

# **Windows 10 IoT Enterprise LTSC 2021 for OptiPlex 3000 Thin Client, OptiPlex All-in- One 7410, Latitude 3440, Latitude 5440 and OptiPlex Micro Plus 7010**

## 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

The Windows 10 IoT Enterprise LTSC 2021 operating system is designed to run on OptiPlex 3000 Thin Client, OptiPlex 7410 All-In-One, Latitude 3440 Client, Latitude 5440, and OptiPlex Micro Plus 7010 platforms. New releases are created to support new hardware platforms, correct defects, make enhancements, or add new features.

 **NOTE:** To determine which operating system version you must select for your thin client, see [Version matrix](#).

## Version matrix

The following version matrix lists the platforms supported in each Windows 10 IoT Enterprise LTSC 2021 for OptiPlex and Latitude Clients release, and helps you select which type of thin client is appropriate for your work environment:

**Table 1. Version matrix**

Release version	Release date	Supported platforms	Release Notes
2312	December 2023	OptiPlex 3000 Thin Client OptiPlex All-in-One 7410 Latitude 3440 Latitude 5440 OptiPlex Micro Plus 7010	<a href="#">Quarterly Release 2312</a>
2308	August 2023	OptiPlex 3000 Thin Client OptiPlex All-in-One 7410 Latitude 3440 Latitude 5440 OptiPlex Micro Plus 7010	<a href="#">Quarterly Release 2308</a>
2306	June 2023	OptiPlex 3000 Thin Client	<a href="#">Quarterly Release 2306</a>
10.05.XX.10.22.00	October 2022	OptiPlex 3000 Thin Client	<a href="#">Windows 10 IoT Enterprise LTSC 2021</a>
10.05.XX.07.22.00	July 2022	OptiPlex 3000 Thin Client	<a href="#">Windows 10 IoT Enterprise LTSC 2021</a>
10.05.XX.02.22.00	March 2022	OptiPlex 3000 Thin Client	<a href="#">Windows 10 IoT Enterprise LTSC 2021</a>

# Quarterly Release 2312

## Release summary

This release note contains information about the Dell Application Store 23.12.0.1 and e-support images 10.05.XX.12.23.00 release for Windows 10 IoT Enterprise LTSC 2021 that runs on the OptiPlex 3000 Thin Client, OptiPlex All-In-One 7410, Latitude 3440, Latitude 5440, and OptiPlex Micro Plus 7010 platforms. It provides the flexibility to be managed with Wyse Management Suite and Microsoft Endpoint Configuration Manager for the updated [Dell value-added applications](#). The Windows 10 IoT Enterprise LTSC 2021 supports English and [other MUI languages](#).

## Version

**Dell Application Store** - 23.12.0.1

**E-support images** - 10.05.XX.12.23.00

## Release date

December 2023

## New and enhanced features

- [Dell Application Store](#) 23.12.0.1 and e-support images 10.05.XX.12.23.00 include the latest Dell value-added applications addressing few issues and bugs. For more information, see [Fixed issues](#).
- Dell Technologies recommends that you apply this update during your next scheduled update cycle. This release contains fixed issues for Windows 10 IoT Enterprise LTSC 2021.
- E-support images are released to address the Intel Graphics Tray application error message that is displayed during every boot.

**Table 2. E-support images 10.05.XX.12.23.00**

Image Name	Supported platforms
WinIoT_LTSC_2021_OptiPlex_3000_Dec2023.iso	OptiPlex 3000 Thin Client
WinIoT_LTSC_2021_OptiPlex_AIO_7410_Dec2023.iso	OptiPlex All-in-One 7410
WinIoT_LTSC_2021_Latitude_3440_Dec2023.iso	Latitude 3440
WinIoT_LTSC_2021_Latitude_5440_Dec2023.iso	Latitude 5440
WinIoT_LTSC_2021_OptiPlex_MicroPlus_7010_Dec2023.iso	OptiPlex Micro Plus 7010

- It includes Wyse Device Agent version 14.6.10.5 to support Azure Blob Storage with Autoscaling. For more information about the support for Azure Blob Storage with autoscaling, see Dell Wyse Management Suite 4.x release notes at [Dell Support](#). Wyse Device Agent enables endpoints to adapt to the downloading way of Azure Blob. Azure Blob Storage with Autoscaling is supported from Wyse Management Suite version 4.2 and later versions.
- E-support image 10.05.XX.12.23.00 is updated to include the latest security intelligence updates for Microsoft Defender Antivirus and other Microsoft anti-malware updates. For more information, see [QFEs list](#).
- Support for updated `ConfigUISupport.exe` v1.0.0.8 which is a WinIoT Config UI enabler package to support migration to WinIoT 2.x policy after Dell Application Store 23.12.0.1 is installed and latest e-support image 10.05.XX.12.23.00 deployment.
  - If the system is already supporting and migrated to WinIoT 2.x policy, you must not deploy the `ConfigUISupport.exe` v1.0.0.8 again.



- If the system is re-imaged with the platform's latest e-support image 10.05.XX.12.23.00, installed with the latest Dell Application Store 23.12.0.1 and then you plan to migrate to support WinIoT 2.x policy, then use the `ConfigUISupport.exe v1.0.0.8` for migrating the client to support WinIoT 2.x policy.

- ⓘ **NOTE:** Wyse Device Agent version 14.6.9.26 and later versions are required to support Wyse Management Suite silent installation for Third party add-on and Dell Application Store 23.12.0.1.
- ⓘ **NOTE:** [Dell value-added applications](#) are installed by default when the Dell Application Store 23.12.0.1 is installed.
- ⓘ **NOTE:** Support of ISO format on Imaging support from Wyse Management Suite and [Dell OS Recovery Imaging Tool](#) for Imaging operations.
- ⓘ **NOTE:** You can download individual third party applications as add-on from the [Dell Support](#) page.
- ⓘ **NOTE:** Dell Application Store 23.12.0.1 is separated from the e-support image 10.05.XX.12.23.00 on the Dell Support page. You must download the latest Dell Application Store 23.12.0.1 from [Dell Support](#) page to get the above enhancements.
- ⓘ **NOTE:** The Unified Write Filter tray user interface is managed by the Dell Application Control Center.
- ⓘ **NOTE:** Right-click and run as administrator when you start Dell Application Control Center to continue managing Unified Write Filter.

## Compatibility

### Build details

Dell Application Store 23.12.0.1 runs on the following operating systems:

**Table 3. Supported operating systems and platforms**

Supported operating systems	Platforms
Windows 10 IoT Enterprise LTSC 2021	OptiPlex 3000 Thin Client
	OptiPlex All-In-One 7410
	Latitude 3440
	Latitude 5440
	OptiPlex Micro Plus 7010

**Table 4. Build details of Dell Application Store 23.12.0.1**

DAS installer version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)
23.12.0.1	23.12.0.1	DellApplicationStore_23.12.0.1.exe	109,617,152 bytes

The following are the build details for e-support images 10.05.XX.12.23.00:

**Table 5. General build details**

Platform(s)	Product	Build Version	Build Number	Localization	Boot Agent Version
OptiPlex 3000 Thin Client	WinIoT_LTSC_2021_OptiPlex_3000_Dec2023.iso	10.0	10.05.XX.12.23.00	English	4.3.0
OptiPlex All-In-One 7410	WinIoT_LTSC_2021_OptiPlex_AIO_7410_Dec2023.iso	10.0	10.05.XX.12.23.00	English	4.3.0

**Table 5. General build details (continued)**

Platform(s)	Product	Build Version	Build Number	Localization	Boot Agent Version
Latitude 3440	WinloT_LTSC_2021_Latitude_3440_Dec2023.iso	10.0	10.05.XX.12.23.00	English	4.3.0
Latitude 5440	WinloT_LTSC_2021_Latitude_5440_Dec2023.iso	10.0	10.05.XX.12.23.00	English	4.3.0
OptiPlex Micro Plus 7010	WinloT_LTSC_2021_OptiPlex_MicroPlus_7010_Dec2023.iso	10.0	10.05.XX.12.23.00	English	4.3.0

**Table 6. Platform specific build details of Wyse Management Suite**

Platform(s)	Version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)	Localization	BIOS Details
OptiPlex 3000 Thin Client	10.0	10.05.XX.12.23.00	WinloT_LTSC_2021_OptiPlex_3000_Dec2023.iso	12,912,885,760 (WinloT_LTSC_2021_OptiPlex_3000_Dec2023.iso)	English	1.14.0
OptiPlex All-In-One 7410	10.0	10.05.XX.12.23.00	WinloT_LTSC_2021_OptiPlex_AIO_7410_Dec2023.iso	12,854,362,112 (WinloT_LTSC_2021_OptiPlex_AIO_7410_Dec2023.iso)	English	1.10.0
Latitude 3440	10.0	10.05.XX.12.23.00	WinloT_LTSC_2021_Latitude_3440_Dec2023.iso	12,858,032,128 (WinloT_LTSC_2021_Latitude_3440_Dec2023.iso)	English	1.9.1
Latitude 5440	10.0	10.05.XX.12.23.00	WinloT_LTSC_2021_Latitude_5440_Dec2023.iso	12,858,032,128 (WinloT_LTSC_2021_Latitude_5440_Dec2023.iso)	English	1.10.0
OptiPlex Micro Plus 7010	10.0	10.05.XX.12.23.00	WinloT_LTSC_2021_OptiPlex_MicroPlus_7010_Dec2023.iso	12,456,951,808 (WinloT_LTSC_2021_OptiPlex_MicroPlus_7010_Dec2023.iso)	English	1.10.0

 **NOTE:** BIOS is not part of this build. The above BIOS version is used during the build validation.

## Hardware Support information

This section provides the hardware support information.

