

Release Notes

AHS-HF-5230-GU6060

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CONTENTS

- Overview..... 4
- How to apply Hotfix..... 4
 - Upgrade compatibility of Hotfix AHS-HF-5230-GU6060 4
 - How to get HySecure Hotfix AHS-HF-5230-GU6060 4
- Issues fixed in Hotfix AHS-HF-5230-GU6060 5
 - Security Officer unable to access RDP application fix 5
 - Missing logout time for session reuse fix..... 5
 - LDAP user group authorization issue fix 5
- Known Issues in Hotfix AHS-HF-5230-GU6060 6
 - Device ID Policy Restriction if related parameters are not selected..... 6
 - User idle time reset with HyWorks Applications..... 6
- Appendix A: Upgrading HySecure Cluster 6
 - Upgrading real HySecure Cluster Node:..... 5
 - Upgrading standby HySecure Cluster Manager Node: 6
 - Upgrading active HySecure Cluster Manager Node: 7
 - Disabling Maintenance mode in Standby Node 7
 - Disabling Maintenance mode in Real Node 7
 - Clear Browser Cache for HySecure Management console page 8

OVERVIEW

This document outlines the fixes provided in Hotfix AHS-HF-5230-GU6060 and how to apply hotfix on HySecure gateway. It is recommended to apply this hotfix on gateway version 5.2.3.0.

Note: Down time is required while applying this hot fix.

AHS-HF-5230-GU6060

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HOW TO APPLY HOTFIX

UPGRADE COMPATIBILITY OF HOTFIX AHS-HF-5230-GU6060

HySecure Hotfix AHS-HF-5230-GU6060 can be applied to **either of the below** mentioned HySecure gateway Setup:

- Accops HySecure gateway V5.2.3.0 with hotfixes applied in this order:
5232→5235→5236→6017→6026→6028→6033→6042→6048→6052
- Accops HySecure gateway V5.2.3.0 with hotfixes applied in this order:
5232→5235→5236→6017→6026→6028→6033→6034→6042→6048→6052
- Accops HySecure gateway V5.2.3.0 with hotfixes applied in this order:
6026→6028→6033→6042→6048→6052
- Accops HySecure gateway V5.2.3.0 with hotfixes applied in this order:
6026→6028→6033→6034→6042→6048→6052

Please refer section Appendix A: [Upgrading HySecure cluster gateway](#) for procedure to upgrade **HySecure cluster gateway**.

HOW TO GET HYSECURE HOTFIX AHS-HF-5230-GU6060

Download link for HySecure Hotfix AHS-HF-5230-GU6060:

https://propalmsnetwork-my.sharepoint.com/:u:/g/personal/support_accops_com/EUTKv6ctdARGqpylj8JE5mkB8zD-5_gMz66u2SJJcteFHw?e=NdGdwM

MD5 Checksum of HySecure Hotfix AHS-HF-5230-GU6060: **dfd6c00eb97046b77ef3810876baaf3f**

ISSUES FIXED IN HOTFIX AHS-HF-5230-GU6060

SECURITY OFFICER UNABLE TO ACCESS RDP APPLICATION FIX

In earlier build, Security Officer was unable to launch RDP application through HySecure. In this Hotfix, we have fixed this issue.

UPGRADING REAL HYSECURE CLUSTER NODE:

- Connect to Real HySecure Cluster node as Security Officer.
Note: Do not connect using Virtual IP Address, use the actual IP of Real node.
- Login as security officer.
- Now go to "HA enable/disable" page under "High Availability" section and enable maintenance mode.
- Now go to "Upgrade Firmware" page under "Host Maintenance" Section => Select option **Hotfix or service pack** and upload the HySecure hotfix file.
- It may take 1 minutes or more to upload the hotfix based on network bandwidth between your PC and Gateway.
- Once the hotfix file is uploaded and upgrade is started, the message will be displayed on the browser. In some cases, the message may not come on the management console. Refresh the browser and see if the upgrade has completed.
- After hotfix is applied successfully.
- Go to "Upgrade Firmware" page under "Host Maintenance" Section and click on **View Logs** button to check the hotfix installation logs.

MISSING LOGOUT TIME FOR SESSION REUSE FIX

In earlier build, if any user session gets disconnected due to network connectivity or device getting shut down then user logout log was missing in user logs. In this Hotfix, we have fixed this issue.

