vSpace Pro 10 for Windows (version 10.2.0.6)

RELEASE NOTES
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PRODUCT RELEASE NOTES:
NCOMPUTING VSPACE PRO 10 (VERSION 10.2.0.6)

Product: NComputing vSpace Pro 10 for Windows

Version: 10.2.0.6

Supported Operating Systems*:

- Windows Server 2016
- Windows Server 2012 R2 U1
- Windows Server 2012
- Windows Server 2008 R2 SP1
- Windows MultiPoint Server 2012
- Windows MultiPoint Server 2011
- Windows 10 (64-bit)
- Windows 8.1 (64-bit)
- Windows 7 SP1 (64-bit)

Supported NComputing Access Devices:

- L250, L300 and L350 (L-series) with firmware version 1.12.4
- M300, MX100S and MX100D (M/MX-series) with firmware version 2.3.13
- vSpace Client for Windows**, version 1.9.0
- vSpace Client for Chromebook**, version 1.2.0.19

*For licensing details, see: http://www.ncomputing.com/mslicensing.

**vSpace Client is supported for desktop session delivery only and does not include the management options available for other access devices.

Supported Server OS variants include: Standard, Enterprise, and Datacenter.

Note that only 64-bit versions of Windows operating systems are supported.

The following notes contain important information. Please read this entire document to ensure that your installation and deployment process goes smoothly.

INSTALLATION INSTRUCTIONS:

New vSpace Pro 10 installations should be performed on freshly installed Windows Servers. vSpace Pro 10 relies on Remote Desktop Services thus the Remote Desktop Services must remain enabled after vSpace Server installation to ensure correct system operation. When installing vSpace Pro 10 on a standalone Windows Server (not belonging to Active Directory domain) the Remote Desktop Services will be automatically enabled during vSpace Server installation. When installing vSpace Pro 10 on a Windows Server joined to an Active Directory domain the Remote Desktop Services must be enabled prior to vSpace Pro 10 installation.

Any application software should be installed after completing vSpace Pro 10 installation and rebooting the system.

Refer to ‘vSpace Pro 10 Quick Installation Guide’ for more detailed installation instructions.
UPGRADE INSTRUCTIONS:

Any previously installed version of vSpace Pro 10 or earlier version of vSpace Server must be uninstalled before attempting to install this version.

In environments consisting of multiple vSpace Pro 10 servers connected to single vSpace Manager, the vSpace Pro 10 host machine running the vSpace Manager should be upgraded first. After upgrading the vSpace Manager machine all remaining vSpace Pro 10 servers can be upgraded to this version.

Note: The registration of vSpace Pro 10 vSpace Manager will be retained through the uninstall/new install process. To preserve previous vSpace Manager registration the vSpace Manager should not be unregistered before uninstalling the previous version.

Important Note: After finishing the installation of this version the vSpace Console must be reconnected to the upgraded vSpace Manager.

L-SERIES FIRMWARE:

This vSpace Pro 10 comes with L-series firmware version 1.12.4. For correct operation with this vSpace Pro 10 version, and to ensure best performance and device management, all L-series devices need to be upgraded to firmware version 1.12.4.

M/MX-SERIES FIRMWARE:

This vSpace Pro 10 comes with M/MX-series firmware version 2.3.13. For correct operation with this vSpace Pro 10 version, and to ensure best performance and remote management, all M/MX-series devices need to be upgraded to firmware version 2.3.13.

WHAT’S NEW:

The following has been introduced in this vSpace Pro 10 version:

- Updated L-series firmware
- Updated M/MX-series firmware
- Updated vSpace Pro Client for Windows
- Updated vSpace Pro Client for Chrome OS
- Multiple bug fixes and improvements

BUG FIXES (SINCE VSPACE PRO 10 VERSION 10.1.1.3):

The following vSpace Server issues have been fixed in this version:

- RDSL-6280 - Removed incorrect 30 days trial license limitation for vSpace Pro 10.
- RDSL-6264, RDL-6255 - Fixed the issue where in certain scenarios more than 3 thin clients and/or software clients had difficulties connecting to vSpace Pro 10.
- RDSL-6246 - Fixed failure in installer to install certain drivers in some scenarios.
- RDSL-6222 - Fixed the issue in which the mouse pointer was not positioned correctly in the X-axis after reconnecting a session to a client device configured with lower resolution.

