

Release Notes

Accops HyWorks v3.2-SP2 Release

Last Updated: 06 April 2019

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Release Notes Document Revision History

| <i>Date</i> | <i>Changes</i> |
|--------------------|---|
| 06-Apr-2019 | Draft of release notes document for v3.2-SP2 prepared |
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Introduction

HyWorks v3.2-SP2 is released with some bug-fixes and enhancements to support customer requirements and improving stability.

HyWorks v3.2-SP2 release notes document is published to provide following details:

1. Information of HyWorks modules being released and download links with release v3.2-SP2
2. New features and enhancements delivered with v3.2-SP2 in HyWorks Controller, clients and other modules
3. Important bug fixes

HyWorks Components being Released in HyWorks V3.2-SP2

In this section of the document, details of different HyWorks Module are being provided, which are being delivered as part of HyWorks v3.2-SP2 release:

Important Notes:

1. **.Net 4.7.2** is required for Controller or Session Host Server installation
 - a. Support for Windows 2008R2 is deprecated and Windows 2008R2 must be upgraded to SP1 before installing HyWorks Controller or Session Host Server.
2. HyWorks v3.2-SP1 or above version controller must use Hyper-V Connector v3.0.0.30 or later for SCVMM or Hyper-V servers.
3. Linux SHD is supported with HyWorks Controller v3.2-RC9 or above only.

| Module | Version | Remarks | Download location |
|--|-------------|--|--|
| HyWorks Controller | v3.2.0.8928 | Integrated setup consists of: <ul style="list-style-type: none"> • HyWorks Controller • Management Console/ User Workspace Portal/ RMS Console • All Client Setups • HyWorks Session Host Agent • HyWorks DVM Tools | Download HyWorks Controller v8928 MD5: 6265df7abdb73cfc8e cb72bce4c27ab1 |
| HyWorks Session Host Server | v3.2.0.8928 | For separate installation of HyWorks Session Host on Windows Servers | Download HyWorks Session Host Server v8928 MD5: e49f65a076728c12c4 ad93a63055a9c5 |
| Accops Session Server Extension | v3.2.8.1 | <ul style="list-style-type: none"> • Released integrated with respective v3.2-SP2 Clients and Servers modules | Download Link for Server-side Extensions v3.2.8.1 MD5: |

| | | | |
|---|-----------|--|--|
| | | | 76e4d8e60cf57a891 1b1540a20e099f8 |
| HyDesk Hy3000/Hy4000 Upgrade Patch | v321127 | Upgrade patch is integrated with HyWorks Controller. To download separately use download link | Download link for Hy4000 Upgrade v321127 MD5: 263a47a9991ce4982 3030d8b93c87694 |
| HyDesk Hy1000 Upgrade Patch and Fresh Installation | v321121 | First release of Hy1000. For fresh installation on Raspberry Pi use the download link. | Full Installer for fresh installation MD5: c3e00604ab8f0e888 3ec2c1e350f1c30 Upgrade patch for existing clients: MD5: 9ed1b41a314c100f7 f32432713cc703c |
| Accops OS/xUbuntu Upgrade Patch | v321129 | Integrated with HyWorks Controller. To download separately use download link. | Upgrade patch for existing clients: MD5: eb16c42b791b97dfa d7580ac695298dc |
| Windows DVM Tools | v3.2.2.30 | Having new built-in USB Redirection Driver version: 8.0.1955. Integrated with HyWorks Controller. To download separately use download link. | Download link for DVM Tools v3.2.2.30 MD5: 743c017cdbbeaa706 39d901b7372f67c |
| Linux DVM Tools | v3.2.2.24 | Integrated with HyWorks Controller. To download separately use download link. | Download link for DVM Tools v3.2.2.24 MD5: b5bda77b8cf1de6cf 3904e99cb3d37f9 |

