Windows 10 IoT Enterprise LTSC 2021 for OptiPlex 3000 Thin Client

BIOS Upgrade Guide

March 2022
Rev. A00

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

Contents

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Introduction

This document provides the steps to update the BIOS on Windows 10 IoT Enterprise LTSC 2021 for OptiPlex 3000 Thin Client. You can update the BIOS by using one of the following methods:

- Wyse Management Suite
- Microsoft Endpoint Configuration Manager
- USB drive—Manual update

NOTE: The build number of the BIOS is represented as x.x.x. The value of x is not constant and changes with every update to the build. The build number that is displayed in the images is for reference only, and the build number on your system may vary.

Topics:

Supported thin clients

The following thin client runs on Windows 10 IoT Enterprise LTSC 2021:

- OptiPlex 3000 Thin Client

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Upgrading BIOS by using Wyse Management Suite

Prerequisites

Wyse Device Agent version 14.1.0.3 or later must be installed.

Steps

1. Go to support.dell.com.
2. Click **Product Support**, enter the **Service Tag** of your thin client, and then click **Submit**.

   NOTE: If you do not have Service Tag, manually browse for your thin client model.

3. Click **Drivers and Downloads**.
4. From the **Operating system** drop-down menu, select the appropriate operating system.
5. Scroll down the page and download the BIOS package (.exe file) to your system.
6. Copy the downloaded .exe file (raw installer file) to the Wyse Management Suite server repository.
   For example, copy the downloaded file to `<drive C>\Share\repository\thinClientApps`.
7. Log in to Wyse Management Suite.
8. Click **Portal Administration**, and then click **File Repository** under **Console Settings**.
9. Select the **Local Repository** check box.
10. Click **Sync Files**.
    Wait for the synchronization process to complete. The synchronization process copies the package from the repository to **Apps and Data**.
11. Click **Apps and Data**.
    The **Apps and Data** page is displayed.
12. Verify the copied package in the **Applications** list.
13. To create a group in the Wyse Management Suite server, click **Groups & Configs**.
    The **Groups & Configs** page is displayed.
14. Click the **Plus sign (+)** button and enter the required details to register your client in the same group.
15. Click **Apps and Data**.
    The **Apps and Data** page is displayed.
16. Click **Thin Clients** under **App Policies**.
17. Click **Add Policy** to add the policy to the required group.

    NOTE:

    - The silent installation parameter is `/s /r /p=<Password>`, and the default password is **Fireport**.
    - For the WDA 14.x.exe files, .msi files, and .msu files, the silent installation parameter is not required.

18. Update the required fields, and then click **Save**.
    An **Alert** window is displayed.
19. Click **Yes**.

    NOTE: The lock screen is displayed during the package installation process on all the thin clients.

    The package is deployed immediately.

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Upgrading BIOS by using Microsoft Endpoint Configuration Manager server

Prerequisites

Ensure that you are using Microsoft Endpoint Configuration Manager server 2016 or later.

Steps

1. Go to support.dell.com.
2. Click **Product Support**, enter the **Service Tag** of your thin client, and then click **Submit**.

   NOTE: If you do not have Service Tag, manually browse for your thin client model.

3. Click **Drivers and Downloads**.
4. From the **Operating system** drop-down menu, select the appropriate operating system.
5. Scroll down the page and download the respective .exe file.
6. In **Configuration Manager Content Source Share**, create a folder with the name `Packages`.
7. Copy the installation package to the `Packages` folder.
8. Open the **System Center Configuration Manager** console, and go to **Software Library** > **Application Management** > **Packages**.
9. Click **Packages**, and select **Create Package**.
   The **SCCM** screen is displayed.