- OptiPlex 3000 Thin Client - 8/16 GB RAM, 256 GB SSD
- OptiPlex All-In-One 7410 - 8/16/32 GB RAM, 256 GB SSD
- Latitude 3440 Client - 8/16/32 GB RAM, 256 GB SSD
- Latitude 5440 Client - 8/16/32 GB RAM, 256 GB SSD
- OptiPlex Micro Plus 7010 - 8/16 GB RAM, 256 GB SSD

**Table 7. Supported displays**

Hardware	Operating System	Single Display (in built)	Dual Display
OptiPlex 3000 Thin Client OptiPlex All-in-One 7410 Latitude 3440 Latitude 5440 OptiPlex Micro Plus 7010	Windows 10 IoT Enterprise LTSC 2021	Supported	Supported

## Supported languages

- English (en-US)
- German (de-DE)
- French France (fr-FR)
- French Canada (fr-CA)
- Italian (it-IT)
- Spanish (es-ES)
- Japanese (ja-JP)
- Korean (ko-KR)
- Chinese Simplified (zh-CN)
- Chinese traditional (zh-TW)
- Brazilian Portuguese (pt-BR)
- Dutch Netherlands (nl-NL)
- Danish Denmark (da-DK)
- Finnish Finland (fi-FI)
- Norwegian Norway (nb-NO)
- Russian Russia (ru-RU)
- Swedish Sweden (sv-SE)

## Important notes

### Test Environment

**Table 8. Test Environment**

Hardware Type	Model Name	CPU Name	Build Package Name	Product Version	RAM	SSD Size	BIOS Version
OptiPlex 3000 Thin Client	OptiPlex 3000 Thin Client	Pentium, Celeron	WinIoT_LTSC_2021_OptiPlex_3000_Dec2023.iso	10.05.XX.12.23.00	8/16 GB	256 GB	1.14.0
OptiPlex 7410 All-In-One Thin Client	OptiPlex 7410 All-In-One Thin Client	Pentium, Celeron	WinIoT_LTSC_2021_OptiPlex_AIO_7410_Dec2023.iso	10.05.XX.12.23.00	8/16/32 GB	256 GB	1.10.0
Latitude 3440	Latitude 3440	Intel i3, Intel i5	WinIoT_LTSC_2021_Latitude_3440_Dec2023.iso	10.05.XX.12.23.00	8/16/32 GB	256 GB	1.9.1
Latitude 5440	Latitude 5440	Intel i3, Intel i5	WinIoT_LTSC_2021_Latitude_5440_Dec2023.iso	10.05.XX.12.23.00	8/16/32 GB	256 GB	1.10.0
OptiPlex Micro Plus 7010	OptiPlex Micro Plus 7010	Intel i5	WinIoT_LTSC_2021_OptiPlex_MicroPlu	10.05.XX.12.23.00	8/16/32 GB	256 GB	1.10.0

**Table 8. Test Environment (continued)**

Hardware Type	Model Name	CPU Name	Build Package Name	Product Version	RAM	SSD Size	BIOS Version
			s_7010_Dec2023.iso				

## Used space and free space

Platform	SSD	Used space	Free space
OptiPlex 3000 Thin Client	256 GB SSD	15 GB	218 GB
OptiPlex 7410 All-In-One	256 GB SSD	15 GB	218 GB
Latitude 3440 Client	256 GB SSD	16 GB	217 GB
Latitude 5440 Client	256 GB SSD	16 GB	217 GB
OptiPlex Micro Plus 7010	256 GB SSD	14 GB	219 GB

## QFEs list

**Table 9. QFEs list for OptiPlex 3000 Thin Client, OptiPlex 7410 All-In-One, Latitude 3440, Latitude 5440**

KB Number	Update Description
KB5003791	Update for Windows 10 IoT Enterprise LTSC 2021
KB5005699	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5031988	Update for Windows 10 IoT Enterprise LTSC 2021
KB5012170	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5032189	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5014032	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5032392	Update for Windows 10 IoT Enterprise LTSC 2021

**Table 10. QFEs list for OptiPlex Micro Plus 7010**

KB Number	Update Description
KB5003791	Update for Windows 10 IoT Enterprise LTSC 2021
KB5005699	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5029923	Update for Windows 10 IoT Enterprise LTSC 2021
KB5012170	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5030211	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5014032	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB50329709	Update for Windows 10 IoT Enterprise LTSC 2021

## Dell value-added applications in Dell Application Store 23.12.0.1

**Table 11. Dell value-added applications**

Application name	Version
Wyse Easy Setup	2.0.0.567

**Table 11. Dell value-added applications (continued)**

Application name	Version
Dell Application Control Center (DACC)	1.1.0.36
Application Launch Manager (ALM)	1.1.0.11
Dell Overlay Optimizer	1.0.1.4024
Language Configuration Tool	1.0.0.10
xData CleanUp Manager (xDCM)	1.0.0.8
Wyse Device Agent	14.6.10.5
Custom Configuration Sysprep	Not Applicable

## Operating System/Driver components

**Table 12. Dell value-added applications driver details**

Drivers/ Files	Version
CAD-MAP-VDI	3.0.6.0

**Table 13. Common application, features, and files- part of e-support image 10.05.XX.12.23.00**


Application	Version
Wyse Device Application (WDA)	14.6.10.5
PlatVsys	1.0.0.6
VMware Horizon Client (2212)	8.8.0.33776
Merlin	4.1.3
Wyse Easy Setup	2.0.0.567
Application Launch Manager (ALM)	1.1.0.11
xData CleanUpManager (xDCM)	1.0.0.8
Dell Command Monitor (DCM)	10.9.0.307
Citrix Workspace 2303.1	23.3.0.55
Control Alt Del Map (CAD Map)	3.0.6.0
Build Content	1.0.0.8
Language Configuration Tool	1.0.0.10
Dell Application Control Center (DACC)	1.1.0.36
Custom Configuration Sysprep	Not Applicable
Azure Virtual Desktop	1.2.4763.0
Microsoft Edge Browser	119.0.2151.72
Microsoft Remote Desktop Connection	10.0.19041 (Protocol10.8 Supported)
TightVNC (Virtual NetworkComputing)	2.8.75.0

**Table 14. Custom Configuration imaging settings tool internally includes below applications**

Application name	Version
ArchiveInfo	1.0.0.3
DeleteFreeSpace	2.0.0.2

**Table 14. Custom Configuration imaging settings tool internally includes below applications (continued)**


Application name	Version
NumLockTrigger	1.0.0.6
PnPApp	1.0.0.15
TimeZonePreservation	1.0.1.8
tpm_app	1.0.0.6
RegPermission	1.0.0.5
NumLock_Toggle	1.0.0.5

 **NOTE:** Factory image version number changes based on the production month and the year.

## Fixed Issues

The following are the fixed issues:

**Table 15. Fixed Issues**

S. No.	Issue Description/Summary	Solution/Workflow
1	<ul style="list-style-type: none"> <li>Wyse Easy Setup error message is displayed when Wyse Management Suite WinIoT policy is applied with Citrix Workspace application v2307.</li> <li>Wyse Easy Setup stops responding when an IT administrator uses a configuration with - or . in the hostname of the server URL and deploys a Win10 IoT 1.x policy.</li> </ul>	<ol style="list-style-type: none"> <li>1. Install the Dell Application Store 23.12.0.1 on the system.</li> <li>2. Use Wyse Management Suite version 4.2 to apply the WinIoT 2.x policy.</li> </ol> <p>For the Citrix Workspace application error message, install the latest Citrix Workspace application version 2309 or later from <a href="#">Citrix website</a>.</p> <p> <b>NOTE:</b> To deploy the new Citrix Workspace application, you can check Create and deploy standard application policy to thin clients in the <a href="#">Wyse Management Suite</a> admin guide.</p>
2	Wyse Easy Setup stops responding when an IT administrator uses a configuration with - or . in the hostname or domain name of the server URL and deploys a Win10 IoT 2.x policy.	<ol style="list-style-type: none"> <li>1. Install the Dell Application Store 23.12.0.1 on the system.</li> <li>2. Use Wyse Management Suite version 4.2 to apply the WinIoT 2.x policy.</li> </ol>
3	You are unable to import an application file (.exe) with a name in Japanese characters in Wyse EasySetup.	Install the Dell Application Store 23.12.0.1 on the system.
4	WinIoT 2.x configuration from Wyse Management Suite 4.1 does not accept dots in Fully Qualified Domain Name (FQDN) for RD Gateway Server in Cloud Wyse Management Suite.	<ol style="list-style-type: none"> <li>1. Install the Dell Application Store 23.12.0.1 on the system.</li> <li>2. Use Wyse Management Suite version 4.2 to apply the WinIoT 2.x policy.</li> </ol>
5	When the WinIoT 2.x policy from Wyse Management Suite is applied for autologin settings, then your device enters into the reboot loop.	<ol style="list-style-type: none"> <li>1. Install the Dell Application Store 23.12.0.1 on the system.</li> <li>2. Use Wyse Management Suite version 4.2 to apply the WinIoT 2.x policy.</li> </ol>
6	WinIoT 2.x policy from Wyse Management Suite for power settings is	<ol style="list-style-type: none"> <li>1. Install the Dell Application Store 23.12.0.1 on the system.</li> </ol>

