Wyse 5070—CIPS-26399.
DTOS-8993	Ctrl + Y key combination does not work in Microsoft Office application in ThinOS 9.1.
DTOS-8819	Unable to hide the floatbar—CIPS-26294.
DTOS-8720	BIOS update through Wyse Management Suite fails—CIPS-26321.
DTOS-8644	Citrix sessions resume on one screen only when screen saver is enabled—CIPS-26240.
DTOS-8634	NetScaler client certificate authentication does not work in ThinOS 9.1.6108—CIPS- 26213.
DTOS-8627	CWA package download fails on slow network connections in ThinOS 9.1.6108—CIPS-26234.
DTOS-8625	PCoIP disconnects randomly—CIPS-26287.
DTOS-8600	Black screen issue while connecting to VMware Blast Session in ThinOS 9—CIPS-26245.
DTOS-8563	Issue with SSID in Wyse Management Suite policy—CIPS-26223.
DTOS-8435	Monitor arrangement issue after updating to ThinOS 9.1.6108—CIPS-26219.

Table 33. Fixed issues (continued)

Issue ID	Description
DTOS-8205	Manual override settings for wireless connections are not saved after reboot in ThinOS 9.1.6108—CIPS-26168.
DTOS-8141	Mouse wheel scrolling issue in AVD when set to one line—CIPS-25943.
DTOS-8125	Issue with automatic wireless certificate update on ThinOS 9.1.6—CIPS-26054.
DTOS-8116	After factory reset, the Wyse Management Suite server is not picked up in ThinOS 9.1.6108—CIPS-26128.
DTOS-8052	Cannot resolve hostname—CIPS- 26127.
DTOS-8051	User has to know that pressing Esc button refreshes the connection and brings back the web-based login page in ThinOS 9.1.1—CIPS-26098.
DTOS-8050	The MFA login page is truncated, and user has to maximize or increase the size of the web-based login window in ThinOS 9.1.1—CIPS-26099.
DTOS-8049	Allianz logo disappears in the login window while switching between subgroups in ThinOS 9.1.1—CIPS-26095.
DTOS-7940	User accounts are locked after one wrong password attempt—CIPS-26033.
DTOS-7930	Imprivata login issues in ThinOS 9.1.6108 on Wyse 3040—CIPS-26012.
DTOS-7900	Manual Overwrite feature does not work when using WiFi and Wyse Management Suite Select group is used in ThinOS 9.1.6108 on Wyse 5470—CIPS-26007.
DTOS-7862	Latency Issues with Cerner applications—CIPS-26016.
DTOS-7817	If domain forces NTLMv2 authentication in ThinOS 9.1.x., SCEP does not work.
DTOS-7796	Monitor sleep mode is not available on ThinOS 9.1—CIPS-25909.
DTOS-7795	SCEP admin username and password in ThinOS 9.1 with NTLMv1 is not pulling the enrollment password—CIPS-25955.
DTOS-7709	Device does not save credentials in Citrix sessions that go beyond 18-21 hours—CIPS-25849.
DTOS-7708	Alt + Left or Right arrow does not function in Citrix published applications in ThinOS 9.1.5067.
DTOS-7706	VNC double input within direct RDP full HD session—CIPS-25928.
DTOS-7650	Last user is not reporting correctly in Wyse Management Suite in WMS Public Cloud 3.3.1 29.
DTOS-7537	Desktop Scale Factor does not work while configuring locally in ThinOS 9.1.4234—CIPS-24799.
DTOS-7518	Mouse pointer issue in PCoIP sessions—CIPS-25729.
DTOS-7513	Mouse pointer always appears on device desktop—CIPS-25770.
DTOS-7454	Ping tests and connection requests fail on WTOS9.0+ when using Windows NLB in Multicast mode.
DTOS-7437	Issue with Direct External Connection to the NetScaler/ADC double authentication—CIPS-25673.
DTOS-7411	System shows RTME optimization activating and deactivating sporadically—CIPS-25662.
DTOS-7395	F4 key does not lock Imprivata session—CIPS-22691.
DTOS-7392	Random reboot issues while connected to Citrix session on Wyse 5470—CIPS-25691.
DTOS-7315	Support for multiple audio devices in ThinOS—CIPS-25666.
DTOS-7232	DHCP Lease Expiration causes the session to disconnect in ThinOS 9.1.5067 on Wyse 5070—CIPS-25516.

Table 33. Fixed issues (continued)

Issue ID	Description
DTOS-6963	Kiosk account logs out instead of locking—CIPS-22691.
DTOS-6950	Issue with mouse performance using Blast—CIPS-22201.
DTOS-6940	If username contains special characters, AVD login fails.
DTOS-6828	Imprivata 2FA authentication issues in ThinOS 9.1.4234—CIPS-24367.
DTOS-6777	Webcam redirection in Azure RDP session stops responding—CIPS-25172.
DTOS-5835	When setting Default Broker Type to Citrix , entering the broker server URL, and Citrix Workspace mode is enabled, Wyse 5470 stops responding with an autologin loop—CIPS-24524.
DTOS-5436	RDP Session fails to launch in ThinOS 9.x—CIPS-22368.
DTOS-5174	Sign On credentials are not sent to the SMB printer setup—CIPS-24113.
DTOS-7322	OnScreen setting for direct RDP connections is missing for ThinOS 9.x firmware—CIPS-25350.
DTOS-8739	RDP session stops responding with odd cursor in ThinOS 9.1.6108 with AVD version 1.6.1402.
DTOS-6979	Odd cursor behavior in Microsoft Excel in PCOIP session with ThinOS 9.1—CIPS-24713.