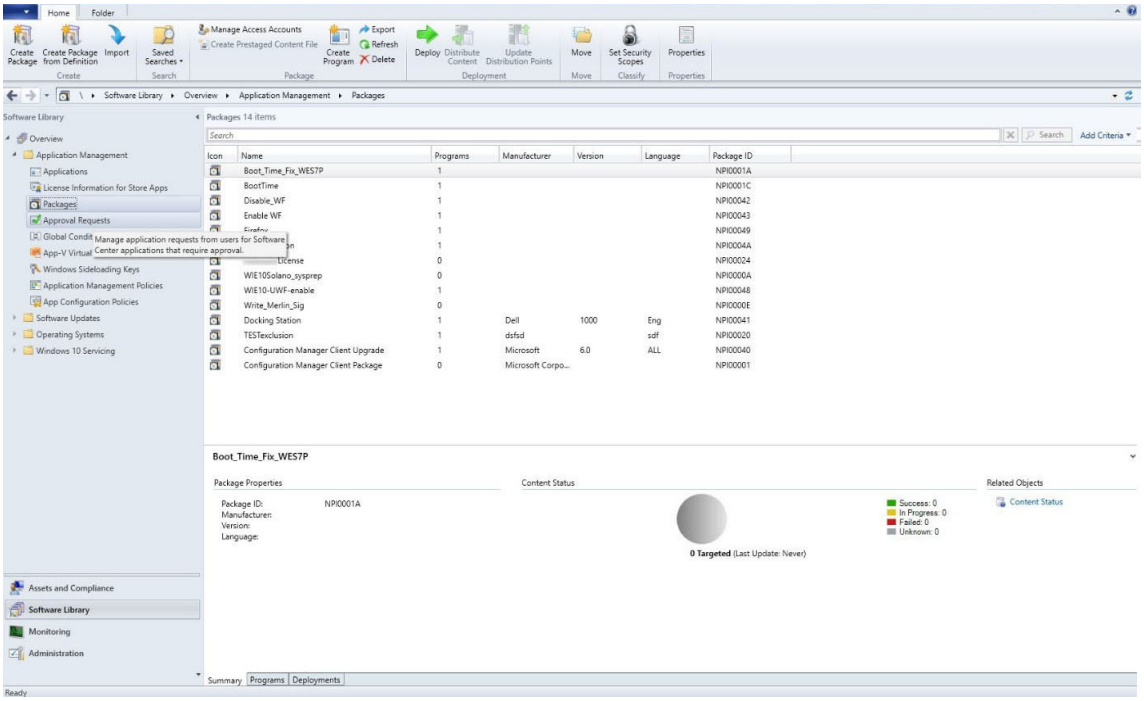

Figure 1. SCCM console

The **Create Package and Program Wizard** screen is displayed.