**Table 15. Fixed Issues (continued)**

S. No.	Issue Description/Summary	Solution/Workflow
	failed to apply on Dell Latitude 3440 and 5440 systems.	2. Use Wyse Management Suite version 4.2 to apply the WinloT 2.x policy.
7	After you apply the WinloT 2.x policy, then if you are ready to update your client, <b>Update Now</b> message is displayed after every restart.	1. Install the Dell Application Store 23.12.0.1 on the system. 2. Use Wyse Management Suite version 4.2 to apply the WinloT 2.x policy.
8	Windows hotkeys are enabled on the local Wyse EasySetup shell when the VMware Horizon session is locked and then you log out of the session, then you are not able to use p, x, l, and o characters to enter into the session again.	1. Install the Dell Application Store 23.12.0.1 on the system. 2. Use Wyse Management Suite version 4.2 to apply the WinloT 2.x policy.
9	The Intel Graphics Experience error message is displayed at every boot on devices which you have received as part of the shipments from Dell factory or after applying the e-support images which are posted on <a href="#">Dell Support</a> page and are listed below. <ul style="list-style-type: none"> <li>WinloT_LTSC_2021_OptiPlex_3000_Aug2023.iso</li> <li>WinloT_LTSC_2021_OptiPlex_7410_June2023.iso</li> <li>WinloT_LTSC_2021_Latitude_3440_Sept2023.iso</li> <li>WinloT_LTSC_2021_Latitude_5440_Aug2023.iso</li> <li>WinloT_LTSC_2021_OptiPlex_Micro Plus_7010_Aug2023.iso</li> </ul>	Deploy the latest e-support images 10.05.XX.12.23.00 for the respective platform that are listed below. <ul style="list-style-type: none"> <li>WinloT_LTSC_2021_OptiPlex_3000_Dec2023.iso</li> <li>WinloT_LTSC_2021_OptiPlex_AIO_7410_Dec2023.iso</li> <li>WinloT_LTSC_2021_Latitude_3440_Dec2023.iso</li> <li>WinloT_LTSC_2021_Latitude_5440_Dec2023.iso</li> <li>WinloT_LTSC_2021_OptiPlex_Micro Plus_7010_Dec2023.iso</li> </ul>
10	You are unable to pull image using Wyse Management Suite from OptiPlex 3000 Thin Client.	Deploy the latest e-support image 10.05.XX.12.23.00 WinloT_LTSC_2021_OptiPlex_3000_Dec2023.iso for the Dell OptiPlex 3000 Thin Client which is on <a href="#">Dell Support</a> page. <b>i</b> <b>NOTE:</b> To deploy the latest e-support image, use <a href="#">Dell OS Recovery Imaging Tool</a> for Imaging operations.

## Known Issues

The following are the known issues:

**Table 16. Known Issues**

S. No.	Issue Description/Summary	Workaround if any
1	Wyse Device Agent (WDA) icon is observed for Citrix connection on the taskbar in Wyse Easy Setup KIOSK Shell.	Not Applicable
2	RDP icon is preserved on the Wyse Easy Setup Shell taskbar even after exiting the RDP session connection.	Not Applicable

**Table 16. Known Issues (continued)**

S. No.	Issue Description/Summary	Workaround if any
3	The previous WinIoT 2.x policy configurations are getting removed after you restart device through Wyse Easy Setup KIOSK Shell.	You can log off and log in back to the device through Wyse Easy Setup KIOSK Shell.
4	Wyse Easy Setup KIOSK shell is not loaded after you run the Imaging process.	You can log off and log in back to the device through Windows Start Menu.
5	The system has Microsoft Edge as the default browser but when you deploy the latest e-support images 10.05.XX.12.23.00 or create a golden image by running Sysprep then the default browser application changes to the Internet Explorer in the Default apps settings.	Do the following: <ol style="list-style-type: none"> <li>1. Log in as an administrator.</li> <li>2. Disable <b>Unified Write Filter (UWF)</b>.</li> <li>3. Go to <b>Start Menu</b>.</li> <li>4. Click <b>Settings &gt; Default apps</b>.</li> <li>5. Select <b>Microsoft Edge</b> as the <b>Web browser</b>.</li> <li>6. Click <b>Apply</b>.</li> <li>7. Enable <b>Unified Write Filter (UWF)</b>.</li> </ol>

## Peripherals ecosystem

**Table 17. Peripherals ecosystem**

Product Category (Module)	Product Description
Monitors	Dell 27 USB-C HUB Monitor
	Dell 22 Monitor
	Dell 24 Monitor
	Dell 24 USB-C Hub Monitor
	Dell UltraSharp 24 Monitor
Audio	Dell Pro Wireless Headset - Daybreak
	Dell Slim Conferencing Soundbar
	Dell Speakerphone
	Dell Stereo Headset
Input Devices	Dell Pro Wireless Keyboard and Mouse
	Dell Active Pen
	Dell Full-Size Wireless Mouse
	Dell Mobile Pro Wireless Mice
	Dell Multi-Device Wireless Keyboard
	Dell Multi-Device Wireless Keyboard and Mouse Combo
	Dell Multi-Device Wireless Mouse
	Dell Multimedia Keyboard
	Dell Optical Mouse
	Dell Palm Rest for KB216 and KM636
	Dell Premier Multi-Device Wireless Keyboard and Mouse
	Dell Active Pen



**Table 17. Peripherals ecosystem (continued)**

<b>Product Category (Module)</b>	<b>Product Description</b>
Cables, Dongles, Adapters	Dell 7-in-1 USB-C Multiport Adapter
	100W Adapter Type-C AC adapter
Webcam	Dell Pro Webcam
Docks & Port Replicators	Dell USB-C Dock

## Boot sequence

- The first boot is Windows Boot Manager.
- The second boot is Merlin Non-Pxe.
- The third boot is UEFI HTTPs Boot.
- The fourth boot is UEFI CL1-3D256-Q11 NVMe SSTC 256 GB TWOTN2CC9DH000BB09161.
- The fifth boot is ONBOARD NIC (IPV4).
- The sixth boot is ONBOARD NIC (IPV6).

# Quarterly Release 2308

## Release summary

This release note contains information about the Dell Application Store 2308 for Windows 10 IoT Enterprise LTSC 2021. It provides the flexibility to be managed with Wyse Management Suite and Microsoft Endpoint Configuration Manager for the updated [Dell value-added applications](#). The Windows 10 IoT Enterprise LTSC 2021 supports English and [other MUI languages](#).

## Version

23.08.0.4

## Release date

September 2023

## New and enhanced features

- Adherence to SDL 7.0 process controls.
  - [Dell value-added applications](#) are adhered to SDL 7.0 technical controls.
- [Dell Application Store](#) supports silent installation (No installation parameter is required) from Wyse Management Suite.
- `ConfigUISupport.exe` supports silent installation (No installation parameter is required) from Wyse Management Suite.
- [Third party applications](#) support silent installation (No installation parameter is required) from Wyse Management Suite.
  - ⓘ **NOTE:** Wyse Device Agent with version 14.6.9.22 or later is required to support WMS silent installation for Third party add-on and Dell Application Store.
- Third party applications and Dell Application Store package availability in Wyse Management Suite Cloud Repository.
- The latest e-support image in ISO format for the OptiPlex 3000 Thin Client is available for download in the [Dell Support](#) page. This is to align with the annual e-support image release. [Click here](#) for release information about e-support image for OptiPlex 3000 Thin Client.
- *Windows 10 IoT Enterprise LTSC 2021 Operating System Recovery Guide* is posted in the [Dell Support](#) under the documentation section of the OptiPlex 3000 Thin Client platform page. The image pull process is updated.
- *Transition from the WinIoT-WES policy to WinIoT 2.x* whitepaper is posted in the [Dell Support](#) page. The document provides step-by-step instructions and FAQs on transitioning from the legacy WinIoT (WES) policy to the new WinIoT 2.x policy in WMS. For more information, go to the documentation section of the respective platform page.
  - ⓘ **NOTE:** The new and upcoming features in WMS are available through WinIoT 2.x policy only. WinIoT 2.x policy is applicable only on Windows 10 IoT Enterprise LTSC 2021.
  - ⓘ **NOTE:** Minimum version 14.6.9.22 is required to support WMS silent installation for Third party add-on and Dell application Store application.
  - ⓘ **NOTE:** [Dell value-added applications](#) are installed by default when the Dell Application Store is installed.
  - ⓘ **NOTE:** You can download individual third party applications as add-on from the [Dell Support](#) page.
  - ⓘ **NOTE:** Dell Application Store is separate from the e-support image on the Dell Support page. You must download the latest Dell Application Store from [Dell Support](#) page to get the above enhancements.
  - ⓘ **NOTE:** When Dell Application Store v23.06.0.2 is installed, it removes the RAMDisk drive (Z:\).

