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How to Use the Dell Wyse USB Imaging Tool to Update Firmware

Summary: The Dell Wyse USB Imaging Tool can be used to update firmware by following these instructions.

Article Content

Symptoms

This article provides step-by-step instructions to update Wyse thin client firmware using the Dell Wyse USB Imaging Tool for Windows 10 IoT and ThinOS.

Affected Products:

- Wyse 3040 Thin Client
- Wyse 5070 Thin Client
- Wyse 5470
- Wyse 5470 All-in-One

Affected Operating Systems:

- Windows 10 IoT Enterprise LTSC 2019
- ThinOS up to version 2205 - 9.3.1129

Cause

Not applicable

Resolution

> ⓘ **Note:** This article covers updating the device firmware.
> - This does not cover how to update the Wyse device's BIOS.
>   - If assistance is required to update the BIOS, contact Dell technical support.
> - Ensure the operating system that you are trying to deploy matches the original system configuration.

To successfully update the thin client firmware, the update requires:

- A USB storage device
- A computer running a Windows operating system
- A third-party file archive program
  - Examples of a file archive program include (but are not limited to):
    - WinRAR
    - 7-Zip
    - PeaZip

> ⚠ **Warning:** The USB storage device is erased. Back up any data from the USB storage device before following these steps to avoid data loss.

The process to update thin client firmware differs between **Windows 10 IoT**, and **ThinOS**. Click the appropriate firmware for more information.

Windows 10 IoT   ⌃

> ⓘ **Note:** These steps must be completed using a computer that is running Windows.

1. **Download** the Dell Wyse USB Imaging Tool.

ⓘ **Note:**
- For more information, reference How to Download the Dell Wyse USB Imaging Tool.
- Ensure that the version of the USB Firmware Tool is the latest version that supports your Wyse thin client. For more information, reference the USB Firmware Tool release notes at https://dl.dell.com/wyse/usbft/.

2. **Install** the Dell Wyse USB Imaging Tool.

ⓘ **Note:** For more information, reference How to Install the Dell Wyse USB Imaging Tool.

3. **Download** Windows 10 IoT from the Dell Support Site.

ⓘ **Note:** For more information, reference How to Download Firmware for Dell Wyse Thin Clients.

4. Use a file archive program to extract the operating system image to the computer's local drive. For example, `C:\Wyse Firmware\WIE10_LTSC_2019_UNIFIELD_MR1_January2022\...`
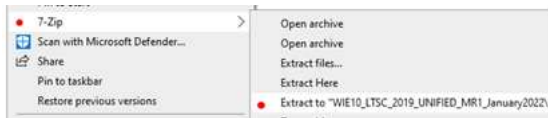

Figure 1: Extract Files

ⓘ **Note:** The operating system image name may differ from the example image.

5. **Plug in** the USB storage drive.

⚠ **Warning:** Data on the USB storage drive must be backed up to another location before completing any further steps to avoid data loss.

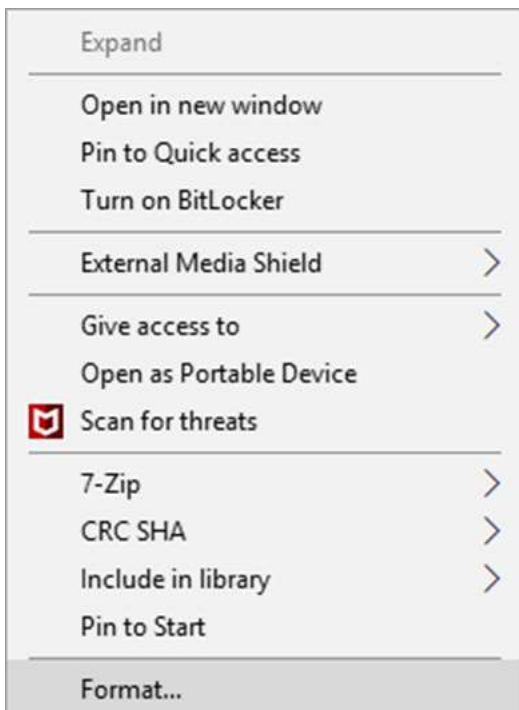6. Right-click the USB storage drive and then select **Format**.