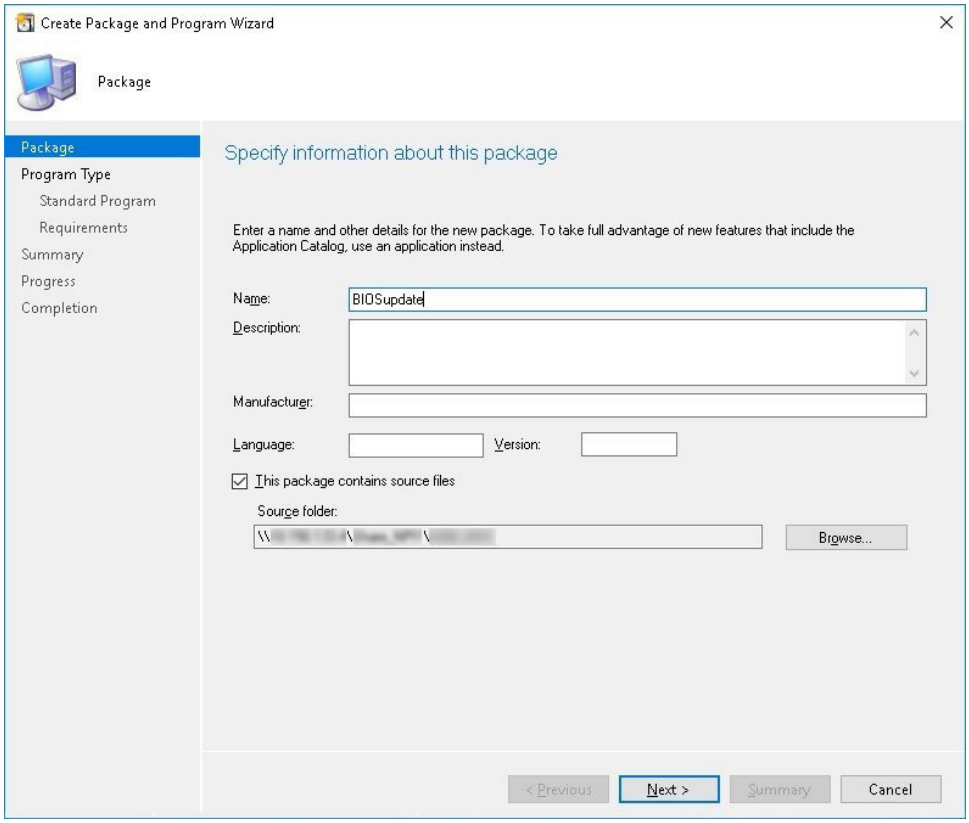

Figure 2. Create Package and Program Wizard

10. Click **Next**.
    The **Program Type** screen is displayed.

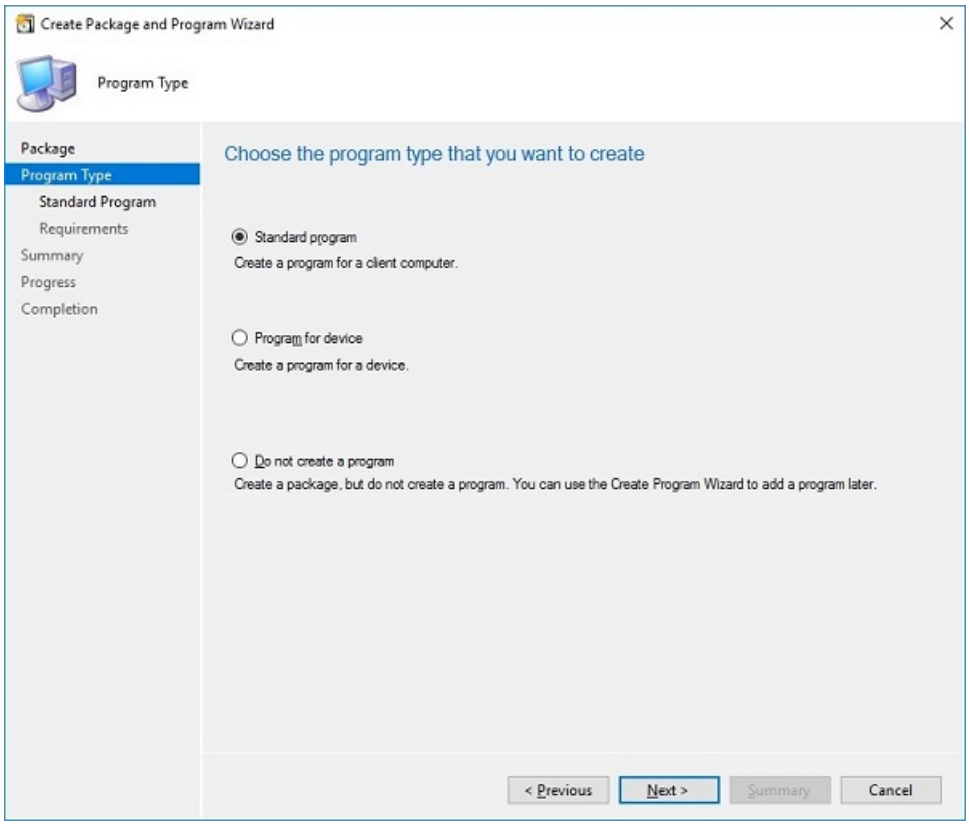

Figure 3. Program Type

11. Select **Standard Program**, and click **Next**.

The **Standard Program** screen is displayed.