The following vSpace Console issues have been fixed in this version:

- VCON-480 - Fixed an issue with Device Groups management.
- VCON-453 - Fixed the issue in which application auto-start settings are missing if Kiosk Mode was not enabled.
- VCON-452 - Fixed the issue in which the user auto-login credentials are missing if Automatic Login was not enabled.
- VCON-450 - Fixed sorting of auto-connect group names.
- VCON-414 - Fixed an issue with saving the ‘Display last user name’ setting.
- VCON-410 - Fixed the issue of missing USB Redirection device setting in vSpace Console.
- VCON-397 - Fixed user acknowledge checking before activating the ‘View Session’ function.
- VCON-395 - Fixed an issue with the ‘Full (broadcast)’ send message feature.
- VCON-389 - Fixed the issue that sometimes profile is not applied to all devices in group.
- VCON-349, VCON-224 - Fixed the issue in which the customized column configuration of list views is not saved.
- VCON-323 - Fixed the issue where the vSpace console UI is not refreshed automatically after vSpace Manager registration.
- VCON-321 - Fixed the issue where the Device Network does not get scanned for new devices after being created.
- VCON-318 - Fixed the issue where the ‘Servers > Sessions > Find device’ function might select wrong device if M/MX-series devices are present on the Device list.
- VCON-316 - Fixed the issue where incorrect list of Premium Features was displayed after deallocation of Premium Feature license.
- VCON-313 - Fixed the issue where the ‘Find session’ button gets grayed-out when a device with an active session will be selected.
- VCON-312 - Fixed the issue with applying profiles to selected devices.
• **VCON-309** - Fixed the issue with applying edited device settings.

• **VCON-303** - Fixed the issue where attempting to apply a device profile was allowing selection of a profile for inappropriate device model.

• **VCON-302** - Fixed the issue in vSpace Console where vCAST Enable checkbox setting does not save and has no effect.

• **VCON-300** - Fixed the issue in vSpace Console when mass upgrade Firmware for Group is applied to different devices.

• **VCON-285** - Fixed the device count information on the Home screen.

• **VCON-279** - Fixed the issue in which Logon Timeout setting does not save.

• **VCON-278** - Fixed the issue where the `CLIENTNAME` environment variable behavior setting does not get applied to vSpace Server.

• **VCON-268** - Fixed the vSpace Console UI performance issue.

The following vCAST Web Streaming issues have been fixed in this version:

• **VCLN-1260** - Fixed the vCAST Chrome extension error message when L or MX-series devices are connected to vSpace Pro 10.

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**IMPROVEMENTS (SINCE VSPACE PRO 10 VERSION 10.1.1):**

Following are the vSpace Server improvements introduced in this version:

• **RDSL-6277** - Enhanced installer to remove old NComputing drivers during vSpace Pro 10 installation.

• **RDSL-6285** - The obsolete vSpace Server 8.x shortcuts have been removed from the Start Menu.

Following are the vSpace Console improvements introduced in this version:

• **VCON-512, VCON-418, VCON-280** - Added support for remote vSpace Servers.


• **VCON-417** - Single prompt when starting firmware update on a number of devices.

• **VCON-411** - Implemented offline operation mode.

• **VCON-355** - Added all supported properties in server custom performance profiles.

• **VCON-299** - Added device group operations in vSpace Console.

• **VCON-283** - Added automatic server deletion when disconnecting from vSpace Manager.

• **VCON-196** - Added MX-series status display support in vSpace Console.
L-series 1.12.4 firmware enhancements:

- Improved single touch support for ELO Touch screens.

**KNOWN ISSUES:**

The following vSpace Server issues still exist in this version:

- TRAY-167 - Warning sound is continuously repeated every few seconds when Administrator observes user’s session in Windows 10.

- RDSL-6284 - Micro Focus Rumba+ Desktop application starts with long delay and causes high CPU load when installed on Windows Server 2016.

- RDSL-6218 - Notifications about problems with USB device drivers may appear on host’s console when client devices connect to vSpace Server.

- RDSL-5945 - Small delay may be observed when resizing or moving the window of a media player application while playing back a streamed video.