Figure 2: Format

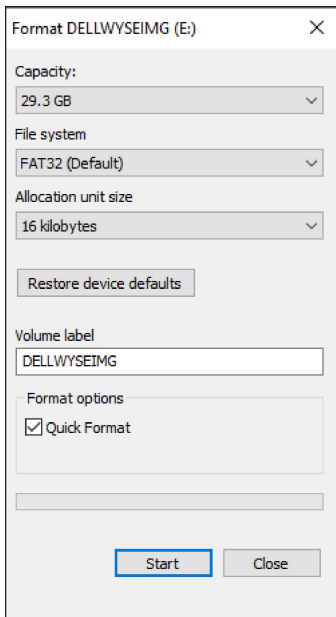7. Set the File system to **FAT32** and then click **Start**.

Figure 3: FAT32

8. In Windows Explorer, go to `C:\Program Files (x86)\Wyse\USB Firmware Tool\`.
9. Right-click `USBImagingTool.exe` and then select **Run as administrator**.
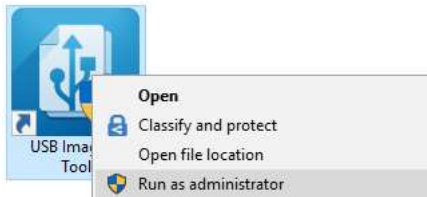

Figure 4: Run as administrator

10. Confirm that the formatted USB drive is selected as the **Available** drive.

Figure 5: Available Drive

ⓘ **Note:** The drive letter of the USB storage drive may differ from the example image.

11. Click **Image Push**.

Figure 6: Image Push

12. Select **64 bit** for the OS architecture.

Figure 7: OS architecture

13. If prompted, click **OK**.

Figure 8: Warning prompt
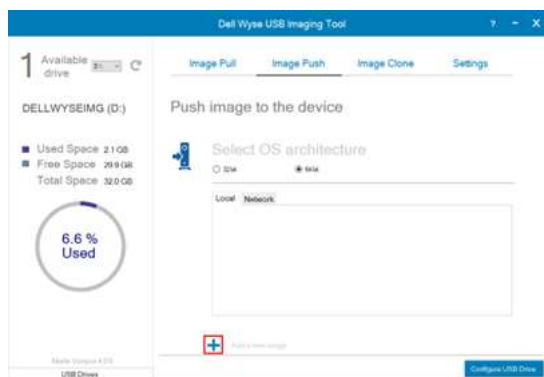
14. Click the + symbol at the bottom of the pane.

Figure 9: Adding an image

15. Go to the extracted image folder (Step 4) (for example, `C:\Wyse Firmware\WIE10...`) to locate the .rsp file.
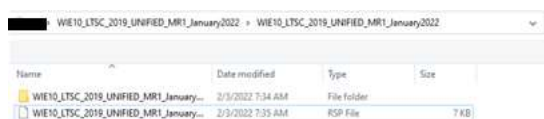

