



# Dell Appliance for Wyse

## Deployment Rollback Process

Dell Wyse Solutions Engineering  
July 2015

## Revisions

Date	Description
July 2015	Release 1.0

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# 1 About

During execution of the **Quick Start Tool** for an automated deployment of your **Dell Appliance for Wyse**, events may occur that cause the deployment to fail. This could be caused by prerequisites not being met, an issue in the network environment, incorrect information being entered in to the tool, or some other unforeseen issue. After the issue has been resolved, follow the process in this document to remove the failed deployment and revert your appliance to a state where deployment can be attempted again.

**WARNING: This process will remove an attempted deployment and is intended to be used only when destroying a virtualization deployment is desired.**

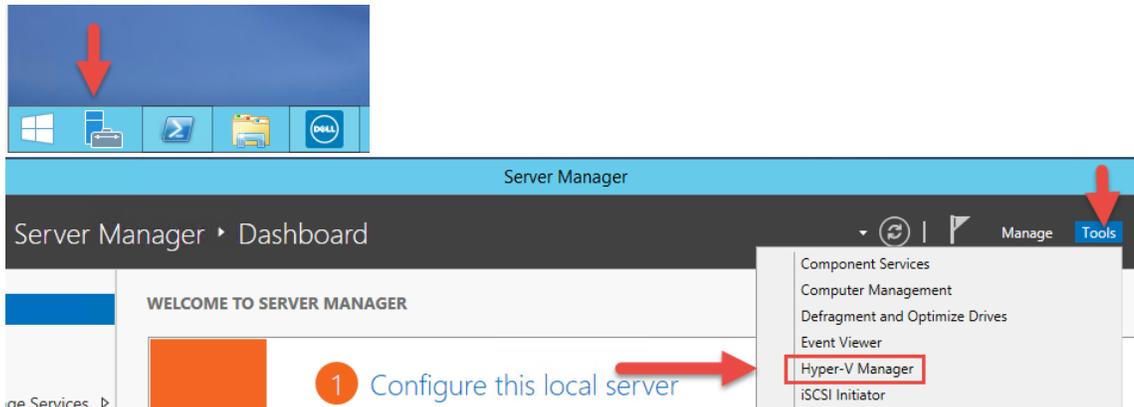


## 2 Rolling Back an Unsuccessful Deployment

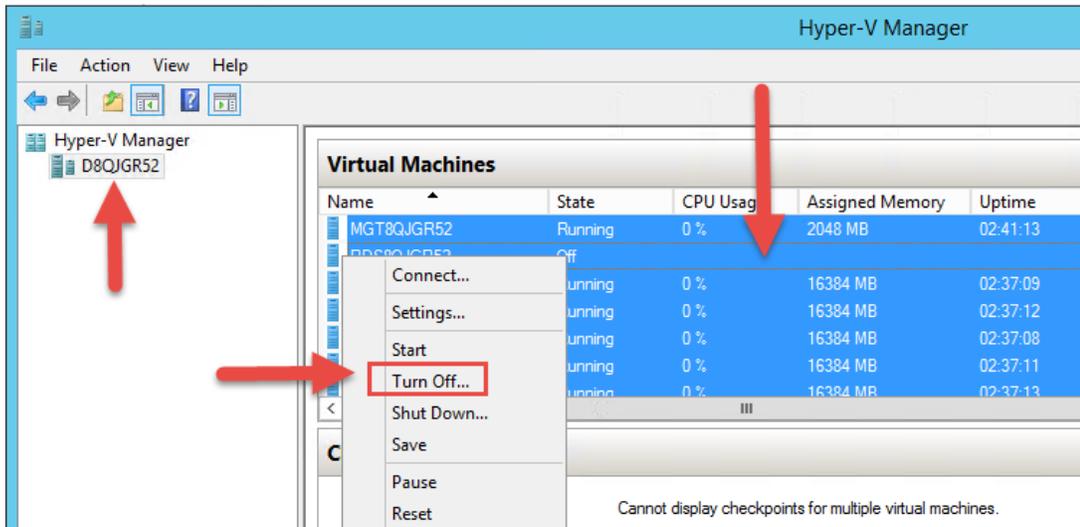
### 2.1 Appliance Changes

These tasks are performed while logged on to the Appliance:

1. If the **Quick Start Tool** is still running, close it. Start **Task Manager** and ensure that **Dell Wyse Appliance.exe** is not running. If it is, click on the name to select and click the **End task** button.
2. Start **Hyper-V Manager** by first starting **Server Manager** and then selecting **Tools > Hyper-V Manager** from the top right menu.