# Important notes

## Post Installing Dell Application Store

- After you run the Dell Application Store, the Unified Write Filter tray user interface is managed by the Dell Application Control Center.
- Right click and run as administrator when you start Dell Application Control Center to continue to manage Unified Write Filter.

## Dell value-added applications in Dell Application Store

**Table 18. Dell value-added applications**

Application name	Version
Wyse Easy Setup	2.0.0.515
Dell Application Control Center (DACC)	1.1.0.35
Application Launch Manager (ALM)	1.1.0.11
Dell Overlay Optimizer	1.0.1.4023
Language Configuration Tool	1.0.0.10
xData CleanUp Manager (xDCM)	1.0.0.8
Wyse Device Agent	14.6.9.23
Custom Configuration Sysprep	Not Applicable

**Table 19. Custom Configuration Sysprep includes below applications**

Application name	Version
ArchiveInfo	1.0.0.3
DeleteFreeSpace	2.0.0.2
NumLockTrigger	1.0.0.6
PnPApp	1.0.0.15
TimeZonePreservation	1.0.1.7
tpm_app	1.0.0.6
RegPermission	1.0.0.5
NumLock_Toggle	1.0.0.5

## Driver components

**Table 20. Dell value-added applications driver details**

Drivers/ Files	Version
CAD-MAP-VDI	3.0.6.0

# Compatibility

## Build details

Dell Application Store runs on the following operating systems:

**Table 21. Supported operating systems and platforms**

Supported operating systems	Platforms
Windows 10 IoT Enterprise LTSC 2021	OptiPlex 3000 Thin Client
	OptiPlex 7410 AIO
	Latitude 3440
	Latitude 5440
	OptiPlex Micro Plus 7010

**Table 22. Build details of Dell Application Store**

DAS installer version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)
23.08.0.4	23.08.0.4	DellApplicationStore_23.08.0.4.exe	10,94,24,056 bytes

## Addendum

List of Third-Party Applications available as individual Add-on packages

**Table 23. Addendum**

Application name	Version
VMware Horizon Client (2306)	8.10.0.37268
Citrix Workspace App (2307.1)	23.7.1.18
Amazon Workspaces	5.12.0.4246
Cisco Jabber Softphone for VDI (Virtual Desktop Infrastructure) Client	14.1.4.57909
Cisco Webex VDI (Virtual Desktop Infrastructure) Meetings Plugin	42.2.6.11
Cisco Webex VDI (Virtual Desktop Infrastructure) Plugin	43.4.0.25959
Zoom VDI (Virtual Desktop Infrastructure) Plugin	5.15.4

# Quarterly Release 2306

## Release summary

This release note contains information about the Dell Application Store 2306 for Windows 10 IoT Enterprise LTSC 2021. It provides the flexibility to be managed with Wyse Management Suite and Microsoft Endpoint Configuration Manager for the updated [Dell value-added applications](#). The Windows 10 IoT Enterprise LTSC 2021 supports English and [other MUI languages](#).

## Version


23.06.0.0

## Release date


June 2023


## New and enhanced features

- Third-party application has been separated from Dell Application Store, and as a consequence, Dell Application Store now only contains Dell value-added applications.
- The Dell Application Store package size is reduced from 1.4GB to around 104 MB. With a smaller footprint of Dell application store, it is also easier and faster to deploy Dell value-added applications.
- Third Party Applications are available as individual Add-on packages and as applications downloadable from [Dell Support](#) page.
- Adherence to SDL 7.0 process controls.
  - IT admins must provide admin or user account and passwords during custom image creation in the Dell Application Control Center.

 **NOTE:** [Dell value-added Applications](#) are installed by default when the Dell Application Store is installed.

 **NOTE:** Users can download individual third party applications as Add-on from [Dell Support](#) page.

 **NOTE:** Dell Application Store is separate from the e-support image on Dell Support page. Customers need to download the latest Dell Application Store from [Dell Support](#) page to get the above enhancements.

 **NOTE:** When Dell Application Store v23.06.0.2 is installed, it will remove the RAMDisk drive (Z:\).

## Important notes

### Post Installing Dell Application Store

- After running the Dell Application Store, the Unified Write Filter tray user interface will be managed by Dell Application Control Center.
- Right click and run as administrator when starting Dell Application Control Center to continue to manage Unified Write Filter.

# Dell value-added applications in Dell Application Store

**Table 24. Dell value-added applications**

Application name	Version
Wyse Easy Setup	2.0.0.471
Dell Application Control Center (DACC)	1.1.0.33
Application Launch Manager (ALM)	1.1.0.10
Dell Overlay Optimizer	1.0.1.4023
Language Configuration Tool	1.0.0.10
xData CleanUp Manager (xDCM)	1.0.0.8
Wyse Device Agent	14.6.9.21
Custom Configuration Sysprep	Not Applicable

**Table 25. Custom Configuration Sysprep**

Application name	Version
ArchiveInfo	1.0.0.3
DeleteFreeSpace	2.0.0.2
NumLockTrigger	1.0.0.6
PnPApp	1.0.0.15
TimeZonePreservation	1.0.1.6
tpm_app	1.0.0.6
RegPermission	1.0.0.5
NumLock_Toggle	1.0.0.5

## Driver components

**Table 26. Dell value-added applications driver details**

Drivers/ Files	Version
CAD-MAP-VDI	3.0.6.0

## Compatibility

### Build details

Dell Application Store runs on the following operating systems:

**Table 27. Supported operating systems and platforms**

Supported operating systems	Platforms
Windows 10 IoT Enterprise LTSC 2021	OptiPlex 3000 Thin Client

**Table 28. Build details of Dell Application Store**

DAS installer version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)	MD5 File Checksum
23.06.0.2	23.06.0.2	DellApplicationStore_23.06.0.2.exe	10,93,12,352 bytes	698C52E995A0C1091C26260737DA50A1

## Addendum

List of Third-Party Applications available as individual Add-on packages

**Table 29. Addendum**

Application name	Version
VMWare Horizon Client (2303)	8.9.0.35399
Citrix Workspace App (2303)	23.3.0.55
Amazon Workspaces	5.9.0

List of Third-Party Applications available as individual applications

**Table 30. Addendum**

Application name	Version
Cisco Jabber Softphone for VDI (Virtual Desktop Infrastructure) Client	14.1
Cisco WebEx VDI ((Virtual Desktop Infrastructure) Meetings Plugin	42.2.6.11
Cisco WebEx VDI (Virtual Desktop Infrastructure) Plugin	43.4.0.25959
Zoom VDI (Virtual Desktop Infrastructure) Plugin	5.14.10.23670

# Windows 10 IoT Enterprise LTSC 2021

## 10.05.XX.08.23.00

## Release summary

This release note contains information about the Windows 10 IoT Enterprise LTSC 2021 that runs on the OptiPlex 3000 Thin Client. Windows 10 IoT Enterprise LTSC 2021 is factory installed on the OptiPlex 3000 Thin Client. It provides the flexibility to be managed with Wyse Management Suite and Microsoft Endpoint Configuration Manager. The Windows 10 IoT Enterprise LTSC 2021 supports English and MUI languages.

## Version

10.05.XX.08.23.00

## Release date

September 2023

## New and enhanced features

This release consists of two parts: the Dell Application Store and the E-support .iso image.

- Dell Application Store
    - Dell Application Store is separate from the e-support image on [Dell Support](#) page. You must download the latest Dell Application Store from [Dell Support](#) page to get the [New Features and Enhancements](#).
  - E-support image
    - The e-support image is updated to include the latest security intelligence updates for Microsoft Defender Antivirus and other Microsoft anti-malware updates. See [QFEs list](#) for more information.
    - Secure Unique Password update for Windows 10 IoT Enterprise LTSC 2021.
      - ⓘ **NOTE:** The default password for the Admin account is Admin#SerialNumber of the device. The default password for the User account is User#Serialnumber of the device.
    - Adherence to SDL 7.0 process controls.
      - [Dell value-added applications](#) are adhered to SDL 7.0 technical controls.
    - Supports [Dell OS Recovery Imaging Tool](#) for Imaging operations.
    - Dell Thin Client Application, RAMDisk, Dell Secure Client, and Quick Start applications are removed.
- ⓘ **NOTE:** If IT administrators do not plan to reload the e-support image, they can also download the security patches from [Microsoft Update Catalog](#) and follow the [Deployment Guide](#) for deployment. It can save time in deployment, image customization, and network traffic.