Known issues

Table 34. Known issues

Issue ID	Description	Workaround
DTOS-9729	The autofill USB printer identification value is incorrect.	Remove the vid:0xxxxx pid:0xxxxx manually or push the printer settings with correct printer identification from Wyse Management Suite server. Or, you can reset the client to factory default settings first and then plug in the printer
DTOS-9697	You have to enter the password twice when connecting to a VPN server that uses a self-signed certificate.	There is no workaround in this release.
DTOS-9603	In Citrix, the window display size is incorrect when you restore the window after maximizing Notepad.	There is no workaround in this release.
DTOS-9477	Blast VDI session in window mode shows two mouse pointers when you maximize.	Workaround is to launch the Blast session in full screen
DTOS-9421	BIOS update on Latitude 3420 with low battery and not connected to power source fails and cannot be updated again.	A future BIOS update will fix this issue.
DTOS-9378	Copy and Paste functionality between Citrix HDX Desktop and RDP sessions do not work.	There is no workaround in this release.
DTOS-9286	Two black lines appear on-screen when screen sharing during Cisco JVDI calls.	There is no workaround in this release.
DTOS-9073	When connecting RDS PC session in Imprivata PIE, you cannot open the certificate information after clicking View Certificate .	There is no workaround in this release.
DTOS-9035	You cannot add jabra.ini from APT.	Add jabra.ini from Wyse Management Suite.

Table 34. Known issues (continued)

Issue ID	Description	Workaround
DTOS-9014	PIE is stuck on the Onesign background after signing off Citrix session on Latitude 3420.	Reboot the client.
DTOS-8995	Type C to HDMI adapter does not work on ThinOS.	Do not use the convertor; connect to the monitor directly.
DTOS-8982	Wyse 5470 Mobile Thin Client restarts when you connect two external 4 K monitors with a dock.	Dell WD19 dock supports only one 4K 30 Hz or two 1920x1080 resolution monitors. Connect one monitor, change its resolution to 1920x1080 first, and then connect the next.
DTOS-8969	Horizon VDI session window does not display on 4 K external monitor, which is being used as the main monitor, in Span mode.	Do not change the primary monitor to secondary monitor.
DTOS-8924	Blast session is not disconnected after removing the smart card with Kill session smartcard setting.	There is no workaround in this release.
DTOS-8831	VDI session is not launched after clicking Connect but VDI details are displayed in Blast configuration settings and active session dialog box is also displayed while signing off the Broker agent.	Reboot the client.
DTOS-8766	Connect the external monitor to Latitude 3420 to play video and the external monitor flashes.	Use other display resolutions as this issue occurs only on 3840x1600.
DTOS-8598	The display resolution is not shown from Latitude client to the external touch screen monitor when connected with a dock.	Do not use the dock.
DTOS-8579	DisplayPort audio through Type-C does not work on Latitude 3420.	There is no workaround in this release.
DTOS-8572	While sharing the screen during Cisco WebEx Teams meeting in VDI session, an additional window is displayed in the Modern mode and Classic mode toolbar.	An additional window is displayed that does not affect the functionality.
DTOS-8510	In a dual monitor setup, the second monitor is black when moving windows to it.	Do not use Type-C cable to connect this monitor. Use DisplayPort cable instead.
DTOS-8136	The prefix https/http is case-sensitive in Citrix and VMware Broker agent server URL field.	Use lowercase for the prefix https and http in VDI Broker agent server URL field.
DTOS-7190	After the client restarts, the Bluetooth device is connected again, but the connection status that is displayed is incorrect.	Reconnect the device to show the status correctly. There is no impact to functionality.
DTOS-7189	Added AllowAudioInput, which is used to control HDX webcam redirection to APT/Wyse Management Suite VDI setting block list.	This is a Citrix HDX webcam redirection feature that is enabled for 32-bit applications by default. You do not have to change any setting in Admin policy tool or Wyse Management Suite.
DTOS-8521	After hot plugging Wyse 5070, one external monitor displays a black screen after restarting both the monitors.	There is no workaround in this release.

Resources and support

Accessing documents using the product search

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. For example, **Wyse 3040 thin client** or **Wyse ThinOS**. A list of matching products is displayed.
3. Select your product.
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Accessing documents using product selector

You can also access documents by selecting your product.

1. Go to www.dell.com/support.
2. Click **Browse all products**.
3. Click **Thin Clients**.
4. Click the desired category, either **Wyse Hardware** or **Wyse Software**.
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6. Click **Documentation**.

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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.

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2. Select your support category.
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