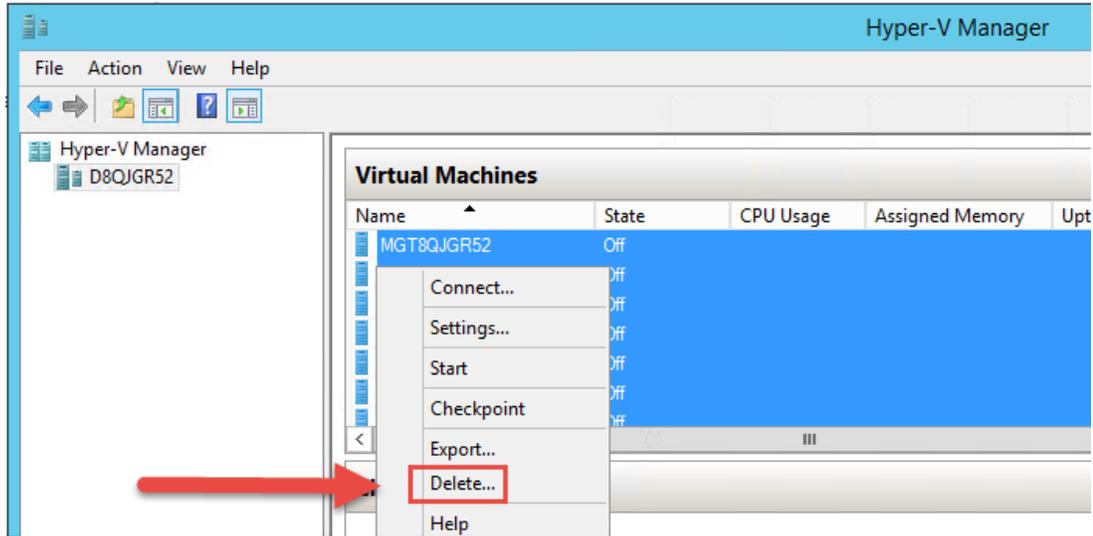


3. In **Hyper-V Manager**, click the host name of your appliance in the left pane. Next, click within the **Virtual Machines** center pane and press CTRL-A to select all of the virtual machines. With all virtual machines selected, right-click within the pane and select **Turn Off**.

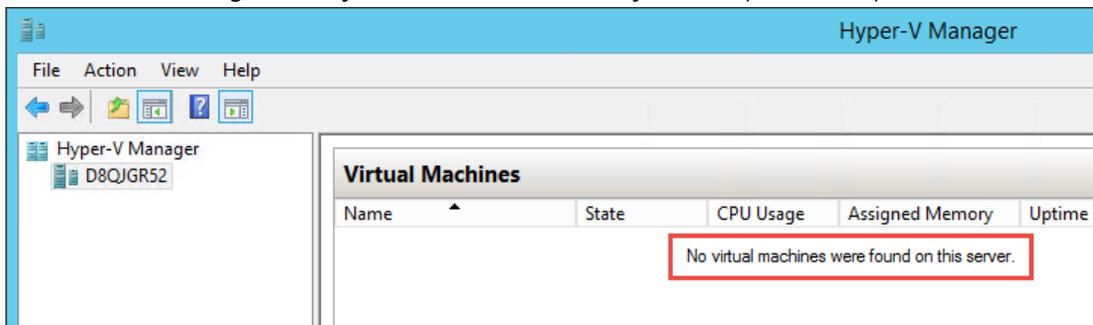


**NOTE:** The names and number of virtual machines on your appliance will differ from this example. Turn off all VMs present on your appliance.