Important for Installation, Upgrade or HyWorks Deployments

Setup Dependency on .Net 4.7.2

HyWorks Controller or Session Host Server **v3.2** requires **.Net 4.7.2**

- Before upgrading any existing installation, make sure to install .Net 4.7.2 externally
- **Support for Windows 2008R2 is deprecated:**
 - .Net 4.7.2 is not supported on Windows 2008R2 (Minimum supported: Windows 2008R2-SP1)
 - Before installation or upgrade in environments running Windows 2008R2, first upgrade the OS to SP1

HyWorks Controller Versions Supporting Upgrade : HyWorks V3.2 (Controller or Session Host Server) is **upgrade compatible** with only below specified HyWorks Controller or Session Host Server Versions:

- HyWorks Controller v2.5-SP1/SP2 or later installed with SQL Server

Note:

- HyWorks v3.2 is not upgrade compatible with any previous versions of skyControl Server.
- HyWorks v3.2 is not direct upgrade compatible with any previous versions of HyWorks Controller running with Embedded database.
 - Upgrade wizard does not support migration from Embedded Log database to SQL and thus the changes must be done manually.

HyWorks Components Compatibility

HyWorks v3.2-SP2 is a major release, having some known mandatory limitations, which must be taken care of while deploying HyWorks v3.2-SP2:

- **Modules supported with HyWorks v3.2-GA or above version Controller Only**
 - Linux dedicated virtual Desktops, shared hosted desktops or shell apps
 - HyWorks Clients for MAC
 - Latest DVM Tools v3.2.2.24
- Client Supported with HyWorks v3.2-SP2 Controller only
 - Hy1000 (v321121)
- **Other dependencies**
 - Linux SHD/Shell Apps via HyLite: HySecure Server v5200
 - Linux SHD via HyWorks Windows Clients: HyWorks v3.2-SP1
 - Hyper-V Connector v3.0.0030 or greater for HyWorks Controller v3.2-SP1
- **HyWorks Session Host Server v3.2-SP2 and v3.2-SP2 Controller:** For facilitating all recent features and enhancements, controller and session host server both should run the SP2 version only.

Details of HyWorks v3.2-SP2 Release

HyWorks v3.2-SP2 consists of following changes:

Prerequisite .Net 4.7.2 is must for HyWorks Servers

Windows servers to be configured with HyWorks Controller or Session Host Server must be installed with .Net 4.7.2.

Support for Windows 2008R2 Deprecated

As .Net 4.7.2 is **not** supported on Windows 2008R2, thus existing or new installation must upgrade Windows 2008R2 to Windows 2008R2-SP1.

Supported Windows Servers

Requires ex

- Windows 2008R2-SP1
- Windows 2012R2
- Windows 2016

New Features and Enhancements in HyWorks v3.2-SP2

HyWorks v3.2-SP2 release is having following new features and enhancements:

Hyper-V Console Connect Option [#5579]

The feature enables users to connect to console for VMs running on Hyper-V, enabling users to connect to desktops even when network is not there on VMs.

The screenshot shows the 'Edit Desktop Pool - DRB2-Win10x86' interface. The 'Advanced' tab is selected, showing several options with checkboxes:

- Use last known IP Address
- Assign Network Ready Desktops
- Use Pool Credentials
- Auto Upgrade Desktop Agent
- Use Connect Console

Below these options is a section titled 'Credentials to be used for console connect' with the following fields:

- Username: administrator
- Password: [masked]
- Domain: vdidom
- Port: 2179

Supported Platforms:

- Hyper-V 2012R2
- Hyper-V 2016

Client Supporting Console Connect:

- HyDesk Hy3000/Hy4000 or Accops OS/xUbuntu with RDP10 Protocol
- Windows Client running on Windows Platforms with RDP8 or above

Option to shut down before snapshot reset/ Recompose [#5817]