Figure 10: Locating the file

16. Select the .rsp file type and then click **Open**.

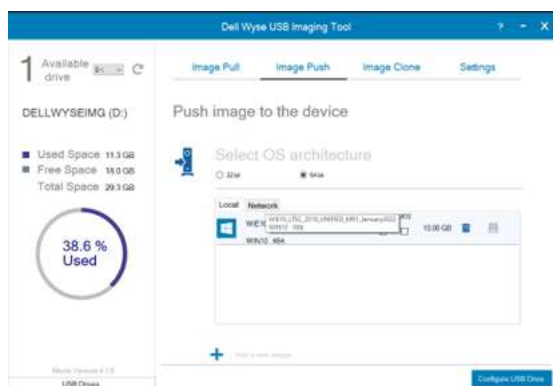**Figure 11:** .rsp image

17. Click **Configure USB Drive**.

Figure 12: Configure USB Drive

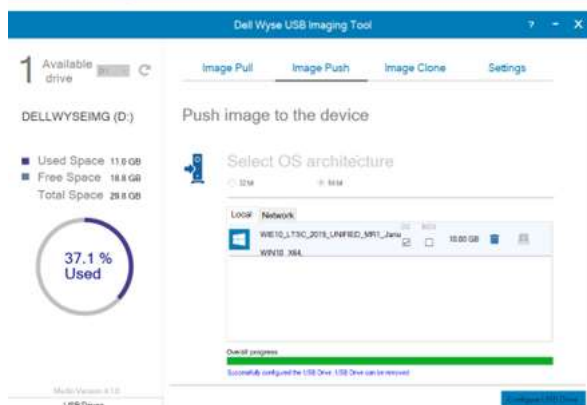18. Once imaging is complete, **remove** the USB storage drive.

Figure 13: Successfully configured

19. From the thin client, **turn off** the device and **plug in** the ready-to-image USB storage drive (Step 18).

20. **Power on** the thin client and then press F12 when prompted to access the boot menu.

ⓘ **Note:** Some thin clients may use the P key instead of the F12 key to access the boot menu.

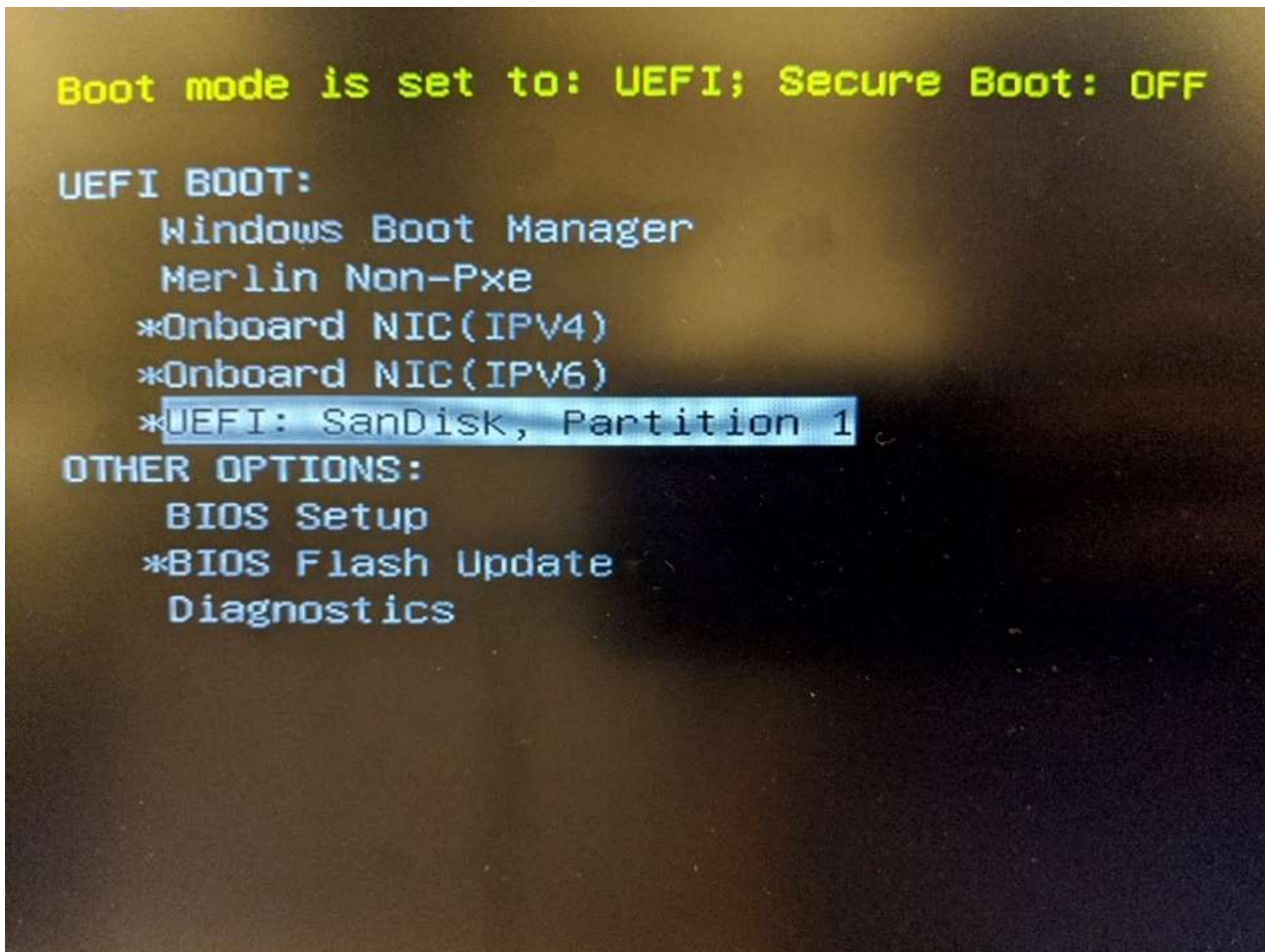21. **Select** the USB storage drive from the list and then press Enter.