## Important notes

### UWF Servicing Mode and Task Scheduler Information

- Install the July 12 update, [2022-KB5015807](#) as a pre-requisite QFE to function UWF Servicing mode.



- 'WindowsUWFServicing' is the scheduled task which is added and disabled by default to run at 3:00 AM every Sunday every 4 weeks for automatic windows updates.
- IT administrators can enable and update the scheduled timings as per their convenience.
- For UWFServicing Mode, the device must be able to connect the Windows Updates servers.

## Post Installing Dell Application Store

- After you run the Dell Application Store, the Unified Write Filter tray user interface is managed by Dell Application Control Center.
  - Right click and run as admin when starting Dell Application Control Center to continue to manage Unified Write Filter.
- i** **NOTE:** If you are using the latest 10.05.XX.08.23.00 e-support image, then Dell Thin Client Application is removed. Instead, Dell Application Control Center is added as part of the e-support image for device configuration and management.

## QFEs list

**Table 31. QFEs list**

KB Number	Update Description
KB5003791	Update for Windows 10 IoT Enterprise LTSC 2021
KB5005699	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5027122	Update for Windows 10 IoT Enterprise LTSC 2021
KB5012170	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5028166	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5014032	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5028318	Update for Windows 10 IoT Enterprise LTSC 2021

## Dell value-added applications in Dell Application Store

**Table 32. Dell value-added applications**

Application name	Version
Wyse Easy Setup	2.0.0.515
Dell Application Control Center (DACC)	1.1.0.35
Application Launch Manager (ALM)	1.1.0.11
Dell Overlay Optimizer	1.0.1.4023
Language Configuration Tool	1.0.0.10
xData CleanUp Manager (xDCM)	1.0.0.8
Wyse Device Agent	14.6.9.23
Custom Configuration Sysprep	Not Applicable

**Table 33. Custom Configuration Sysprep includes below applications**

Application name	Version
ArchiveInfo	1.0.0.3
DeleteFreeSpace	2.0.0.2
NumLockTrigger	1.0.0.6
PnPApp	1.0.0.15

**Table 33. Custom Configuration Sysprep includes below applications (continued)**

Application name	Version
TimeZonePreservation	1.0.1.7
tpm_app	1.0.0.6
RegPermission	1.0.0.5
NumLock_Toggle	1.0.0.5

## Addendum

List of Third-Party Applications available as individual Add-on packages

**Table 34. Addendum**

Application name	Version
VMware Horizon Client (2306)	8.10.37268
Citrix Workspace App (2307.1)	23.7.1.18
Amazon Workspaces	5.12.0.4246
Cisco Jabber Softphone for VDI (Virtual Desktop Infrastructure) Client	14.1.4.57909
Cisco Webex VDI (Virtual Desktop Infrastructure) Meetings Plugin	42.2.6.11
Cisco Webex VDI (Virtual Desktop Infrastructure) Plugin	43.4.25959
Zoom VDI (Virtual Desktop Infrastructure) Plugin	5.15.4

## Dell value-added applications/Driver components

**Table 35. Dell value-added applications driver details**


Drivers/ Files	OptiPlex 3000 Thin Client
CAD-MAP-VDI	3.0.6.0

**Table 36. Common application, features, and files-part of e-support image build 10.05.XX.08.23.00**

Application	Version
Wyse Device Application (WDA)	14.6.9.23
PlatVsys	1.0.0.6
Citrix Workspace App (2307.1)	8.10.37268
Merlin	4.1.3
Wyse Easy Setup	2.0.0.515
Application Launch Manager (ALM)	1.1.0.11
xData CleanUp Manager (xDCM)	1.0.0.8
Dell Command Monitor (DCM)	10.9.0.307
Citrix Workspace 2307.1	23.7.1.18
Control Alt Del Map (CAD Map)	3.0.6.0
Build Content	1.0.0.8
Language Configuration Tool	1.0.0.10

**Table 36. Common application, features, and files-part of e-support image build 10.05.XX.08.23.00 (continued)**

Application	Version
Dell Application Control Center	1.1.0.35
Azure Virtual Desktop	1.2.4419.0
Microsoft Edge Browser	114.0.1823.79
Microsoft Remote Desktop Connection	10.0.19041 (Protocol 10.8 Supported)
TightVNC (Virtual Network Computing)	2.8.75

 **NOTE:** Factory image version number changes based on the production month and the year.

## Test Environment

**Table 37. Test Environment**

Hardware Type	Hardware Rev	Model Name	CPU Name	Build Package Name	Product Version	RAM	SSD Size	BIOS Version
OptiPlex 3000 Thin Client	0502	OptiPlex 3000 Thin Client	Pentium	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_Oct2022.exe	10.05.09.10.22.00	8/16 GB	256 GB	1.5.0
OptiPlex 3000 Thin Client	0503	OptiPlex 3000 Thin Client	Celeron	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_Oct2022.exe	10.05.10.10.22.00	8/16 GB	256 GB	1.5.0
OptiPlex 3000 Thin Client	0502	OptiPlex 3000 Thin Client	Pentium	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_July2022.exe	10.05.09.07.22.00	8/16 GB	256 GB	1.5.0
OptiPlex 3000 Thin Client	0503	OptiPlex 3000 Thin Client	Celeron	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_July2022.exe	10.05.10.07.22.00	8/16 GB	256 GB	1.5.0

## Compatibility

### Build details

**Table 38. General build details**

Platform(s)	Product	Build Version	Build Number	Localization	Boot Agent version	Merlin USB Imaging Tool	Dell OS Recovery Tool
OptiPlex 3000 Thin Client	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_Aug2023.iso	10.0	10.05.XX.08.23.00	English	4.1.3	3.5.0.210	2.3.7515

**Table 39. Platform specific build details of Wyse Management Suite**

Platform(s)	Version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)	Localization	BIOS Details	Platform	BIOS Version
OptiPlex 3000 Thin Client	10.0	10.05.XX.08.23.00	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_Aug2023.iso	12,467,961,856 bytes	English	-	OptiPlex 3000 Thin Client	1.11.0

**Table 40. Build details of Dell Application Store**

DAS installer version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)
23.08.0.4	23.08.0.4	DellApplicationStore_23.08.0.4.exe	10,94,24,056 bytes

BIOS is not part of this build. The above BIOS version is used during the build validation.

# Windows 10 IoT Enterprise LTSC 2021

## 10.05.XX.10.22.00

### Release summary

This release note contains information about the Windows 10 IoT Enterprise LTSC 2021 that runs on the OptiPlex 3000 Thin Client. Windows 10 IoT Enterprise LTSC 2021 is factory installed on the OptiPlex 3000 Thin Client. It provides the flexibility to be managed with Wyse Management Suite and Microsoft Endpoint Configuration Manager. The Windows 10 IoT Enterprise LTSC 2021 supports English and MUI languages.

### Version

10.05.XX.10.22.00

### Release date

October 2022

### New and enhanced features

This release consists of two parts: the Dell Application Store and the E-support image.

- Dell Application Store
  - Dell Application Store is separate from the e-support image on [Dell Support](#) page. Customers need to download the latest Dell Application Store from [Dell Support](#) page to get the following enhancements.
    - Unified Write Filter Servicing Mode: Servicing mode commands to service the device and apply Windows updates to the device.
      - A task scheduler "WindowsUWFServicing" (by default disabled) is created and set to trigger the servicing mode as required.
      - IT administrator can enable and schedule it as per their convenient maintenance time for the updates.
      - Refer to [Important Notes](#) to know about the prerequisites for UWF Servicing Mode.
      - Refer to [Apply Windows updates to UWF-protected devices | Microsoft Learn](#) for more information.
    - Included VMware Horizon Client 2206 and validated with the VMware Horizon Cloud Service.
      - VMware Horizon Cloud Services has been validated and is supported on Windows 10 IoT Enterprise LTSC 2021.
      - Refer to [VMware Horizon Documentation - Horizon 8, Horizon Cloud Service, and Horizon Clients](#) for more information.
    - Latest third-party applications

Refer to [Third-party & Dell value-added applications in Dell Application Store](#) for more information.

- Enabled Citrix Workspace App Current Release Version, replacing Citrix Workspace App LTSR (Long term service release) version
    - Refer to [FAQ: Citrix Virtual Apps and Desktops and Citrix Hypervisor Long Term Service Release \(LTSR\)](#) to know more about the difference between CWA Current Release and CWA Long Term Service Release.
    - Refer to [About this release | Citrix Workspace app for Windows](#) to know about the CWA 2209 Current Release.
  - Removed Citrix HDX Real Time Media Engine plug-in due to product EOML.
  - [Windows 10 IoT Enterprise LTSC 2021 for OptiPlex 3000 Thin Client Administrator's Guide](#) is updated with the notes to remove TightVNC (Virtual Network Computing) application.
- E-support image

- The e-support image is updated to include the latest security intelligence updates for Microsoft Defender Antivirus and other Microsoft antimalware updates. Refer to [QFEs list](#) for more information.
- As part of Dell Thin Client Application revamp, e-support image is included with latest Dell Application Control Center for better user experience. The inclusion of Dell Application Control Center in e-support image will provide a better unified experience of Application Launch Manager, xData Cleanup Manager, Wyse Easy Setup, Wyse Device Agent and Custom Imaging scenarios when customers reimagine their devices with the latest e-support image. With this quarterly release, the functionalities of the Dell Thin Client Application are merged into the Dell Application Control Centre. Also, the Dell Thin Client Application is removed from the e-support image.