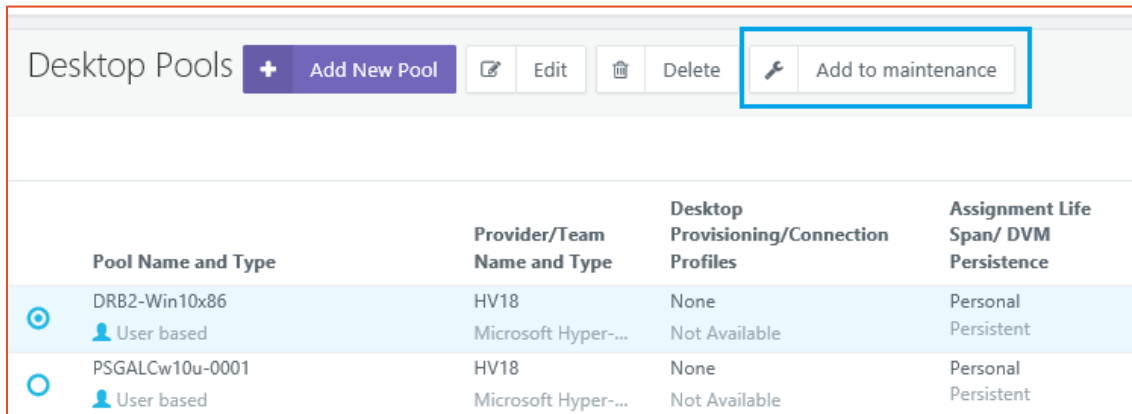
In few cases, reverting DVMs to restore point, was causing user profiles corruption issue. Enabling this option will first shutdown DVM and then initiate restore operation.

The setting **Shutdown desktop on recompose** and reset is available in HyWorks Management Console -> System -> Advanced Configurations

Maintenance Mode in Desktop Pool [#5436]

Administrator needs desktop pools to be unavailable for user but being continuously maintained by administrator or system. The objective can be achieved by moving the desktop pool to maintenance mode.

Examples of such cases can be recomposing desktop pools, changing assignments etc.



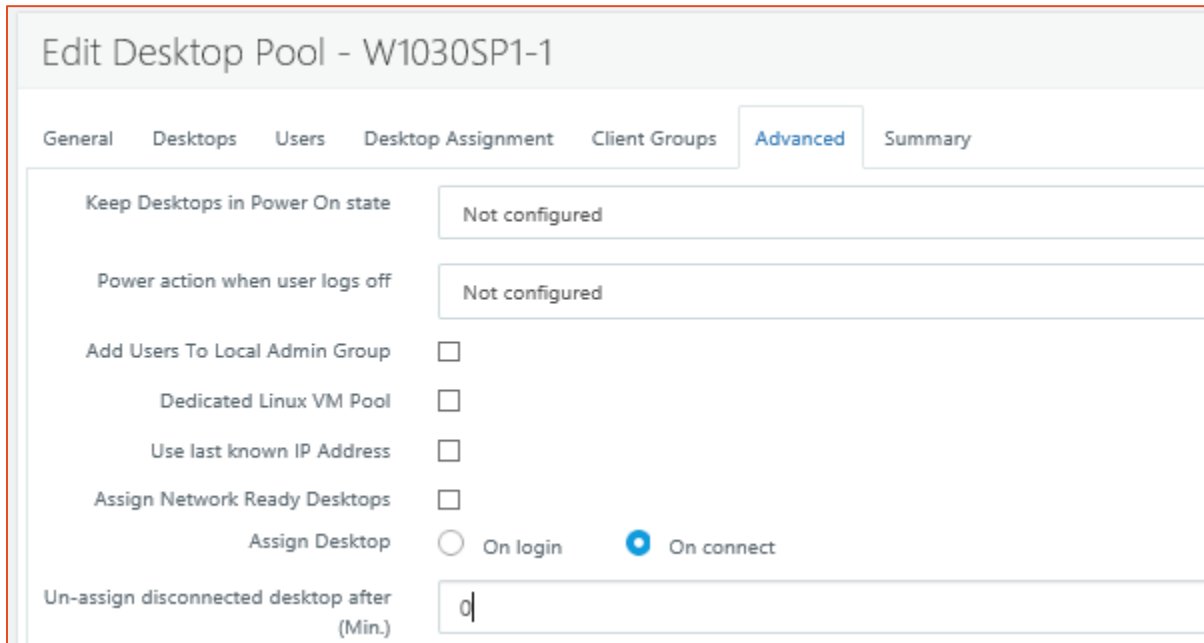
Desktop pools can be moved to maintenance mode by following two ways:

1. Edit desktop pool – Select Maintenance mode – Save desktop pool
2. Select desktop pool – click on button 'Add to Maintenance'

Remove assignment on logout in case of Floating - On connect pool [#5373]

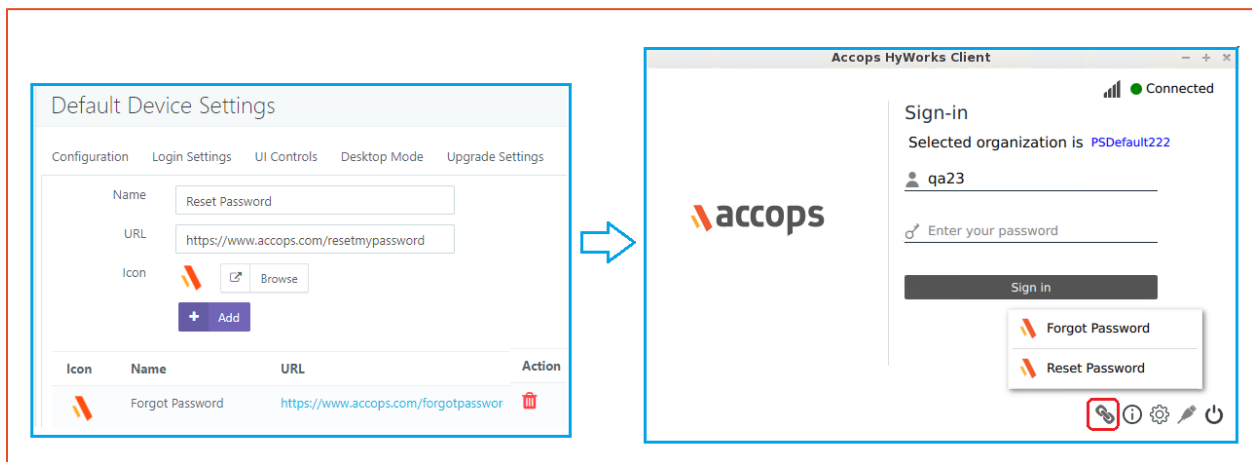
On-connect Floating desktop pools will now have option to remove assignment of user only when user session gets logged out.

Administrator must provide value as numerical **zero (0)** for **Un-assign disconnected desktop after (Min.)**



Custom URLs Publishing from Controller [#6513, #6519]

Administrator can now publish custom links on client login screen. These URLs can be useful links to be opened on default browser on client side. Example of such URLs can be forgot password, update profile, support portal links etc.



Session Recording Integration in Session Host Server [#6529]

Session host setup is now having integrated recording module, which will get default installed and will require few configurational changes to enable session recording of shared hosted desktop sessions.

Separate documents for session recording to be published post 3.2-SP2 release.

- [# 5607] With session recording feature custom scripts are also available which can be modified to perform certain tasks on session update events e.g. connect/disconnect/reconnect/lock/unlock.

Shared Hosted Desktops Session Management Enhancements [#6062]

To fill up few gaps, which were resulting in issues in session management between HyWorks Controller and remote sessions on session host server, few enhancements are introduced.

- Session host agent will query back with controller if any session information is not available in its database for any new session before logging it out (Earlier it was immediately logging out the sessions)
- Controller and session host servers will use a connect token to appropriately recognize new or existing sessions.
- Controller will continue to give reconnections from SHD servers, even when monitoring service goes down. Earlier controller was giving sessions from other servers in team, when monitoring service of server was going down.

Note: New sessions will not be given from the server, on which monitoring service is down.

