

vSpace Pro 10 for Windows (version 10.3.4.2)

RELEASE NOTES

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PRODUCT RELEASE NOTES: NCOMPUTING VSPACE PRO 10 (VERSION 10.3.4.2)

Product: NComputing vSpace Pro 10 for Windows

Version: 10.3.4.2

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 1.3.19
- 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 2.3.0.5
- vSpace Client for Chromebook**, version 1.2.0.25

*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.

ABOUT THIS RELEASE:

vSpace Pro 10, version 10.3.4.2, is a maintenance release which replaces the 10.3.1.1 version. It contains bug fixes and improvement discovered in software quality assurance process and/or reported by NComputing customers.

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.

UPGRADE INSTRUCTIONS:

If your host machine already has vSpace Pro 10.2 or 10.3.1.1 installed, you can directly install vSpace Pro 10.3.4.2 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 10.3.4.2 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.

RX300 FIRMWARE:

This vSpace Pro 10 comes with RX300 firmware version 1.3.19. For correct operation with this vSpace Pro 10 version, and to ensure best performance and device management, all RX300 devices need to be upgraded to firmware version 1.3.19.

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.

BUG FIXES (SINCE VSPACE PRO 10 VERSION 10.3.1.1):

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

- RDSL-6516, RDSL-6519 - Audio issues (inability to hear the other party) in Skype communicator.
- RDSL-6518 - Screen refresh issue caused by de-synced cache.
Note: This issue has been resolved by introducing a registry entry for turning off display data caching.
- RDSL-6495, RDSL-6490, RDSL-6320 - Stability issues on Windows Server 2016 when the system runs under heavy stress (frequent connections and disconnections from multiple client devices).

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

- VCON-822 - Console crash issue.
- VCON-793 - The 'Update from FTP server' firmware update fails if the URL address contains a port number.
- VCON-766 - Session list does not refresh properly when sessions connect and disconnect.
- VCON-607 - The 'Disconnected session cleanup timeout' setting does not get properly applied.

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

- LSR-692 - Inconsistent lists of vSpace Pro servers appear in vSpace Manager and vSpace Console when the servers are located in different subnets.
- LSR-656 - Duplicated vSpace Pro server entries appear in vSpace Manager after updating the vSpace Pro software on connected servers.

The following L-series firmware issues have been fixed in this product version:

- TT-761 - Session disconnects during full-screen video streaming on L350 with 1920x1080 screen resolution.
- TT-766 - Session disconnects during full-screen video streaming at 1920x1080 when USB Audio Redirection is off, but a USB headset is connected.
- TT-770 - Sound interruptions during full-screen video streaming at 1920x1080 screen resolution.

The following RX300 firmware issues have been fixed in this product version:

- RX-485, RX-396 - Problems with Ethernet connection after rebooting device which was connected to WiFi.
- RX-404 - Incorrect list of detected WiFi networks.
- RX-400 - The 'Forget WiFi' (disconnect from WiFi network) feature not always disconnects the device from WiFi.
- RX-398 - vCAST Media Streaming - inability to play movie file not containing audio (progress bar moves, but no video playback takes place).
- RX-388 - Long delay (around 3 minutes) until the device reconnects to LAN after losing the LAN connectivity for a short while.

KNOWN ISSUES:

The following vSpace Server issues still exist in this product version:

- RDSL-6572 - Inability to record sound from the connected analog or USB microphone using Voice Recorder application when USB Audio Redirection is turned off.
- RDSL-6556 Problem with YouTube playback in Edge browser after applying the Creators Update (1703) to vSpace Pro 10 installed on Windows 10.

The following vSpace Server issues are inherited from version 10.3.1.1:

- RDSL-6488 - Extremely frequent and simultaneous session connect/disconnect actions from multiple client devices can cause heavy stress on Windows Server 2016. This may sometimes lead to performance issues.
- RDSL-6487 - Server settings do not get preserved during vSpace Pro 10.2.1.1 to 10.3.1.1 upgrade.
- RDSL-6426 - NCTray application and NCWTSservice cause significant CPU load when some sessions are disconnected.
- RDSL-6414 - In Windows Server 2008 R2 sessions smart card reader cannot read data from the card when the USB smart card reader was connected to L350 before user login.

- RDSL-6413 - Some scanner models might disappear from Device Manager when attempting to scan a document.
- RDSL-6384 - Even if custom installation path will be specified in Installation Wizard some system components will still be installed in default location.
- RDSL-6291 - Multimedia playback with Windows Media Player causes high CPU load.
- 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 plying 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 back 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 on 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-5150 - Smart Cards redirected from client devices can only be access in up to 10 concurrent sessions.
- RDSL-5058 - Redirected USB audio may be not continues during movie playback on L-series devices.
- TRAY-167 - Warning sound is continuously repeated every few seconds when Administrator observes user's session in Windows 10.

