Introducing 1E Client

Summary
An overview of 1E Client features and modules. The 1E Client provides client functionality for Shopping, WakeUp, Nomad, and Tachyon.

The 1E Client
In response to customer demand to reduce the number of agents required, 1E have unified the client functionality for Nomad, PXE Everywhere, Shopping, WakeUp, and Tachyon into a single 1E Client.

On Windows devices, the 1E Client provides the following:

- Tachyon client features - see below
- User surveys and notifications, and notification area icon called 1E Client UI. This is used by 1E Experience 1.2 to enable User Sentiment and General Purpose Surveys to be presented to end-users.
- Tachyon Telemetry. This information enables 1E to improve its product capabilities and features. It can be configured during Tachyon Setup and information on the data that is sent to 1E is provided in the Tachyon platform documentation.
- Nomad client module - supports content distribution for Configuration Manager and/or Tachyon
- PXE Everywhere client module - also known as PXE Everywhere Agent - which allows computers to automatically boot up into Windows PE, which then allows a Windows Operating System to be installed
- Shopping client module - supports access to a self-service software portal (which integrates with Configuration Manager) and includes the Windows Servicing Assistant (WSA) to support OS deployment
- WakeUp client module - integrates with Configuration Manager, NightWatchman and/or Nomad.

On non-Windows devices, the 1E Client only provides Tachyon client features.

Tachyon client features:

- Real-time response to instructions, which supports the retrieval of information using questions, and running actions
- Device tags (freeform and coverage), Criticality and Location
- Interaction, including surveys and notifications (new in 5.1)
- Inventory, including process usage, to support:
  - the Tachyon Activity Record feature
  - the Inventory and other consumer applications
- Performance metrics features to support the Experience application
- Policy feature to support the Guaranteed State application
- Modules to support:
  - the Patch Success application
  - content distribution
  - command and script execution
  - device criticality
  - manipulation of registry, WMI, files and processes
  - security
  - software uninstallation
  - user sessions, including Primary User (new in 5.1).

Many features and modules are optionally enabled and configured. The 1E Client can also be extended to support additional features and client modules.

1E Client does not include modules for 1E NightWatchman Agent and PXE Everywhere, which are available as separate agents. However, NightWatchman Management Center optionally integrates with Tachyon to provide online status of its clients.

On Windows devices, the 1E Client is installed as a Windows service, with a small footprint, with some client modules having their own service if enabled. On non-Windows devices, the 1E Client is installed as a background daemon, also referred to as a service on macOS.

1E Client versions
The picture below shows the evolution of the 1E Client from a combination of other 1E Agents.
Non-Windows platforms only support Tachyon features.

Deployment

The 1E Client Deployment Assistant (CDA) can be used with Microsoft System Center Configuration Manager to deploy 1E Client to Windows computers, and also 1E NightWatchman Agent.

1E Client may be deployed independently using alternative software distribution methods.

For further detail, please refer to:

- Deploying 1E Client on Windows
- Deploying 1E Client on macOS
- Deploying 1E Client on Linux
- Deploying 1E Client on Solaris
- Upgrading to 1E Client
- Reconfiguring 1E Client

Supported Platforms
All 1E Client features are supported on the following Windows OS:

Windows
- Windows Server 2019
- Windows Server 2016
- Windows 10 CB 2004
- Windows 10 CB 1909
- Windows 10 CB 1903
- Windows 8.1

The zip for 1E Client for Windows is available for download from the 1E Support Portal.

Professional and Enterprise editions of Windows 10 are supported.

All versions are provided with 32-bit & 64-bit installers, and can be installed on physical and virtual computers.

This list is automatically updated to show only those OS versions in mainstream support by Microsoft, and therefore supported by 1E, and by 1E Client 5.1. However the following OS continue to be supported as exceptions to help customers during their migration to the latest OS:
- Windows Server 2012 R2
- Windows 7 SP1

Please refer to Constraints of Legacy OS regarding end of mainstream support.

For Microsoft product lifecycle details, please refer to https://support.microsoft.com/en-us/lifecycle/search.

Please refer to https://1eportal.force.com/s/support-for-msft-rapid-release-cycle for details of which Current Branch versions are supported by 1E products, and known issues regarding specific versions.
The Tachyon client features of 1E Client are supported on the following non-Windows OS:

**macOS**
- MacOS Catalina 10.15.1
- MacOS Mojave 10.14
- MacOS High Sierra 10.13

**Linux**
- CentOS 8.1
- Debian 10.4
- Fedora 32
- Red Hat Enterprise Linux 7.1
- Red Hat Enterprise Linux 8.1
- SUSE Linux Enterprise 15.1
- Ubuntu 18.04

**Solaris**
- Solaris 11.3

1E Client supports only Tachyon features on non-Windows devices.

Other versions of these non-Windows OS should work but have not been tested by 1E.

The 1E Client for non-Windows zip is available for download from the 1E Support Portal, and includes 1E Client packages for the following architectures:
- Linux variations on Intel 64-bit platforms
- Solaris on Intel 64-bit and SPARC platforms

Also included in the download are 1E Client packages for the following legacy Linux distributions:
- Fedora 21
- openSUSE Leap 42.1

1E Client packages for other Linux distributions can be requested, including Raspbian for Raspberry Pi.

The Tachyon client features of 1E Client are supported on the following mobile OS:

**Android**
- N/A

1E Client supports only Tachyon features on non-Windows devices.

Other versions of these mobile OS should work but have not been tested by 1E.

The 1E Client for Android zip is available for download from the 1E Support Portal, and includes 1E Client packages for the following architectures:
- Android ARM

Additional information on Supported Platforms can be found on the Supported Platforms page.

**Constraints of Legacy OS**

In this documentation, the following are referred to as legacy OS. Below are described some known issues for these OS.

1E does not provide support for 1E products on the following OS unless the OS is explicitly listed as being supported for a specific 1E product or product feature. This is because Microsoft has ended mainstream support for these OS or they are not significantly used by business organizations.
Please contact 1E if you require support for these legacy OS. If you experience an issue on these OS, then please try replicating the issue on a supported OS.

For Microsoft product lifecycle details, please refer to https://support.microsoft.com/en-us/lifecycle/search.