vSpace Pro 10 for Windows (version 10.5.0)

RELEASE NOTES

December 18, 2017
Product: NComputing vSpace Pro 10 for Windows

Version: 10.5.0.7

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:

- RX300 with firmware version 3.1.3
- L250, L300 and L350 (L-series) with firmware version 1.13.12
- M300, MX100S and MX100D (M/MX-series) with firmware version 2.4.7
- vSpace Client for Windows**, version 2.3.1.1
- vSpace Client for Chromebook**, version 1.2.0.26

* For licensing details, see: [http://www.ncomputing.com/mslicensing](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.
ABOUT THIS RELEASE:

vSpace Pro 10, version 10.5.0, is a maintenance release which replaces the 10.3.7 version. It contains fixes for bugs discovered in software quality assurance process and/or reported by NComputing customers as well as product improvements.

GENERAL INSTALLATION INSTRUCTIONS:

New vSpace Pro 10 installations should be performed on computers with fresh installs of supported Windows OS versions. 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.

WINDOWS 10 FALL CREATOR UPDATE (VERSION 1709) SPECIFIC INSTALLATION INSTRUCTIONS:

vSpace Pro 10.5.0 now supports Windows 10 Fall Creator update (version 1709). Previous vSpace releases (10.3.7 or earlier) will cause blue screen with this major Windows OS update and the system will become unusable.

There are two methods to apply the Windows 10 Fall Creator Update (version 1709) while stay compatible with vSpace Pro 10.5.0:

1) Uninstall vSpace Pro 10 (any version) prior to the Windows 10 Fall Creator Update (version 1709). After this major OS update has been applied, re-install vSpace Pro 10.5.0

2) Alternatively, upgrade vSpace Pro server to vSpace Pro 10.5.0 prior to the Windows 10 Fall Creator Update (version 1709). This major OS update will remove important vSpace Server registry keys and make vSpace unusable. To fix this problem, after the Windows 10 Fall Creator Update has been applied, use the Control Panel > Programs and Features > NComputing vSpace Pro > Repair option to recover vSpace Pro 10.5.0.

VSPACE UPGRADE INSTRUCTIONS:

If your host machine already has vSpace Pro 10.2 or 10.3 version installed, you can directly install vSpace Pro 10.5.0 on the same host machine to perform a software upgrade. However, if you have vSpace Pro 10.1 or an earlier version of vSpace Server installed on the host machine, you must first uninstall the previous version and reboot before you can install this vSpace Pro 10.5.0 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 Manager should not be unregistered before uninstalling the previous version.

**Note:** After finishing the installation of this version the vSpace Console will have to be connected to the upgraded vSpace Manager again.

**Note:** Please refer to the ‘RX300 firmware’ section below for an important note regarding the RX300 firmware update.

### RX300 Firmware:

This vSpace Pro 10 comes with RX300 firmware version 3.1.3. For correct operation with this vSpace Pro 10 version, and to ensure best performance and remote management, all RX300 devices need to be upgraded to firmware version 3.1.3.

Earlier vSpace Console versions included in vSpace Pro 10.1, 10.2, 10.3 can only provide limited manageability (firmware updates and device reboots) to RX300 device with firmware version 3.1.3. To ensure best device management compatibility of vSpace Console with RX300 device, please update vSpace Console using the latest vSpace Pro 10.5 software.

### L-Series Firmware:

This vSpace Pro 10 comes with L-series firmware version 1.13.12. 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 1.13.12.

### M/MX-Series Firmware:

This vSpace Pro 10 comes with M/MX-series firmware version 2.4.7. 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 2.4.7.

### PRODUCT IMPROVEMENTS AND NEW FEATURES:

Following are the improvements and new features introduced in version 10.5.0:

**vSpace Pro component:**

- Compatibility with Windows 10 Fall Creators (1709) Update (see the RDSL-6554 note below)
- Session Multiview feature in vSpace Console
- Audio optimization for Windows 10
• Fix for an issue causing slow .NET and WPF applications loading
• Driver signing for compatibility with host machines having the Secure Boot feature enabled
• Support for vSpace Manager registrations through Internet proxy
• Various bug fixes

RX300 firmware:
• Support for Enterprise WiFi networks
• Fix for the KRACK WiFi vulnerability
• Support for hidden WiFi networks.
• Internet proxy support for vCAST Web Streaming and firmware downloads
• New firmware recovery option via USB stick
• Integrated VERDE VDI Client with support for UXP and RDP protocols (beta version)
• Various bug fixes

BUG FIXES (SINCE VSPACE PRO 10 VERSION 10.3.7):

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

• RDSL-6860 - Boot Server for Miniterm startup issue preventing vSpace Pro servers autodetection.
• RDSL-6846 - Unexpected removal of historical events from Application Event Log.
• RDSL-6836, RDSL-6783 - Session freeze when trying to reconnect an active session on Windows Server 2016 with MultiPoint role enabled.
• RDSL-6426 - NCTray application and NCWTService cause significant CPU load when some sessions are disconnected.
• RDSL-6159 - Secure Boot feature disallows vSpace Pro 10.3 installation on Windows 10 and Windows Server 2016.
• TRAY-167 - Warning sound is continuously repeated every few seconds when Administrator observes user’s session in Windows 10.
• VCON-850 - Console crash when trying to view (shadow) an RX300 session on remote vSpace Server.

The following vSpace Manager issues have been fixed in this product version:

• LSR-768 - Problem with refreshing the list of allocated Premium Features.
• LSR-686 - Assignments of Premium Feature licenses might be lost during vSpace Pro 10 upgrade.
The following RX300 firmware issues have been fixed in this product version:

- RX-769 - No keyboard, mouse and Ethernet after system reboot.
- RX-382 - After update from 1.3.2 firmware static IP settings must be re-entered.

**KNOWN ISSUES:**

- Please refer to [https://support.ncomputing.com/portal/kb](https://support.ncomputing.com/portal/kb) for known issue details.

**ADDITIONAL NOTES AND WORKAROUNDS:**

- **vCAST Media Streaming**
  vCAST Media Streaming requires the VLC Player version 2.2.4.

- **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 server’s 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 users Windows session 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.

- **Power Plan settings of vSpace Server**
  When using vSpace Server, especially on desktop versions of Windows OS, the Power Plan settings should be configured in a way, which will 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

- Visit the NComputing Knowledge Base at http://kb.ncomputing.com/ for more information, guides, and walkthroughs.
- To request Technical Support, please visit the NComputing Support page at http://www.ncomputing.com/support/overview.

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