The following vSpace Console issues still exist in this product version:

- VCON-821 - Sessions View: Disconnecting multiple selected sessions with one mouse click is impossible.

The following vSpace Console issues are inherited from 10.3.1.1 version:

- VCON-808 - vCAST MOJO Streaming stops when an Administrator takes control over the session from vSpace Console.
- VCON-792 - Server List becomes empty or may contain incorrect server status information when vSpace Console loses connection to vSpace Manager and then reconnects.
- VCON-768 - The 'Update from vSpace Server' firmware update method has been removed until the necessary support will be added to L-series and M/MX-series firmware.
- VCON-692 - The 'Menu animation: Off' setting from Performance Profiles does not get properly applied.
- VCON-691 - The 'Show desktop wallpaper' setting from Performance Profiles does not get properly applied.
- VCON-677 - vSpace Console is unable to view sessions from client devices running in Dual Display mode.

The following vSpace Manager issues exist in this product version:

- LSR-700 - Pop-ups with debug information appear when trying to allocate Premium Features if the Management Portal is not accessible.
- LSR-699 - Under some conditions vSpace Manager may not detect Internet connectivity.

The following vSpace Manager issues exist are inherited from 10.3.1.1 version:

- LSR-686 - Assignments of Premium Feature licenses might be lost during vSpace Pro 10 upgrade.
- LSR-660 - NC License Server service may not automatically start after vSpace Pro 10 reinstallation.
- LSR-616 - When the 10 minutes trial vSpace Client license times out the user session might be disconnected without any notification.

The following L-series firmware issues still exist in version 1.13.12:

- TT-771 - Turning on the USB Audio Redirection requires device reboot to take effect on Windows Server 2016.
- TT-768 - Session disconnects after initiating a Skype call if Logitech A-00044 USB headset is connected and USB Audio Redirection is off.
- TT-763 - Device reboot is needed to get sound after connecting USB headset with disabled USB Audio Redirection.
- TT-760 - Session disconnects when trying to start second vCAST MOJO stream.

The following L-series firmware issues are inherited from version 1.13.6:

- TT-755 - vCAST MOJO Streaming stops when an Administrator takes control over the session from vSpace Console.
- TT-753 - Device returns to server selection screen without any information after attempting to connect to a vSpace Pro server which is not connected to any vSpace Manager.
- TT-730 - Jumpy mouse pointer movements on L350 after connecting a smart card reader.

The following M/MX-series firmware issues still exist in version 2.4.7:

- XAN-720 - vCAST MOJO streaming frames are incorrectly positioned when the screen resolution is 1280x720 or 1920x1080.
- XAN-705 - No sound in USB headset during vCAST MOJO streaming when USB Audio Redirection is enabled.
- XAN-693 - Playback in Windows Media Player is not continuous when two devices attempt to play video at the same time.
- XAN-692 - Video and sound breaks during concurrent video playback in WMP or VLC on three devices (main and two satellite).
- XAN-691 - Sound and video are not continuous during YouTube video playback when browser is in windowed mode.
- XAN-689 - Video playback starts to break when trying to concurrently watch full screen videos on three devices (main and two satellite).
- XAN-686 - Artifacts can appear when scrolling YouTube website with active video playback.
- XAN-684 - Screen shakes when watching YouTube videos.
- XAN-683 - Black artifacts can appear after covering Windows Media Player window with another application.
- XAN-682 - Screen can get black for w while during fast web page scrolling.

The following RX300 firmware issues still exist in version 1.3.19:

- RX-521 - If the user manually upgrades built-in RX300 Raspbian OS to a newer version through 'apt-get update' and 'apt-get upgrade' and switches back to the thin client mode, the device will not boot up.
- RX-478 - Sometimes establishing new WiFi connection takes about 1 minute.
- RX-471 - After disabling WiFi device reboot is required to get an IP address from DHCP on the Ethernet interface.
- RX-464 - Wrong status gets indicated by WiFi icon after disconnecting the Ethernet cable.
- RX-463 - Screen will remain black when the device will be booted without any monitor connected.

The following RX300 firmware issues are inherited from version 1.3.8:

- Hidden WiFi networks are not supported.
- RX-382 - After update from 1.3.2 firmware static IP settings must be re-entered.
- RX-366 - Audio may be not continuous on some USB headsets.
- RX-317 - Pressing the Sleep (Power) button disconnects the active session.
- RX-230 - Smart Card can be inaccessible from vSpace Pro session when the smart card reader will be connected to RX300 without inserted card.

ADDITIONAL NOTES AND WORKAROUNDS:

- **vCAST Media Streaming**
vCAST Media Streaming requires the VLC Player version 2.2.4.
- **Secure Boot**
The Secure Boot feature of modern PCs needs to be disabled temporarily during install of vSpace Pro 10.3. After finishing the installation it can be turned back on.
- **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 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.

See: <https://support.microsoft.com/en-us/kb/2483177> for more details.

- **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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