- RDSL-5940 - Some USB audio device models might not get set as the default audio device after being connected to an MX100 device running an active session. This issue happens when the MX100 device has the USB Audio Redirection option turned on.

- RDSL-5850 - GUI elements covering the player area of an active VLC media player are blurred.

- RDSL-5832 - Short green flashes occur during moving or resizing window with streamed video.

- RDSL-5780 - When playing movies with a media player, such as Windows Media Player, VLC, etc., the media player window can cover the Windows taskbar.

- RDSL-5707 - When using a browser with multiple browser tabs open users may witness some temporary minor display artifacts for a few milliseconds if they quickly switch between browser tabs.

- RDSL-5662 - When the ‘USB audio redirection’ option is turned On for the L- or M/MX-series client the sounds from the host console session might be audible in USB headset if the headset was connected to a device running an active vSpace Server session.

- RDSL-5595 - The progress bar and the copy speed information does not get updated in Window Explorer’s file copy window when copying files to or from USB storage device connected to L- or M/MX-series client.

- RDSL-5549 - Application auto-launch doesn’t work when vSpace Server is installed on a desktop version of Windows OS.

See the Additional Notes and Workarounds section below for more information.
• RDSL-5269 - Unable to initiate Skype calls when USB webcam is connected to M300 station.

• RDSL-5058 - Redirected USB audio may not be continuous during movie playback on L-series devices.

The following vSpace Manager issue exist in this version:

• Non-unique fingerprints of vSpace Manager machines may get generated resulting in rejected registration attempts. See the Additional Notes and Workarounds section below for more information.

The following vSpace Console issues still exist in this version:

• VCON-530 - Server Group auto-connect setting cannot be applied to a device in one step together with Server Group definition. See the Additional Notes and Workarounds section below for more information.

• VCON-488 - vSpace Console must be restarted to reconnect to vSpace Manager, if vSpace Manage was unavailable for some time.

• VCON-476 - Custom Performance Profile settings do not take effect on vSpace Server when client devices of selected type connect to the server.

• VMC-458 - Under some not yet known conditions the Servers list and server Dashboard views may refresh slowly and contain incorrect server memory information.

• VCON-431 - ‘Server IP Address’ information is missing in Devices list views for L-series devices with active sessions.

• VCON-383 - Username and password must be provided when specifying an FTP URL on the Update tab of Device Settings.

• VCON-346 - ‘Computer name’ information is missing in Devices list views for devices with active sessions.

vCAST Web Streaming

• VCAS-132 - Videos overlap when trying to use vCAST Web Streaming in more than one Chrome browser window.

• VCAS-124 - In full-screen playback mode the web browser does not continue with next video playback but replays the current video.

• VCAS-123 - HD video content may be played back with lower quality.

• VCAS-122 - Web video advertising may not be played back, even if the media control buttons for the advert are visible.
ADDITIONAL NOTES AND WORKAROUNDS:

- **Rejected vSpace Manager registration attempts**
  
  The algorithm that generates what is intended to be a unique machine fingerprint of the vSpace Manager system in some rare circumstances can produce duplicated fingerprint values. It can happen that another customer's installation will get the same fingerprint value generated during their vSpace Manager registration. The Management Portal performs a uniqueness check on the fingerprint value provided by the vSpace Manager registration action. If the uniqueness check fails, then the Management Portal rejects the registration attempt.

  **Workaround - to be performed on the machine hosting vSpace Manager:**

  1. Close vSpace Manager
  2. Open the Registry Editor and navigate to the `HKEY_LOCAL_MACHINE\SOFTWARE\NComputing\vSpace Manager Software registry key`
  3. Create a new REG_SZ type key with the name: Randomize
  4. Enter `fgptmix` as the value for the Randomize key.
  5. Attempt to register vSpace Manager again.

  It is recommended to provide a meaningful vSpace Manager name during registration - i.e., something other than ‘My vSpace Manager’ - to further mitigate the potential duplicate issue. After successful registration, the vSpace Manager name can be changed - this will not affect the registration or license allocation status.