**i NOTE:** If IT administrators do not plan to reload the e-support image, they can also download the security patches from [Microsoft Update Catalog](#) and follow the [Deployment Guide](#) for deployment. It can save time in deployment, image customization, and network traffic.

## Important notes

### UWF Servicing Mode and Task Scheduler Information

- Install July 12, [2022-KB5015807](#) as a pre-requisite QFE to function UWF Servicing mode.
- 'WindowsUWFServicing ' is the scheduled task which is added and disabled by default to run at 3:00AM every Sunday every 4 Weeks for automatic windows updates.
- IT administrator can enable and update the scheduled timing as per their convenience.
- For UWFServicing Mode, the device needs to be able to connect the Windows Updates servers.

### Post Installing Dell Application Store

- After running the Dell Application Store, the Unified Write Filter tray user interface will be managed by Dell Application Control Center.
  - Right click and run as admin when starting Dell Application Control Center to continue to manage Unified Write Filter.
- i NOTE:** If you are using the latest 10.05.XX.10.22.00 e-support image, then Dell Thin Client Application is removed. Instead, Dell Application Control Centre is added as part of the e-support image for device configuration and management.

### Dell Application Store- Citrix installation pre-requisite

- Citrix Workspace Application 22.9.0.28 requires Internet to install Microsoft Edge WebView2 Runtime as part of its installation through Dell Application Store.
- Alternative-
  - Users can Download [Microsoft Edge WebView2 Runtime](#) manually on thin client and install it.
  - Then install Citrix Workspace Application 22.9.0.28 from Dell Application Store 22.10.0.5, and then Citrix Workspace Application will be upgraded to 22.9.0.28 as expected.

## QFEs list

**Table 41. QFEs list**

KB Number	Update Description
KB5013624	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5003791	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5015807	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5014032	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5014671	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5005699	Security Update for Windows 10 IoT Enterprise LTSC 2021

## Third-party & Dell value-added applications in Dell Application Store

**Table 42. Third-party applications**

Application name	Version
Citrix Workspace App	22.9.0.28
VMWare Horizon Client	8.6.0.29364 (2206)
TightVNC (Virtual Network Computing)	2.8.68.0
Zoom Plugins for Citrix and VMware	5.11.21750
Cisco Webex VDI (Virtual Desktop Infrastructure) Plugin	42.8.0.23281
Cisco Jabber Softphone for VDI (Virtual Desktop Infrastructure) Client	14.1.0.56686
Cisco WebEx VDI ((Virtual Desktop Infrastructure) Meetings Plugin	42.2.6.11
Amazon Workspaces	5.1.0.3029

**Table 43. Dell value-added applications**

Application name	Version
Dell Secure Client	1.0.0.240
Wyse Easy Setup	2.0.0.320
Dell Application Control Center (DACC)	1.1.0.16
Application Launch Manager (ALM)	1.1.0.5
Dell Overlay Optimizer	1.0.1.53
Language Configuration Tool	1.0.0.10
xData CleanUp Manager (xDCM)	1.0.0.5
Quick Start	Not Applicable
Wyse Device Agent	14.6.6.3
Custom Configuration Sysprep	Not Applicable

## Dell value-added applications/ Driver components

**Table 44. Dell value-added applications driver details**


Drivers/ Files	OptiPlex 3000 Thin Client
CAD-MAP-VDI	3.0.6.0

**Table 45. Common application, features, and files- part of e-support image build 10.05.XX.10.22.00**

Application	Version
Wyse Device Application (WDA)	14.6.6.3
PlatVsys	1.0.0.5
VMWare Horizon Client	8.4.0.24146
Merlin	4.1.0
Wyse Easy Setup	2.0.0.320

**Table 45. Common application, features, and files- part of e-support image build 10.05.XX.10.22.00 (continued)**

Application	Version
Application Launch Manager (ALM)	1.1.0.5
xData CleanUp Manager (xDCM)	1.0.0.5
Dell Command Monitor (DCM)	10.6.0.150
Citrix Workspace 1912	19.12.6000.9
Control Alt Del Map (CAD Map)	3.0.6.0
Microsoft Endpoint Configuration Manager	5.00.8790.1007
Build Content	1.0.0.8
Language Configuration Tool	1.0.0.9
Dell Application Control Centre	1.1.0.16
Custom Sysprep (Master.exe)	1.0.0.17
Azure Virtual Desktop	1.2.3401.0
Microsoft Edge Browser	103.0.1264.77
Quick Start	Not Applicable
Microsoft Remote Desktop Connection	10.0.19041 (Protocol 10.8 Supported)
TightVNC (Virtual Network Computing)	2.8.63.0

 **NOTE:** Factory image version number will change based on the production month and the year.

## Test Environment

**Table 46. Test Environment**

Hardware Type	Hardware Rev	Model Name	CPU Name	Build Package Name	Product Version	RAM	SSD Size	BIOS Version
OptiPlex 3000 Thin Client	0502	OptiPlex 3000 Thin Client	Pentium	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_July2022.exe	10.05.09.07.22.00	8/16 GB	256 GB	1.5.0
OptiPlex 3000 Thin Client	0503	OptiPlex 3000 Thin Client	Celeron	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_July2022.exe	10.05.10.07.22.00	8/16 GB	256 GB	1.5.0



# Compatibility

## Build details

**Table 47. General build details**

Platform(s)	Product	Build Version	Build Number	Localization	Boot Agent version	Merlin USB Imaging Tool	MD5 File Checksum
OptiPlex 3000 Thin Client	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_Oct_2022.exe	10.0	10.05.XX.10.22.00	English	4.1.0	3.5.0.210	6419E733ED851C192DEA9CBA3822AC3D

**Table 48. Platform specific build details of Wyse Management Suite**

Platform(s)	Version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)	Localization	BIOS Details	Platform	BIOS Version
OptiPlex 3000 Thin Client	10.0	10.05.XX.10.22.00	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_Oct_2022.exe	10,079,772,598 bytes	English	-	OptiPlex 3000 Thin Client	1.5.0

**Table 49. Build details of Dell Application Store**

DAS installer version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)	MD5 File Checksum
22.10.0.5	22.10.0.5	DellApplicationStore_22.10.0.5.exe	1,496,748,784 bytes	F9076C9914425EB1D37EFCB91BB258AB

BIOS is not part of this build. The above BIOS version is used during the build validation.

# Windows 10 IoT Enterprise LTSC 2021

## 10.05.XX.07.22.00

## Release summary

This release note contains information about the Windows 10 IoT Enterprise LTSC 2021 that runs on the OptiPlex 3000 Thin Client. Windows 10 IoT Enterprise LTSC 2021 is factory installed on the OptiPlex 3000 Thin Client. It provides the flexibility to be managed with Wyse Management Suite and Microsoft Endpoint Configuration Manager. The Windows 10 IoT Enterprise LTSC 2021 supports English and MUI languages.

## Version

10.05.XX.07.22.00

## Release date

July 2022

## New and enhanced features

This release consists of two parts: the Dell Application Store and the E-support image.

- Dell Application Store
  - Dell Application Store is separate from the e-support image on [Dell Support](#) page. Customers need to download the latest Dell Application Store from [Dell Support](#) page to get the following enhancements.
    - Auto Windows Defender Update allows users to automatically update the Windows Defender signature every day with Unified Write Filter ON.
    - Easy Setup in kiosk mode: New setting is available to set 12/24-time clocks from the thin client.
    - Latest third-party applications.  
  
Refer to [Third-party & Dell value-added applications in Dell Application Store](#) for more information.
    - Optimization of memory utilization by removing RAM Disk after installing Dell Application Store.
    - Supports Microsoft Azure Virtual Desktop with latest exclusions, added as part of the Unified Write Filter.
- E-support image
  - The e-support image is updated to include the latest security intelligence updates for Microsoft Defender Antivirus and other Microsoft antimalware updates. Refer to [QFEs list](#) for more information.

**NOTE:** If IT administrators do not plan to reload the e-support image, they can also download the security patches from [Microsoft Update Catalog](#) and follow the Security Patches Deployment Guide for deployment. It can save time in deployment, image customization, and network traffic.

Refer to [Important Notes](#) for more information on new and enhanced features.