Figure 14: Selecting example USB storage

ⓘ **Note:** The name of the USB storage drive may differ from the example image.

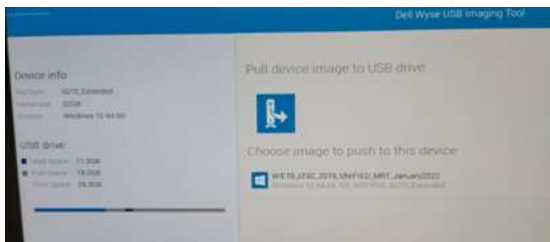22. The Dell Wyse USB Imaging Tool loads. Select the **image** to push.

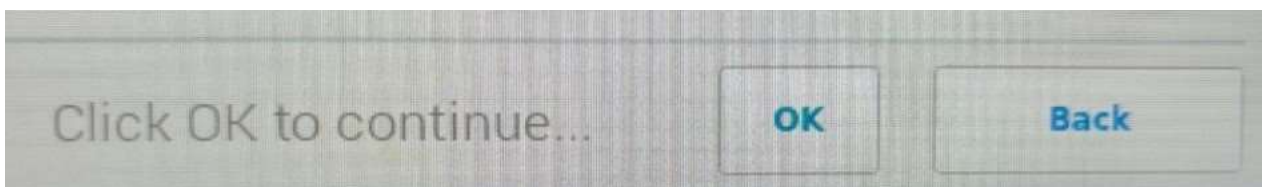**Figure 15:** Selecting an image

23. Click **OK**.

Figure 16: OK

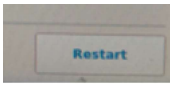24. The firmware update runs. Once the update is finished, **restart** the device to complete the image update.

Figure 17: Restart

ThinOS

ⓘ **Note:** These steps must be completed using a computer that is running Windows.

1. **Download** the Dell Wyse USB Imaging Tool.

ⓘ **Note:**
   - For more information, reference How to Download the Dell Wyse USB Imaging Tool.
   - Ensure that the version of the USB Firmware Tool is the latest version that supports your Wyse thin client. For more information, reference the USB Firmware Tool release notes at https://dl.dell.com/wyse/usbft/.

2. **Install** the Dell Wyse USB Imaging Tool.

ⓘ **Note:** For more information, reference How to Install the Dell Wyse USB Imaging Tool.

3. **Download** the ThinOS 2205 9.3.1129 Merlin image from the Dell Support Site.

Figure 18: Downloading ThinOS

ⓘ **Note:** For more information, reference How to Download Firmware for Dell Wyse Thin Clients.

4. Use a file archive program to extract the operating system image to the computer's local drive. For example, `C:\Wyse Firmware\OS_Merlin_2205_9.3.1129_3040\...`
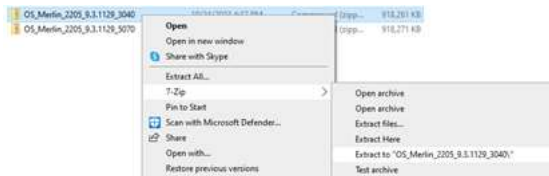

Figure 19: Extract Files

5. **Plug in** the USB storage drive.

