



Wyse™ Rapport®

Managing a World of Devices from the Center of the Enterprise to the Edge of the Network!

Best-in-class comprehensive device management management system for reduced TCO and rapid ROI.

Wyse™ Rapport® device management software centrally controls a world of intelligent devices — both local and remote, wired and mobile, desktop as well as handhelds. It simplifies IT management, reduces TCO, and improves ROI. It is a single software platform that manages a full range of devices – from desktop thin clients to Palm™ and Pocket PC handheld devices, including PDAs, scanners, and other mobile devices. From one console, you can use Rapport to control, upgrade, protect, and repurpose hundreds of thousands of clients – from Wyse, HP (Compaq branded)*, and Neoware.

Rapport optimizes network bandwidth during software distribution operations, provides manual and automatic discovery of network attached devices, and performs scheduled updates. The Workgroup edition comes bundled with all Wyse® Winterm™ thin clients and provides comprehensive management control for smaller installations. The powerful Enterprise edition delivers increased device management capabilities and scales up to hundreds of thousands of clients. Both versions leverage web-services technology, are easy to install, and simple to use. Rapport has very powerful and easy-to-use scheduling and device grouping capabilities that provide network administrators maximum performance and flexibility in managing devices on the network.

And with Wyse Rapport Installation Services, the Wyse Professional Services team will work with your unique requirements to ensure a successful implementation and smooth rollout of the Rapport management solution. Your valuable IT staffing resources can focus on other important tasks and your employees can work at peak productivity.

Features

Benefits

Centralizes control of thin clients and handheld devices	Support team never needs to visit the desktop or device again to add, delete, or change software and configuration
Scales up to hundreds of thousands of devices	Administrators can manage thousands of devices across multiple geographically disparate networks
Easily distributes software and firmware	Administrators can install new versions of client applications or operating systems from a central site
Software and client configuration update scheduling	Avoid disrupting work productivity by scheduling software and configuration updates at convenient times
Dynamic grouping of devices	Allows administrators to group network devices according to organizational structure
Consistent device configurations	Provides administrators the ability to define default device configurations for groups of devices allowing faster deployment of devices and easier recovery of failed devices
Intuitive GUI through Microsoft Management Console	Administrators can learn to use Wyse Rapport quickly with the simple GUI and Wizards
Remote device monitoring	Visible device status in the user interface informs administrators of the current status of devices on the network
Embedded diagnostics and comprehensive error reporting	Quickly and easily troubleshoot problems remotely
Detailed asset management	Allows complete visibility into device details with extensive device hardware and software reporting

**Workgroup Edition –
Version 4.4.1**

- The comprehensive client management solution for departments of 20 to 750 desktops
- Creates a single MSDE database to store thin-client asset information

- Ideal for device management in less centralized, smaller environments

**Enterprise Edition –
Version 4.4.1**

- Management of thin clients AND Pocket PC and Palm OS enterprise handheld devices
- The most comprehensive management solution for departments and enterprises of 200 to 100,000+, plus enterprise handheld devices
- Security Certificates protect against unauthorized management of devices
- Communications between Rapport server and agents can be encrypted
- Supports MSDE or existing MS-SQL¹ database, scales to hundreds of thousands of devices

- Provides automatic configuration capabilities
- Allows Rapport components to be installed on different systems; allows remote repositories for faster device updates, providing greater performance and optimizing network bandwidth
- Controls the number of updates by each separate network, providing much greater performance and flexibility
- Larger number of Group Types and Views means greater flexibility for dynamic grouping (up to 10x more than Workgroup Edition)

**Handheld Support
(Enterprise Edition)**

- Pocket PC and Palm OS devices are easily enabled with Wyse Rapport device management agents using synchronization programs available from the device manufacturer
- Handheld devices require the Pocket PC or Palm OS Rapport license key
- For the latest supported devices, visit the Wyse website at www.wyse.com/rapport

- Handhelds certified with Wyse Rapport – Version 4.4.1 (Enterprise edition):
 - Symbol SPT 1746 - Palm OS 3.5
 - Symbol SPT 1842 - Palm OS 3.5
 - Palm m515 - Palm OS 4.1
 - Symbol SPT 1846 - Palm OS 4.1
 - iPAQ 3650 - PPC 2000
 - iPAQ H3950 - PPC 2002
 - Symbol PPT 2846 - PPC 2002
 - Dell Axim - PPC 2002
 - Dell Axim - PPC 2003