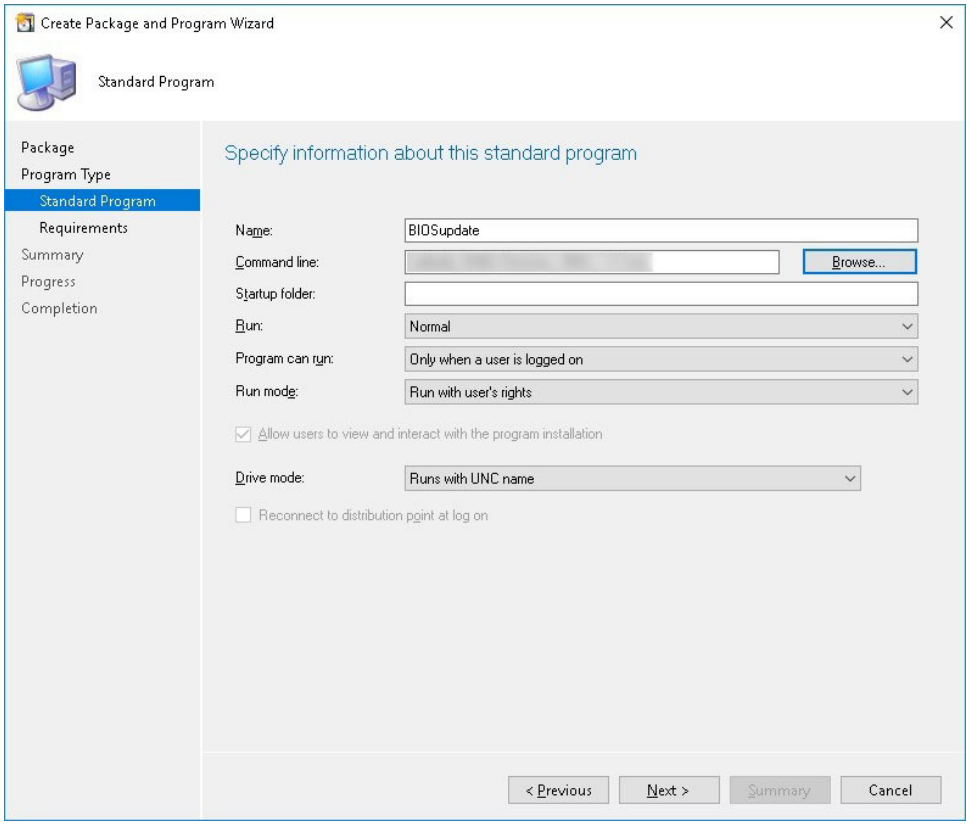

Figure 4. Standard Program

12. In the **Standard Program** package, enter the package name.
13. In the **Command Line** field, navigate to the folder where the BIOS executable file is located, and select it.
14. Click **Next**.
    The **Requirements** screen is displayed.