# Important notes

## Citrix Desktop Viewer

- Citrix Desktop Viewer
  - The Citrix Desktop Viewer tool is made available on the connection so that customer can resize session without recourse to using shortcut keys as mentioned steps below:
    - Pass toolbar as a parameter from the UI and add it to the JSON file, instead of using API and shortcut keys. JSON will get replicated to the VDI session.
    - Edit the WebInterface.conf file in the locations given in the next two steps.
    - Open the C:\inetpub\wwwroot\Citrix\XenApp\conf folder for Web Interface connections.
    - Open the C:\inetpub\wwwroot\Citrix\PNAgent\conf folder for PNAgent connections.
    - Update the configuration file to remove the '#' and set ShowDesktopViewer=On.
    - The toolbar option will be displayed in the VDI session.

## Post Installing Dell Application Store

- After running the Dell Application Store, the Unified Write Filter tray user interface will be managed by Dell Application Control Center.
- Right click and run as admin when starting Dell Application Control Center to continue to manage Unified Write Filter.

## Task scheduler information to support Windows Defender Auto Updates

- 'WindowsDefenderUpdate' is the scheduled task which is added and enabled by default to run at 2:00AM every day for automatic updates of Defender signatures.
- Users can update the scheduled timing as per their convenience.
- To support the auto update, below exclusions are added Unified Write Filter.
  - HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Schedule\TasksCache\Tasks
  - HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Schedule\TasksCache\Tree

## Dell Application Store- Citrix installation pre-requisite

- Citrix Workspace Application 22.3.1.41 requires internet to install Microsoft Edge WebView2 Runtime as part of its installation through Dell Application Store.
- Alternative-
  - Users can Download [Microsoft Edge WebView2 Runtime](#) manually on thin client and install it.
  - Then install Citrix Workspace Application 22.3.1.41 from Dell Application Store 22.07.0.5, and then Citrix Workspace Application will be upgraded to 22.3.1.41 as expected.

## QFEs list

Table 50. QFEs list

KB Number	Update Description
KB5013624	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5003791	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5013942	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5014032	Security Update for Windows 10 IoT Enterprise LTSC 2021
KB5005699	Security Update for Windows 10 IoT Enterprise LTSC 2021

## Third-party & Dell value-added applications in Dell Application Store

**Table 51. Third-party applications**

Application name	Version
Citrix Workspace App	22.3.1.41
Citrix HDX Real Time Media Engine	2.9.500.2802
VMWare Horizon Client	8.5.0.26981
TightVNC (Virtual Network Computing)	2.8.68.0
Zoom Plugins for Citrix and Vmware	5.11.21410
Cisco WebEx VDI (Virtual Desktop Infrastructure) Plugin	42.6.0.22645
Cisco Jabber Softphone for VDI (Virtual Desktop Infrastructure) Client	14.1.0.56686
Cisco WebEx VDI ((Virtual Desktop Infrastructure) Meetings Plugin	42.2.6.11
Amazon Workspaces	5.0.0.2559

**Table 52. Dell value-added applications**

Application name	Version
Dell Secure Client	1.0.0.240
Wyse Easy Setup	2.0.0.241
Dell Application Control Center (DACC)	1.1.0.10
Application Launch Manager (ALM)	1.1.0.4
Dell Overlay Optimizer	1.0.1.53
Language Configuration Tool	1.0.0.10
xData CleanUp Manager (xDCM)	1.0.0.4
Quick Start	Not Applicable
Wyse Device Agent	14.6.4.8
Custom Configuration Sysprep	Not Applicable

## Dell value-added applications/ Driver components

**Table 53. Dell value-added applications driver details**


Drivers/ Files	OptiPlex 3000 Thin Client
CAD-MAP-VDI	3.0.6.0

**Table 54. Common application, features, and files- part of e-support image build 10.05.XX.07.22.00**

Application	Version
Wyse Device Application (WDA)	14.6.3.1
PlatVsys	1.0.0.5
VMWare Horizon Client	8.4.0.24146
Merlin	4.1.0

**Table 54. Common application, features, and files- part of e-support image build 10.05.XX.07.22.00 (continued)**

Application	Version
Wyse Easy Setup	2.0.0.217
Application Launch Manager (ALM)	1.1.0.3
xData CleanUp Manager (xDCM)	1.0.0.3
Dell Command Monitor (DCM)	10.6.0.150
Citrix Workspace 1912	19.12.6000.9
Citrix HDX Real Time Media Engine (RTME)	2.9.400.2702
Control Alt Del Map (CAD Map)	3.0.6.0
Microsoft Endpoint Configuration Manager	5.00.8790.1007
Build Content	1.0.0.8
Language Configuration Tool	1.0.0.9
Dell Thin Client Application	10.0.0.27
Custom Sysprep (Master.exe)	1.0.0.17
Azure Virtual Desktop	1.2.3130.0
Microsoft Edge Browser	101.0.1210.53
Quick Start	Not Applicable
Microsoft Remote Desktop Connection	10.0.19041 (Protocol 10.8 Supported)
TightVNC (Virtual Network Computing)	2.8.63.0

 **NOTE:** Factory image version number will change based on the production month and the year.

## Test Environment

**Table 55. Test Environment**

Hardware Type	Hardware Rev	Model Name	CPU Name	Build Package Name	Product Version	RAM	SSD Size	BIOS Version
OptiPlex 3000 Thin Client	0502	OptiPlex 3000 Thin Client	Pentium	Windows 10 IoT Enterprise LTSC 2021	10.05.XX.07.22. 00	8/16 GB	256 GB	1.0.2
OptiPlex 3000 Thin Client	0503	OptiPlex 3000 Thin Client	Celeron	Windows 10 IoT Enterprise LTSC 2021	10.05.XX.07.22. 00	8/16 GB	256 GB	1.0.2

# Compatibility

## Build details

**Table 56. General build details**

Platform(s)	Product	Build Version	Build Number	Localization	Boot Agent version	Merlin USB Imaging Tool
OptiPlex 3000 Thin Client	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_July2022.exe	10.0	10.05.XX.07.22.00	English	4.1.0	3.5.0.210

**Table 57. Platform specific build details of Wyse Management Suite**

Platform(s)	Version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)	Localization	BIOS Details	Platform	BIOS Version
OptiPlex 3000 Thin Client	10.0	10.05.XX.07.22.00	Windows10_IoT_Enterprise_LTSC_2021_OptiPlex_3000_July2022.exe	9,924,906,834 bytes	English	-	OptiPlex 3000 Thin Client	1.0.2

**Table 58. Build details of Dell Application Store**

DAS installer version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)
22.07.0.5	22.07.0.5	DellApplicationStore_22.07.0.5.exe	1252996528 bytes

BIOS is not part of this build. The above BIOS version is used during the build validation.

# Windows 10 IoT Enterprise LTSC 2021

## 10.05.XX.06.23.00

## Release summary

This release note contains information about the Windows 10 IoT Enterprise LTSC 2021 that runs on the OptiPlex 7410 All in One and Latitude 3440 Client. Windows 10 IoT Enterprise LTSC 2021 is factory installed on the OptiPlex 7410 All in One and Latitude 3440 Client. It provides the flexibility to be managed with Wyse Management Suite and Microsoft Endpoint Configuration Manager. The Windows 10 IoT Enterprise LTSC 2021 supports English and MUI languages.

## Version

10.05.XX.06.23.00

## Release date

July 2023

## New and enhanced features

The following are all the new features delivered in this release.

- Supports OptiPlex 7410 All in One and Latitude 3440 Client Thin Client platform.
- Supports new Windows 10 IoT Enterprise LTSC 2021 Operating System.
- Supports Microsoft Azure Virtual Desktop.
- Supports H.265 codec with HEVC.
- Supports latest Microsoft Edge Chromium Browser.
- Enhanced the Wyse Easy Setup support for newer Microsoft Edge Browser configurations and Microsoft Azure Virtual Desktop feature. This is provided as a custom application additional support.
- Supports Wyse Management Suite/ USB image deployment-Secure boot.
- Support of ISO format on Imaging support from Wyse Management Suite and Dell OS recovery tool.

## Compatibility

## Build details

**Table 59. General build details**

Platform(s)	Product	Build Version	Build Number	Localization	Boot Agent version
OptiPlex 7410 All in One and Latitude 3440 Client	WinIoT_LTSC_2021_Latitude_3440_June2023.ISO WinIoT_LTSC_2021_OptiPlex_7410_June2023.ISO	10.0	10.05.XX.06.23.00	English	4.3.0

**Table 60. Platform specific build details of Wyse Management Suite**

Platform(s)	Version	Build Number	Build Wyse Management Suite Package Name	Build Size (Bytes)	Localization	BIOS Details	Platform	BIOS Version
OptiPlex 7410 All in One and Latitude 3440 Client	10.0	10.05.XX.06.23.00	WinIoT_LTSC_2021_OptiPlex_7410_June2023.ISO WinIoT_LTSC_2021_Latitude_3440_June2023.ISO	12,064,256	English	-	OptiPlex 7410 All in One Latitude 3440 Client	1.5.1

BIOS is not part of this build. The above BIOS version is used during the build validation.