Installation – simple and easy

- Wyse Rapport checks for all prerequisite components and offers to install missing components – making installation of Rapport a snap

**Discovery – automatic
and comprehensive**

- Clients discover themselves using DHCP option tags to find the Rapport server
- Discover devices across NATs, firewalls, and dialup connections

**Management –
easier and more effective**

- Simple right-click functionality offers easy and intuitive management of devices
- Pull- and push-based management, depending on the device, means devices can check in for new updates at pre-determined intervals

**Monitoring – keep an eye
on your devices**

- Visible device status in the user interface informs administrators of the current status of devices on the network

Complete Reconfiguration

- Wyse Rapport delivers fast and reliable reconfiguration of embedded network devices, including the device flash file system. Administrators can reimage client software from the BIOS to applications or through additions, all from a central location on the network

**Centralized Network
Management**

- Wyse Rapport provides access to local and remote client information stored in one or more MSDE- or MS-SQL¹-based databases, and Rapport Enterprise uses local software repositories to reduce network traffic

**Centralized Device
Management**

- Wyse Rapport provides access to local and remote device information stored in one or multiple MSDE or MS-SQL databases

**Extensible Tool-Building
Capabilities Through Microsoft
Management Console (MMC)**

- MMC eases administration headaches through integration, delegation, task orientation, and a familiar interface. By integrating Wyse Rapport with other snap-ins, administrators can create MMC tools that enhance network management functionality (e.g., individual Wyse Rapport managers, anti-virus software, asset management, and fault and performance tools).

OS Requirements

- Microsoft® Windows NT® 4.0 Server with Service Pack 5 or higher
- Microsoft Windows NT 4.0 Terminal Server with Service Pack 5 or higher
- Microsoft Windows NT 4.0 Workstation with Service Pack 5 or higher
- Microsoft Windows® 2000 Advanced Server with Service Pack 1 or higher

- Microsoft Windows 2000 Server with Service Pack 1 or higher
- Microsoft Windows 2000 Professional with Service Pack 1 or higher
- Microsoft Windows 2003 Server
- Microsoft Windows 2003 Server with Service Pack 1
- Microsoft XP Service Pack 1 or higher

Customer Support

- Free basic technical support via email or phone
- Extensive help available on www.askwyse.com

- One-, two-, and three-year software premium support and maintenance contracts available through Wyse Priority Plus Program

**Wyse Rapport Installation
Services**

- Fast, efficient planning and implementation of Wyse Rapport in your network environment
- Installation services performed by Certified Wyse Rapport network engineers

- For more information and pricing, call Wyse Sales at 800 438 9973



Wyse Technology Inc.
3471 North First Street
San Jose, CA 95134-1801

International Sales:
Australia 61 (0) 2 9492 0180
France 33 1 39 44 00 44
Germany 49 (0) 89 4600990
India 91 80 51528588
Singapore 65 6728 9973
Taiwan 886 3 577 9261
UK 44 (0) 118 923 2740
United States 408 473 1200

Wyse Sales:
800 GET WYSE
(800 438 9973)

Visit our websites at:
<http://www.wyse.com.au>
<http://www.wyse.fr>
<http://www.wyse.de>

<http://www.wyse.com.tw>
<http://www.wyse.co.uk>
<http://www.wyse.com>

Or send email to:
sales@wyse.com

**Wyse Customer
Service Center:**
800 800 WYSE
(800 800 9973)

* Compaq T1010 running CE .NET (4.0), T20 running CE .NET (4.0) and XPe, and T30 running CE .NET (4.0) and XPe. ¹MS-SQL database not included

©2005 Wyse Technology Inc. All rights reserved. Wyse, WY, and WyseWorks are registered trademarks, and the Wyse logo, Winter logo, Wyse, and Winter are trademarks of Wyse Technology Inc. Rapport is a registered trademark of Rapport Technologies, Inc., a division of Wyse Technology Inc. Microsoft, Windows, and Windows NT are registered trademarks of Microsoft Corporation. Other product names mentioned herein are for identification purposes only and may be trademarks and/or registered trademarks of their respective companies. Specifications subject to change without notice. Some features require support by server operating system and protocol. A printed copy of the Wyse Technology End User License Agreement is included in the shipping box and provided for your reference only. The license at www.wyse.com/license as of the purchase date is the controlling licensing agreement. By copying, using, or installing the software or the product, you agree to be bound by those terms.
04/05 880923-77 Rev. H