⚠ **Warning:** Data on the USB storage drive must be backed up to another location before completing any further steps to avoid data loss.

6. Right-click the USB storage drive and then select **Format**.

Figure 20: Format

7. Set the File system to **FAT32** and then click **Start**.
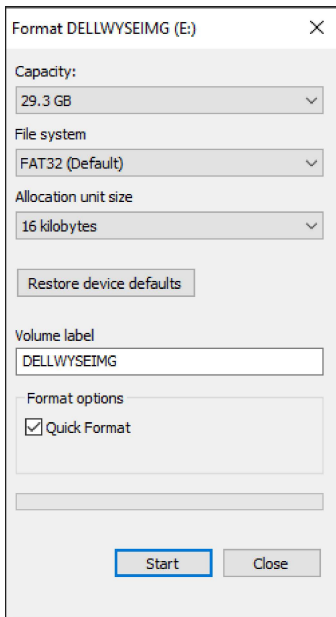
Figure 21: FAT32

8. In Windows Explorer, go to `C:\Program Files (x86)\Wyse\USB Firmware Tool\`.
9. Right-click `USBImagingTool.exe` and then select **Run as administrator**.
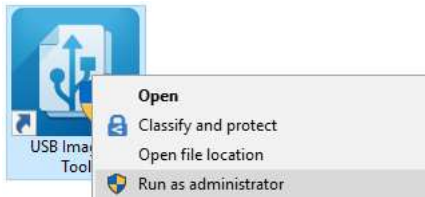

Figure 22: Run as administrator

10. Confirm that the formatted USB drive is selected as the **Available** drive.

Figure 23: Available Drive

ⓘ **Note:** The drive letter of the USB storage drive may differ from the example image.

11. Click **Image Push**.

Figure 24: Image Push

12. Select **64 bit** for the OS architecture.

Figure 25: OS architecture

13. If prompted, click **OK**.

Figure 26: Warning prompt

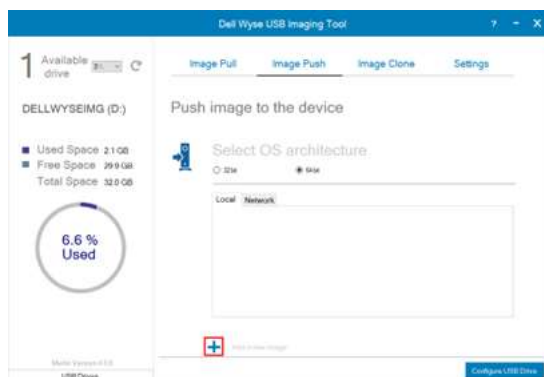14. Click the + symbol at the bottom of the pane.

Figure 27: Adding an image

15. Go to the extracted image folder (Step 4) (for example, `OS_Merlin_2205_9.3.1129_3040\...`) to locate the .rsp file.
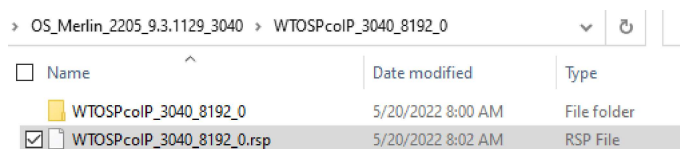

Figure 28: Locating the file

16. Select the .rsp file type and then click **Open**.

Figure 29: .rsp image
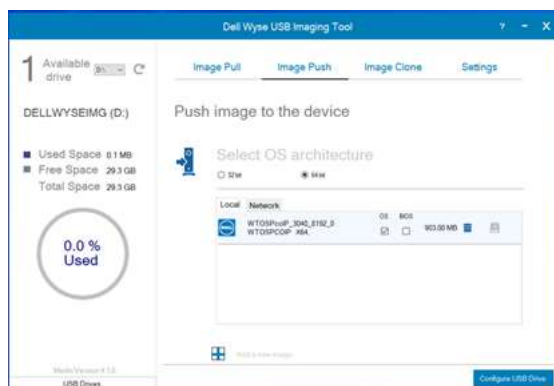
17. Click **Configure USB Drive**.