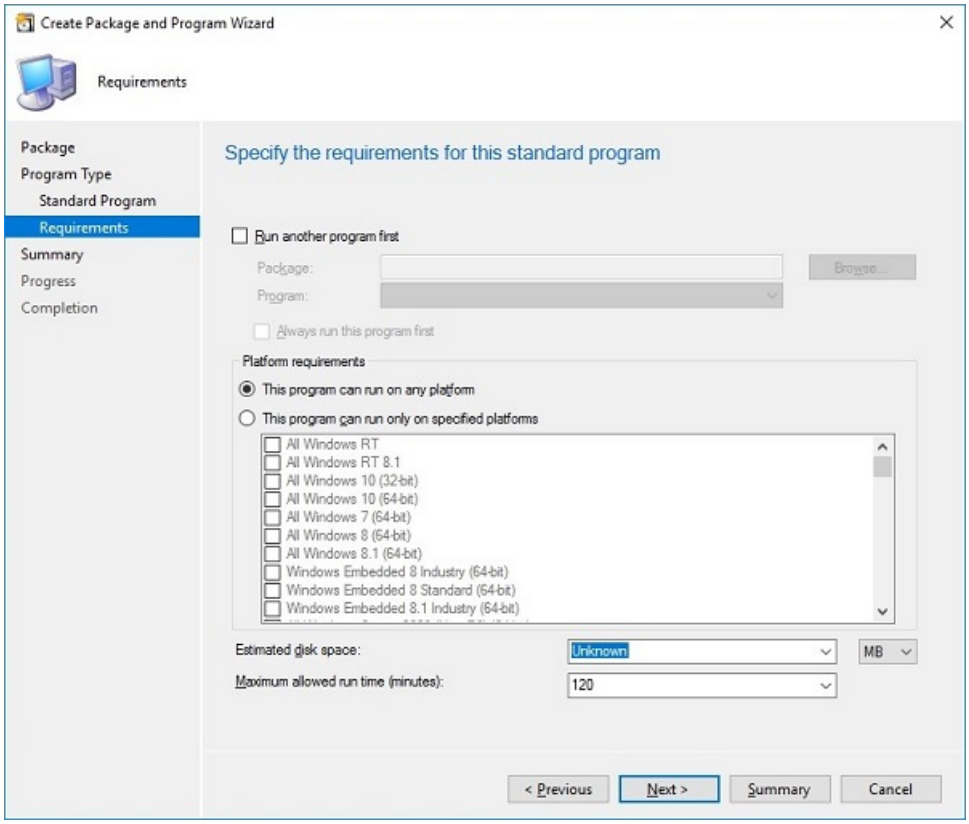

Figure 5. Requirements

15. Click **Next**.
    The **Summary** screen is displayed.

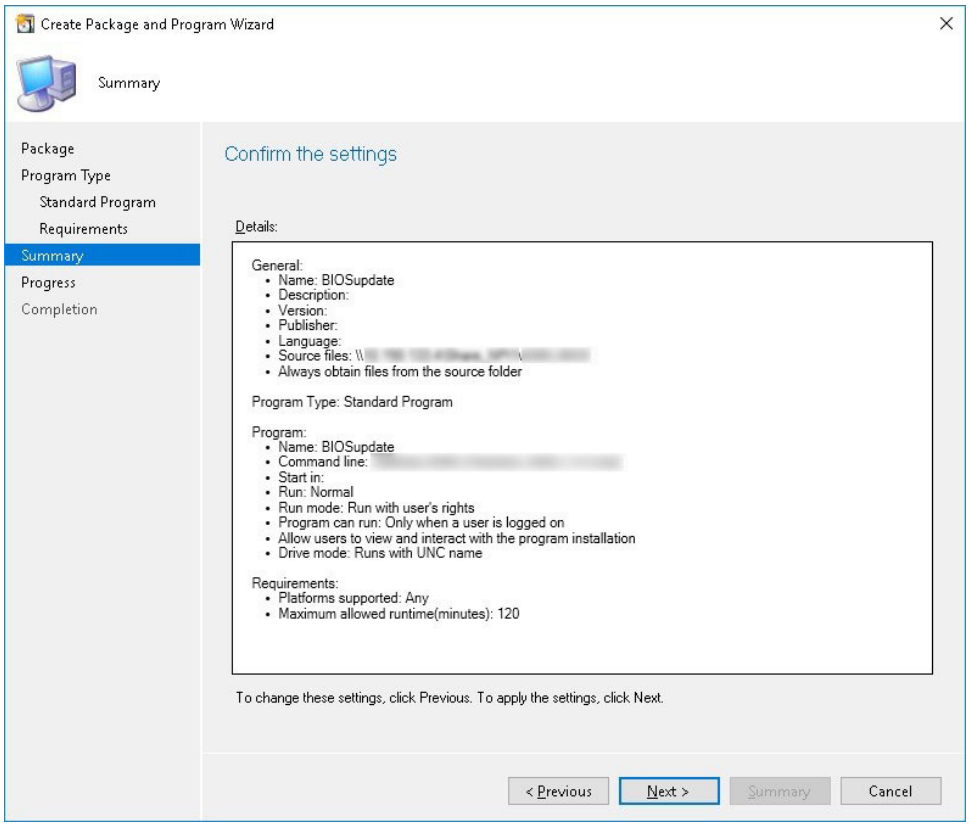

Figure 6. Summary

16. Verify the information that you have provided, and click **Next**.

The **Completion** screen is displayed.