## Third-party applications in Dell Application Store

**Table 61. Third-party applications**

Application name	Version
Citrix Workspace App	19.12.6000.9
Citrix HDX Real Time Media Engine	2.9.400.2702
VMWare Horizon Client	8.4.0.24146
TightVNC (Virtual Network Computing)	2.8.63.0
Zoom Plugins for Citrix and Vmware	5.9.20742
Cisco WebEx VDI (Virtual Desktop Infrastructure) Plugin	41.12.0.20899
Cisco Jabber Softphone for VDI (Virtual Desktop Infrastructure) Client	14.0.1.55989
Cisco WebEx VDI ((Virtual Desktop Infrastructure) Meetings Plugin	41.4.7.10
Amazon Workspaces	4.0.6.2415

**Table 62. Dell value-added applications**

Application name	Version
Dell Secure Client	1.0.0.240
Wyse Easy Setup	2.0.0.241
Dell Application Control Center (DACC)	1.1.0.10

## Hardware support information

- OptiPlex 7410 All in One—8/16/32 GB RAM, 256 GB SSD.
- Latitude 3440 Client—8/16/32 GB RAM, 256 GB SSD.

**Table 63. Supported displays**

Hardware	Operating System	Single Display (in built)	Dual Display
OptiPlex 7410 All in One and Latitude 3440 Client	Windows 10 IoT Enterprise LTSC 2021	Supported	Supported



## Supported languages

- English (en-US)
- German (de-DE)
- French France (fr-FR)
- French Canada (fr-CA)
- Italian (it-IT)
- Spanish (es-ES)
- Japanese (ja-JP)
- Korean (ko-KR)
- Chinese Simplified (zh-CN)
- Chinese traditional (zh-TW)
- Brazilian Portuguese (pt-BR)
- Dutch Netherlands (nl-NL)
- Danish Denmark (da-DK)
- Finnish Finland (fi-FI)
- Norwegian Norway (nb-NO)
- Russian Russia (ru-RU)
- Swedish Sweden (sv-SE)

## Important notes

### Test Environment

**Table 64. Test Environment**

Hardware Type	Model Name	CPU Name	Build Package Name	Product Version	RAM	SSD Size	BIOS Version
OptiPlex 7410 All in One	OptiPlex 7410 All in One	Pentium, Celeron, Intel i3, Intel i5	Windows 10 IoT Enterprise LTSC 2021	10.05.XX.06.23.00	8/16/32 GB	256 GB	1.5.1
Latitude 3440 Client	Latitude 3440 Client	Pentium, Celeron, Intel i3, Intel i5	Windows 10 IoT Enterprise LTSC 2021	10.05.XX.06.23.00	8/16/32 GB	256 GB	1.5.1

### 4K monitors

The OptiPlex 3000 Thin Client supports Dell U3223QE, U2723QE, U3219Q 4K, and 4323QE monitors.

### Non 4K monitors

**Table 65. Non 4K monitors**

Number of displays	Monitors
One display	U2422HE
	P2422HE
	P2722HE
	U2722D
	C2722DE

**Table 65. Non 4K monitors (continued)**

Number of displays	Monitors
	P2722H
	P2222H
	P2421
	P2421D
	P2720D
	P2720DC
	U2520D
	U3421WE
	U3423WE
	E1920H
	E2420H
	E2720H
	E2720HS
	P2319H
	P2418HT
U3023E	
Two displays	P2422H
	U2422H
	C2422HE
	C2722DE
	E2020H
	U3821DW
	P3421W
	C3422WE
	U3423WE

## Used space and free space

**Table 66. Used space and free space**

Platform	SSD	Used space	Free space
OptiPlex 7410 All in One	256 GB SSD	14GB	219GB
Latitude 3440 Client	256 GB SSD	16GB	217GB

## QFEs list

**Table 67. QFEs list**

KB Number	Update Description
KB5003791	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021

**Table 67. QFEs list (continued)**

KB Number	Update Description
KB5005699	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5022502	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5012170	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5026361	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5014032	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021
KB5025315	Update for Microsoft Windows 10 IoT Enterprise LTSC 2021


## Operating system/ Driver components

**Table 68. Driver details**

Drivers/ Files	OptiPlex 3000 Thin Client
CAD-MAP-VDI	3.0.6.0

**Table 69. Common application, features, and files- part of e-support image build 10.05.XX.06.23.00**

Application	Version
Wyse Device Application (WDA)	14.6.9.21
PlatVsys	1.0.0.6
VMWare Horizon Client	8.8.0.33776
Merlin	4.1.3
Wyse Easy Setup	2.0.0.471
Application Launch Manager (ALM)	1.1.0.10
xData CleanUp Manager (xDCM)	1.0.0.8
Dell Command Monitor (DCM)	10.9.0.307
Citrix Workspace 1912	23.3.0.55
Control Alt Del Map (CAD Map)	3.0.6.0
Microsoft Endpoint Configuration Manager	5.00.8790.1001(2019)
Build Content	1.0.0.8
Language Configuration Tool	1.0.0.10
Application Control Center	1.1.0.33
Custom Sysprep (Master.exe)	Not Applicable
Azure Virtual Desktop	1.2.4240.0
Microsoft Edge Browser	113.0.1774.57
Microsoft Remote Desktop Connection	10.0.19041 (Protocol 10.8 Supported)
TightVNC (Virtual Network Computing)	2.8.75.0

 **NOTE:** Factory image version number will change based on the production month and the year.

# Peripherals ecosystem

**Table 70. Peripherals ecosystem**

Product Category (Module)	Product Description
Monitors	Dell 27 USB-C HUB Monitor - P2723DE - P2723DE
	Dell 22 Monitor - P2222H - P2222H
	Dell 24 Monitor - P2421 - P2421 - P2421
	Dell 24 Monitor - P2421D - P2421D - P2421D
	Dell 24 Monitor - P2423 - P2423
	Dell 24 USB-C Hub Monitor - P2422HE - P2422HE
	Dell UltraSharp 24 Monitor - U2422H - U2422H
Audio	Dell Pro Wireless Headset - Daybreak - WL5022
	Dell Slim Conferencing Soundbar - Lizzo - SB522A
	Dell Speakerphone - Mozart - SP3022
	Dell Stereo Headset - Presto - WH1022
Input Devices	Dell Pro Wireless Keyboard and Mouse - Tasman (previous Windsor) - KM5221W
	Dell Active Pen - Pandora - PN5122W
	Dell Pro Wireless Keyboard and Mouse - Tasman (previous Windsor) - KM5221W
	Dell Full-Size Wireless Mouse - Daintree - MS300
	Dell Mobile Pro Wireless Mice - MS5120W_Black - Splinter - MS5120W
	Dell Multi-Device Wireless Keyboard - Corbett - KB700
	Dell Multi-Device Wireless Keyboard and Mouse Combo - KM7120W - KM7120W - Felix
	Dell Multi-Device Wireless Mouse - MS5320W - MS5320W - Comet
	Dell Multimedia Keyboard - KB216_BLACK - KB216 - KB216 - Rusty
	Dell Optical Mouse - MS116_BLACK - MS116 - MS116 - Sapphire
	Dell Palm Rest for KB216 and KM636 - PR216 - PR216
	Dell Premier Multi-Device Wireless Keyboard and Mouse - Acadia IO - KM7321W
	Dell Pro Wireless Keyboard and Mouse - Tasman (previous Windsor) - KM5221W
	Dell Active Pen - Pandora - PN5122W
Cables, Dongles, Adapters	Dell 7-in-1 USB-C Multiport Adapter - Slayer 3 MLK - DA310
	100W Adapter Type-C AC adapter - Miami Beach 100W - NA
Webcam	Dell Pro Webcam - Falcon - WB5023
Docks & Port Replicators	Dell USB-C Dock - WD19S 130W - Salomon S - WD19S 130W

## Boot sequence

- The first boot is Windows Boot Manager.
- The second boot is Merlin Non-Pxe.
- The third boot is UEFI HTTPs Boot.
- The fourth boot is UEFI CL1-3D256-Q11 NVMe SSTC 256 GB TWOTN2CC9DH000BB09161.
- The fifth boot is ONBOARD NIC (IPV4).
- The sixth boot is ONBOARD NIC (IPV6).

## Resources and support

### Accessing documents using the product search

1. Go to [www.dell.com/support](http://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, **OptiPlex 7410 All-In-One** or **Latitude 3440 Client** . A list of matching products is displayed.
3. Select your product.
4. Click **Documentation**.


### Accessing documents using product selector

You can also access documents by selecting your product.

1. Go to [www.dell.com/support](http://www.dell.com/support).
2. Click **Browse all products**.
3. Click **Computers**.
4. Click **Thin Clients**.
5. Click **OptiPlex Thin Client**.
6. Click **OptiPlex 7410 All-In-One** or **Latitude 3440 Client** .
7. Click **Select this Product**.
8. Click **Documentation**.

# Contacting Dell

## About this task

 **NOTE:** If you do not have an active Internet connection, you can find contact information from your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country/region or region and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

## Steps

1. Go to [www.dell.com/support](http://www.dell.com/support).
2. Select your support category.
3. Verify your country/region or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link that is based on your need.