

# Release Notes

---

AHS-HF-5230-GU6061

Last Updated: 11<sup>th</sup> June 2020

Copyright © 2020, Accops Systems Private Limited. All Rights Reserved.

The information contained in this document represents the current view of Accops Systems Private Limited on the issues discussed as of the date of publication. Because Accops Systems Private Limited must respond to changing market conditions, it should not be interpreted as a commitment on the part of Accops Systems Private Limited. Accops Systems Private Limited cannot guarantee the accuracy of any information presented after the date of publication.

This white paper is for informational purposes only. ACCOPS SYSTEM PRIVATE LIMITED MAKES NO WARRANTIES, EXPRESSED OR IMPLIED IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording or otherwise) or for any purpose, without the explicit written permission of Accops Systems Private Limited.

Contact Accops Systems Private Limited.

Email: [info@accops.com](mailto:info@accops.com)

Call: +91 9595 277 001

# CONTENTS

---

- Overview..... 4
- How to apply Hotfix..... 4
  - Upgrade compatibility of Hotfix AHS-HF-5230-GU6061 ..... 4
  - How to get HySecure Hotfix AHS-HF-5230-GU6061 ..... 4
- Issues fixed in Hotfix AHS-HF-5230-GU6061 ..... 5
  - First user logged in after HySecure reboot session logout fix ..... 5
  - RDP Session remain connected in case of force logout fix..... 5
- Known Issues in Hotfix AHS-HF-5230-GU6061 ..... 5
  - Device ID Policy Restriction if related parameters are not selected..... 5
  - User idle time reset with HyWorks Applications..... 5
- Appendix A: Upgrading HySecure Cluster ..... 5
  - Upgrading real HySecure Cluster Node:..... 6
  - Upgrading standby HySecure Cluster Manager Node: ..... 6
  - Upgrading active HySecure Cluster Manager Node: ..... 6
  - Disabling Maintenance mode in Standby Node ..... 7
  - Disabling Maintenance mode in Real Node ..... 7

# OVERVIEW

---

This document outlines the fixes provided in Hotfix **AHS-HF-5230-GU6061** 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-GU6061

Released on 11<sup>th</sup> June 2020

# HOW TO APPLY HOTFIX

---

## UPGRADE COMPATIBILITY OF HOTFIX AHS-HF-5230-GU6061

HySecure Hotfix AHS-HF-5230-GU6061 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→6060**
- Accops HySecure gateway V5.2.3.0 with hotfixes applied in this order: **5232→5235→5236→6017→6026→6028→6033→6034→6042→6048→6052→6060**
- Accops HySecure gateway V5.2.3.0 with hotfixes applied in this order: **6026→6028→6033→6042→6048→6052→6060**
- Accops HySecure gateway V5.2.3.0 with hotfixes applied in this order: **6026→6028→6033→6034→6042→6048→6052→6060**

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

## HOW TO GET HYSECURE HOTFIX AHS-HF-5230-GU6061

Download link for HySecure Hotfix AHS-HF-5230-GU6061:

[https://propalmsnetwork-my.sharepoint.com/:u/g/personal/support\\_accops\\_com/EX31YpDGIkZHmjT6N0Va7toBKKL1FqLTpeW0Jj5rZzt7dg?e=DOPsdo](https://propalmsnetwork-my.sharepoint.com/:u/g/personal/support_accops_com/EX31YpDGIkZHmjT6N0Va7toBKKL1FqLTpeW0Jj5rZzt7dg?e=DOPsdo)

MD5 Checksum of HySecure Hotfix AHS-HF-5230-GU6061: **141c9f0fdb38115f473b862fae398e0c**

## ISSUES FIXED IN HOTFIX AHS-HF-5230-GU6061

---

### FIRST USER LOGGED IN AFTER HYSECURE REBOOT SESSION LOGOUT FIX

In earlier build, first user logged in after HySecure gateway reboot session logged out because of idle timeout even if user was accessing application. In this Hotfix we have fixed this issue.

### RDP SESSION REMAIN CONNECTED IN CASE OF FORCE LOGOUT FIX

In earlier build, if a user has connected RDP application and then administrator force logout user from management console. In that scenario, RDP session remain connected. We have fixed this issue in this hotfix, now after force logout connected RDP will also be disconnected.

## KNOWN ISSUES IN HOTFIX AHS-HF-5230-GU6061

---

### 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 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.

## 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.

## 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.



Accops, HyWorks, HyDesk, HyID, HyLite, HySecure and HyAssist are registered trademarks of Accops Systems Private Limited. Other names may be trademarks of their respective owners. Accops System has the right to change, modify, transfer or otherwise revise the publication without notice.

Tel: India +91 9595 277 001 | Europe +49 341 3315 78 30

Email: [sales@accops.com](mailto:sales@accops.com) | Web: [www.accops.com](http://www.accops.com)

Copyright © 2020, Accops Systems Private Limited. All Rights Reserved.