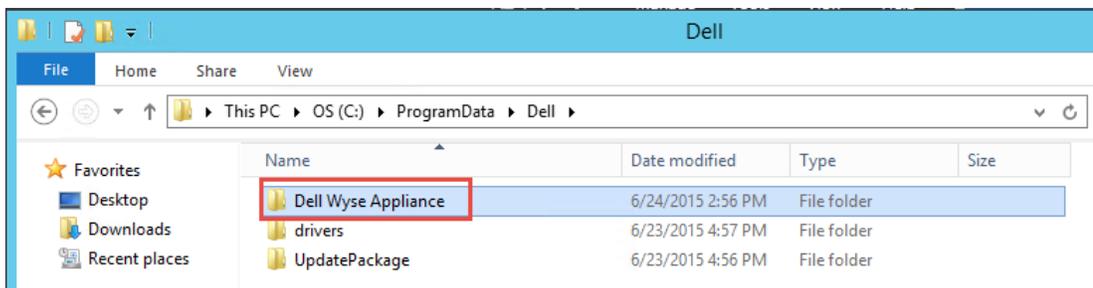
- Once all VMs are in the **Off** state, right-click again (ensure they are still all selected), and choose Delete.



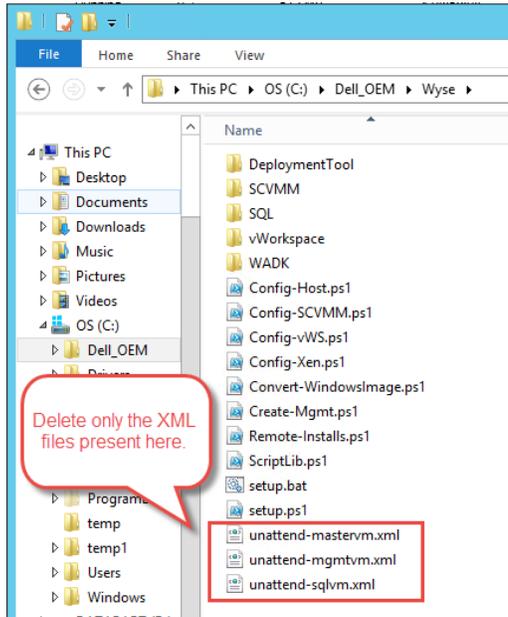
There must no longer be any virtual machines. If any are still present, repeat #3 and #4.



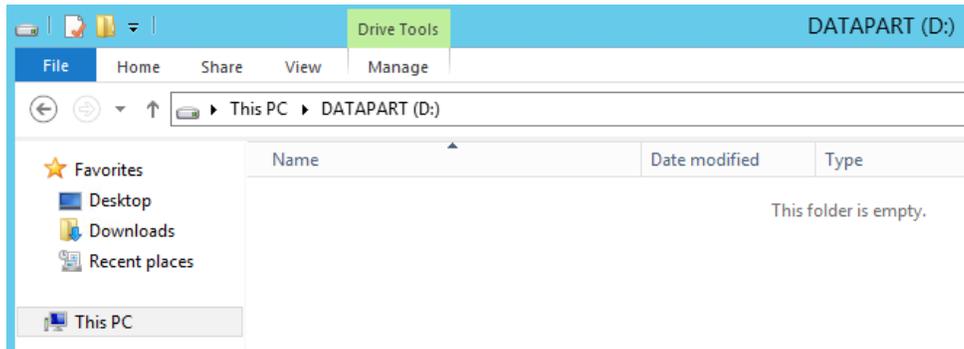
- Start **Windows Explorer** and go to the **C:\temp** folder. Move all of the log files present to another location. We recommend moving the log files instead of deleting so they can be referred to for troubleshooting if necessary.
- Click **View** on the **Windows Explorer** menu and check **Hidden items** to view the **C:\ProgramData** folder. Within the **C:\ProgramData\Dell** folder, move the **Dell Wyse Appliance** folder to another location.