- **Applying device profiles with Server Group auto-connect**

  To successfully apply the Server Group auto-connect setting via the device profile, the task must be performed in two steps:

  1. Create a device profile containing Server Group definition (but disable the ‘auto-connect’ setting), apply the device profile to the selected device(s),
  2. Then modify this same device profile by enabling the ‘auto-connect’ setting for that server group. Re-apply this modified device profile to the same selected device(s).

- **The ‘USB Audio Redirection’ option on L-series firmware**

  By default, the “USB Audio Redirection” option in the L-series firmware is not enabled, **this is the recommended configuration**. vSpace Server sessions will default to use the ‘NComputing virtual audio device’ for playback and recording of locally connected USB headset (or other USB audio device) to an L-series client. This is the simplest and recommended setup. In this case when both USB and analog headset are simultaneously connected to an L-series client, the client device will default to use the connected USB headset for all audio playback and recording.

  With “USB Audio Redirection” enabled vSpace provides redirection of the USB audio device to the host Windows server and uses the host servers appropriate Windows audio device driver for playback and recording to and from USB audio devices that are connected to an L-series device. In this case...
the user Windows sessions will report the USB audio device name in the Windows device manager alongside the ‘NComputing virtual audio device’.

With the ‘USB Audio Redirection’ option enabled the user in his/her vSpace Server session can access two audio devices:

1) The ‘NComputing virtual audio device’ (with input/output assigned to the L-series’ integrated audio jacks), and

2) The locally connected USB audio device with its original name.

Using a USB headset (or other USB audio device) with the ‘USB Audio Redirection’ option turned on usually allows a higher audio sampling rate (which should result in improved sound quality), but also consumes increased network bandwidth as larger amounts of audio data are required to be transferred between the vSpace Server and the client device. As USB audio devices tend to be timing sensitive, the sound may occasionally get choppy or stutter if the network is not able to sustain the audio data traffic data rates in a busy network environment. In some circumstances, where L350 devices are used with HD monitors, in rare occasions it is possible for audio playback to be disabled when playing web videos, if you experience this problem you will need to re-boot your L350 access device. For this reason, we do not recommend using USB Audio redirection with L350 access devices.

- **Truncation of the last few seconds of sound recording**

  Under certain system and network conditions, when recording sound without enabling the ‘USB Audio Redirection’ option, the recording start time may be delayed and the last few seconds of the recording might be truncated. This happens, because the client device buffers voice data prior to it being sent to vSpace Server. The keyboard and mouse events however will be sent immediately, without buffering. This results in the sound recording application to receive the “stop recording” event before receiving all the recorded data. To avoid the possibility of truncated recordings users should wait a second or two after finishing the recording before stopping a recording. To minimize this effect, the UseAdvancedMicThread REG_DWORD value can also be set to 0 in the HKLM\SYSTEM\CurrentControlSet\Control\Multiuser registry key on the vSpace Server.

- **Application auto-launch (Kiosk Mode) with desktop OS**

  For proper operation of the application auto-launch feature the HonorLegacySettings REG_DWORD value must be added to the ‘HKLM\SYSTEM\CurrentControlSet\Control\Terminal Server’ registry key. This value must be set to 1.

- **HTML5 video playback with Internet Explorer 11**

  To ensure successful playback of HTML5 videos on Windows Server 2008 R2 the Desktop Experience feature and an update for the Desktop Experience Decoder must be installed.


- **Video output configuration of the VLC Media Player**
For proper playback of video files with the VLC Media Player, this player should be configured to use ‘Windows GDI’ or ‘Direct2D’ video output. This is especially important if vSpace Server is installed on a desktop version of Windows OS.

- **Power Plan settings of vSpace Server**
  When using vSpace Server, especially on desktop versions of Windows OS, the Power Plan settings should be configured to never allow the hard disks to be turned off or the computer to enter the sleep or hibernation state after a period of inactivity.

- **Using a physical host with AMD/ATI GPU**
  When using a physical host with AMD/ATI GPU it’s advisable to install the video driver only, without the Catalyst Control Center (CCC.exe) utility. This would prevent potential memory leak in AMD’s Catalyst Control Center which may affect system instability.
Contacting Technical Support and Additional Resources

- To request Technical Support, please visit the NComputing Support page at [http://www.ncomputing.com/support/overview](http://www.ncomputing.com/support/overview).

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