Figure 30: Configure USB Drive

18. Once imaging is complete, **remove** the USB storage drive.
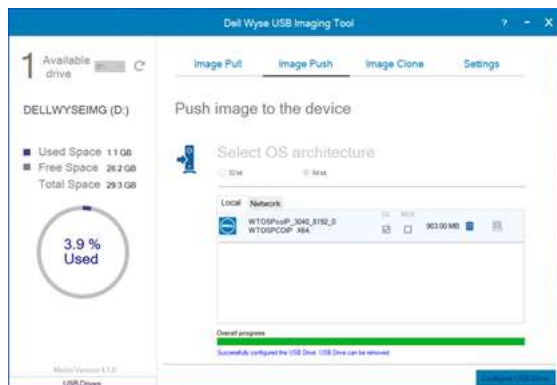

Figure 31: Successfully configured

19. From the thin client, **turn off** the device and **plug in** the ready-to-image USB storage drive (Step 18).
20. **Power on** the thin client and then press F12 when prompted to access the boot menu.

ⓘ **Note:** Some thin clients may use the P key instead of the F12 key to access the boot menu.

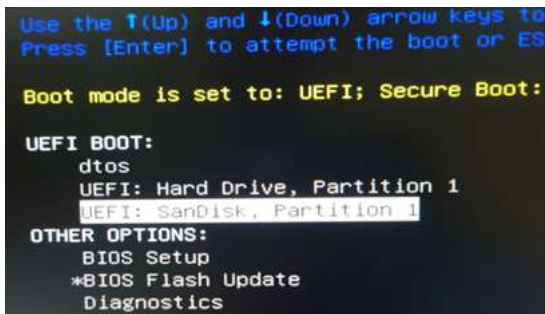21. **Select** the USB storage drive from the list and then press Enter.

Figure 32: Selecting example USB storage

ⓘ **Note:** The name of the USB storage drive may differ from the example image.

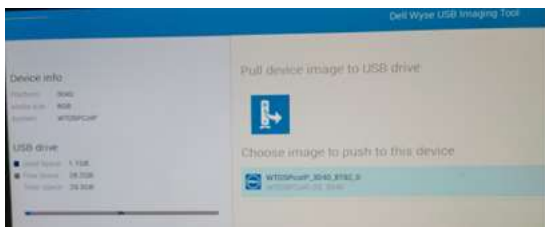22. The Dell Wyse USB Imaging Tool loads. Select the **image** to push.

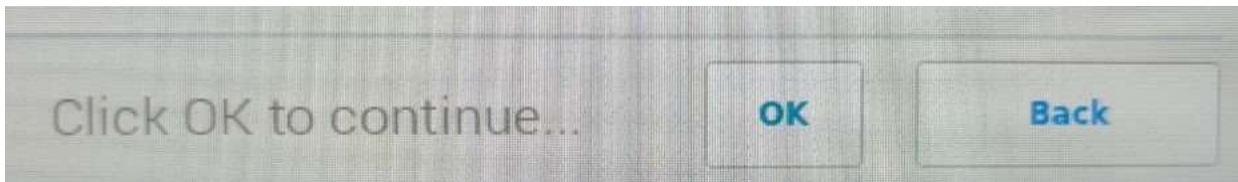**Figure 33:** Selecting an image

23. Click **OK**.

Figure 34: OK

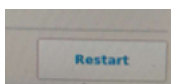24. The firmware update runs. Once the update is finished, **restart** the device to complete the image update.

Figure 35: Restart

Article Properties

Affected Product

Wyse 3040 Thin Client, Wyse 5070 Thin Client, Wyse 5470 All-In-One, Wyse 5470, Wyse ThinOS

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13

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Solution