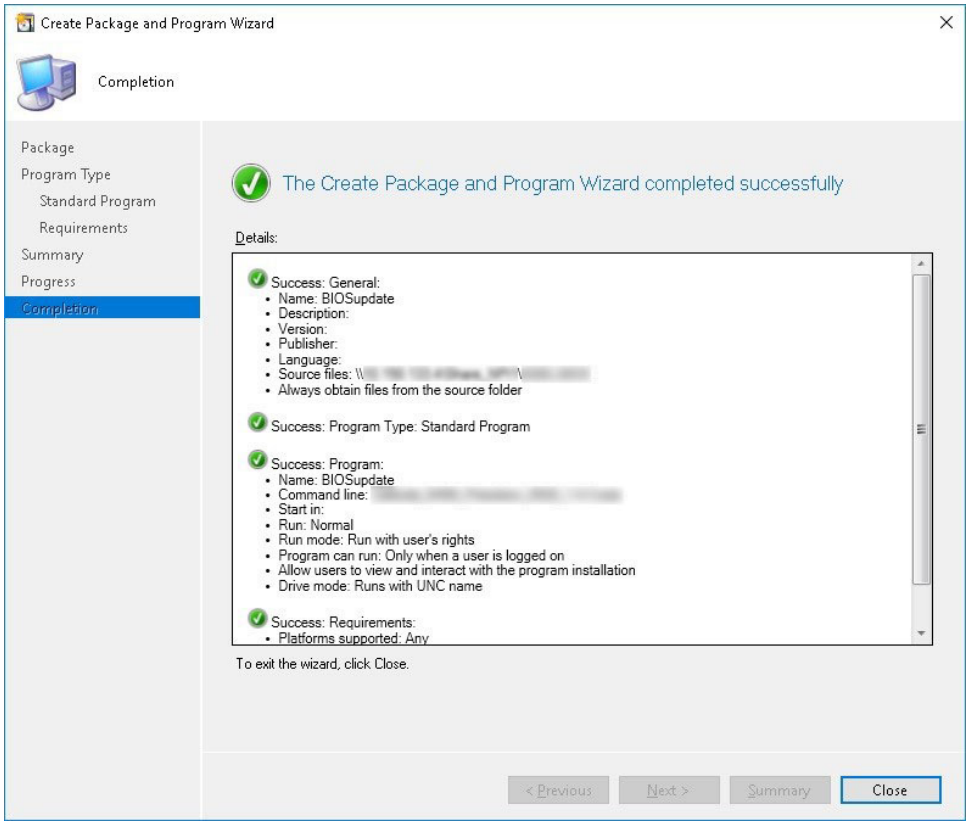

Figure 7. Completion

17. Click **Close**.
18. Right-click the package, and select **Distribute Content**.

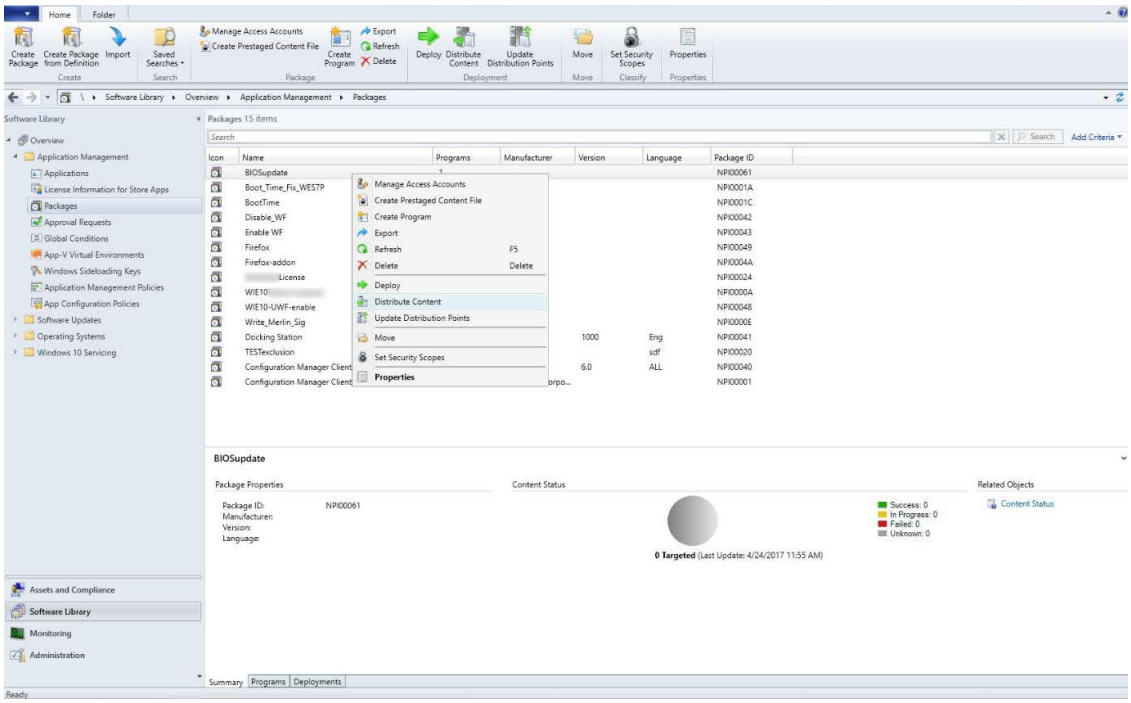

Figure 8. Distribute Content

19. After the package content is distributed, check if the status of the package turns green.
20. Add the client to the domain, and verify if it is displayed on the SCCM server.
21. In the target client, go to **Assets and compliance** > **Devices** and check the MAC ID of the client.

22. Add the device to the device collection.
23. Deploy the BIOS package to the created device collection.
    The client restarts and upgrades the BIOS.

4

Upgrading BIOS by using USB drive

To upgrade the BIOS—by using the USB drive—from the operating system, do the following:

1. Download the BIOS binary file and copy it to a USB drive.
2. Run the file on the target thin client.
3. Click **Ok**.

   The client restarts and upgrades the BIOS.

NOTE: The executable file can also be downloaded and run directly on the target thin client.

To upgrade the BIOS—by using the USB drive—through the BIOS boot menu, do the following:

1. Copy the downloaded executable file to a USB drive.
2. Plug in the USB drive into a USB port.
3. During system start-up, press **F12**.

   The **Boot Menu** is displayed.

4. In **Other Options**, select **BIOS Flash Update**.
5. Navigate to the downloaded executable file, and click **Ok**.
6. Verify the existing system BIOS information, and the BIOS update information.
7. Click **Begin Flash Update**.
8. After you review the warning message, click **Yes**.

   The client restarts and upgrades the BIOS.