LDAP USER GROUP AUTHORIZATION ISSUE FIX

In earlier build V5230, if access control was created for LDAP user group, then user was unable to login and access application. In this Hotfix, we have fixed this issue.

KNOWN ISSUES IN HOTFIX AHS-HF-5230-GU6060

DEVICE ID POLICY RESTRICTION IF RELATED PARAMETERS ARE NOT SELECTED

If related parameters are not selected in device ID access control, then users may get message 'Login denied due to device restriction policy.' For e.g. if user is logging through browser and browser type & browser ID are not selected as device parameters then users may get above message while trying to login from approved browser.

USER IDLE TIME RESET WITH HYWORKS APPLICATIONS

If user has logged in with HySecure client and have access to HyWorks application, then user idle time will keep on resetting to zero and user session will not be removed even if user has been idle.

Missing fields shown as N/A in User logs

Some of the details which were not fetched when user logs in will be shown as "N/A" instead of "-" in user logs. For e.g. if a user logs in with

APPENDIX A: UPGRADING HYSECURE CLUSTER

The section describes the detailed process to apply hotfix on HySecure Cluster having three nodes (Active, Standby and Real Gateway server):

To upgrade HySecure cluster, follow these main steps:

- Upgrade the HySecure real Node
- Upgrade the HySecure standby Cluster Manger Node
- Upgrade the HySecure active Cluster Manger Node

UPGRADING STANDBY HYSECURE CLUSTER MANAGER NODE:

- Connect to Standby HySecure Cluster Manager node as Security Officer.
Note: Do not connect using Virtual IP Address, use the actual IP of Standby node.
- Login as security officer.
- Now go to "HA enable/disable" page under "High Availability" section and enable maintenance mode.
- Now go to "Upgrade Firmware" page under "Host Maintenance" Section => Select option **Hotfix or service pack** and upload the HySecure hotfix file.
- It may take 1 minutes or more to upload the hotfix based on network bandwidth between your PC and Gateway.

- Once the hotfix file is uploaded and upgrade is started, the message will be displayed on the browser. In some cases, the message may not come on the management console. Refresh the browser and see if the upgrade has completed.
- After hotfix is applied successfully.
- Go to "Upgrade Firmware" page under "Host Maintenance" Section and click on **View Logs** button to check the hotfix installation logs.

UPGRADING ACTIVE HYSECURE CLUSTER MANAGER NODE:

- Connect to Active HySecure Cluster Manager node as Security Officer.

Note: Do not connect using Virtual IP Address, use the actual IP of Active node.

- Login as security officer.
- Now go to "Upgrade Firmware" page under "Host Maintenance" Section => Select option **Hotfix or service pack** and upload the HySecure hotfix file.
- It may take 1 minutes or more to upload the hotfix based on network bandwidth between your PC and Gateway.
- Once the hotfix file is uploaded and upgrade is started, the message will be displayed on the browser. In some cases, the message may not come on the management console. Refresh the browser and see if the upgrade has completed.
- After hotfix is applied successfully.
- Go to "Upgrade Firmware" page under "Host Maintenance" Section and click on **View Logs** button to check the hotfix installation logs.

DISABLING MAINTENANCE MODE IN STANDBY NODE

- Connect to Standby HySecure Cluster Manager node as Security Officer.

Note: Do not connect using Virtual IP Address, use the actual IP of Standby node.

- Login as security officer.
- Now go to "HA enable/disable" page under "High Availability" section and disable maintenance mode.

DISABLING MAINTENANCE MODE IN REAL NODE

- Connect to Real HySecure node as Security Officer.

Note: Do not connect using Virtual IP Address, use the actual IP of real node.

- Login as security officer.
- Now go to "HA enable/disable" page under "High Availability" section and disable maintenance mode.

CLEAR BROWSER CACHE FOR HYSECURE MANAGEMENT CONSOLE PAGE

Clear browser cache so that new unique ID parameter become visible in HySecure Management console.

About Accops

Accops Systems Private Limited. under "Accops" brand is a globally leading developer and provider of Enterprise Mobility solutions involving Application and Desktop Virtualization, Secure Remote Access and Privilege Access Management solutions.

Accops' software and hardware products enable businesses to efficiently virtualize, secure and deliver business applications, corporate workspace and network services to their employees, partners, vendors, home users and mobile users, enabling instance access from anywhere using any device.



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