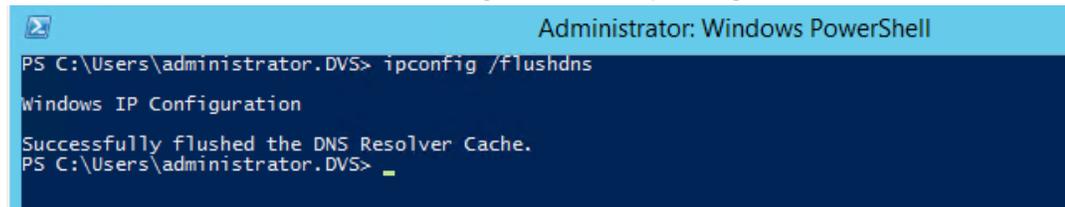
7. Go to the **C:\Dell\_OEM\Wyse** folder and delete **ONLY** the unattend XML files that are present. If any of the script files are accidentally deleted, they must be restored by running the **Quick Start Tool** installation again and choosing the Repair option.



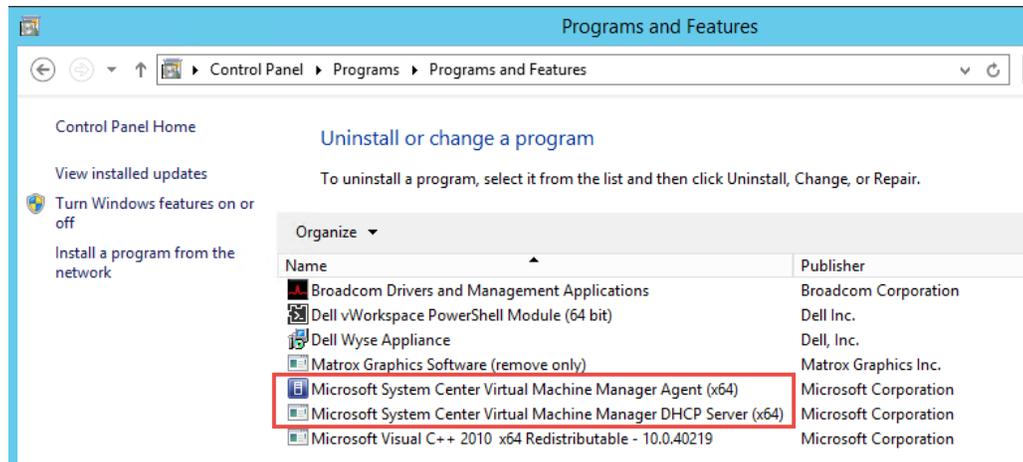
8. Go to the D: drive and delete all files and folders. There should be no files/folders present.



9. Start **PowerShell** and issue the following command: **ipconfig /flushdns**



10. Click the **Windows** button in the bottom left corner and click **Control Panel**. Under **Programs**, click **Uninstall a program** and uninstall the following programs if present:
- Microsoft System Center Virtual Machine Manager Agent
  - Microsoft System Center Virtual Machine Manager DHCP Server



## 2.2 Active Directory Changes

These tasks must be performed by a domain account with permissions to modify DNS and DHCP records.

1. Log on to a system that has **DNS Manager** and **DHCP** snap-in installed.
2. In **DNS Manager**, delete the records in the forward and reverse lookup zones for the computer accounts created by the **Quick Start Tool**. Refer to table 1 below for the computer names that are created. In the table, **System Service Tag** refers to the service tag of the appliance.
3. In the **DHCP** snap-in, delete leases for any provisioned VMs that were created.

**Table 1. Default computer names**

Computer	Name	Example
Management VM	"MGT" + <i>System Service Tag</i>	MGTDCPPLN1
SQL VM (if used)	"SQL" + <i>System Service Tag</i>	SQLDCPPLN1
Provisioned VMs for virtual desktops	"VD" + <i>System Service Tag</i> + "???"	VDDCPPLN1001
Provisioned VMs for application virtualization & shared session desktops	"RDS" + <i>System Service Tag</i> + "??"	RSDCPPLN101