License Screen Enhancements [#6300]

License screen has been modified to provide more clarity of licensing usage in simple format.

The screenshot displays the 'License Distribution - hyworksqa' interface. It is divided into two main sections: 'System Level' and 'This Organization (hyworksqa)'. The 'System Level' section shows a summary of license counts: Total Licenses (100), Total reserved (10), Available To Reserve (89), and Total shared (90). The 'This Organization (hyworksqa)' section shows: Currently Used (1), Available For Usage (89), Reserved (0, with an input field), Limit License Usage (checked), and Maximum allowed Usage (90, with an input field). An 'Update License Distribution' button is located at the bottom of the organization section.

| System Level | |
|----------------------|-----|
| Total Licenses | 100 |
| Total reserved | 10 |
| Available To Reserve | 89 |
| Total shared | 90 |

| This Organization (hyworksqa) | |
|-------------------------------|-------------------------------------|
| Currently Used | 1 |
| Available For Usage | 89 |
| Reserved | <input type="text" value="0"/> |
| Limit License Usage | <input checked="" type="checkbox"/> |
| Maximum allowed Usage | <input type="text" value="90"/> |

Changes in HyWorks Clients

First preview release of Hy1000

- Direct Windows VDI/SHD/Shell Apps Support using HyWorks Controller using single monitor
- Support for RDP 10 protocol
- USB Redirection using Built-in USB redirection driver

Please see the known issues for Hy1000 for detailed information of current limitations of Hy1000.

[# 5603] All clients to automatic disconnect user session if user is having only single desktop/application assigned and session is disconnected.

Changes in HyDesk Hy4000/Hy3000 Client

- Custom URL publishing support
- Support for multiple enhanced features e.g. Display connection bar, using multiple displays for different remote desktops etc.
- Hyper-V console connect support
- Enhancements in USB devices sharing logic
- Audio redirection enhancements
 - Support for USB headset using pulse audio control implementation in HyDesk Hy4000/xUbuntu Client with RDP 10 protocol [#6383]

Changes in Windows Client

- Alert/Announcement for Windows 7 machines not having RDP8 protocol
- Hyper-V console connect support
- Integration of newer version of built-in USB redirection driver
- Enhancements in USB devices sharing logic

DVM Tools Enhancements [#5832,#6529]

- **Windows DVM Tools:**
 - [#5832] Integration of new Built-in USB Redirection Driver (v8.0.1955) for user experience enhancements
 - Lock/Unlock of remote desktop causing disconnection of USB device
 - [#6529] Windows 10 VMs on Hyper-V are getting stuck in restarting/shutting down
 - USB Removal Utility has been improved to handle restart/shutdown cases and remove USBs

Defects Fixed in HyWorks v3.2-SP2

Following issues are resolved in HyWorks v3.2-SP2:

| # | Issues Details |
|------------------------------|--|
| HyWorks Client Issues | |
| 6709 | [HY4000] Client gets stuck in loading state, if we perform following operations, with network not available: Step# 1: Prompt on network disconnect – Click on continue Step# 2: Click on Refresh |
| 6377/3524 | [HY4000] Refresh and apply settings doesn't work properly with SEP in case of slow responding USB devices |
| 6356 | [HyPrint]:The print dialog box is going into back which causes no print to come and user feels that printing is failing |

| | |
|---------------------------|---|
| 5927 | Timestamps in logs to be enhanced to match time zone same as HyWorks Controller |
| 5435 | Eltima stops working after uninstallation and reinstallation of Windows Client. Post uninstallation/ installation with USB redirection driver prompt will be shown to reboot the machine. |
| 5374/5018 | HyWorks application launch with interactive logon text message for seamless mode ,never seamless mode on error, never seamless mode doesn't work as expected |
| 5017 | HyWorks Client fails to login after switching HySecure server address, where there is only one organization and organization name/code is different |
| 5012 | In Japanese window client, connected and not connected Japanese string is not correct, some character is missing. Require correction |
| 5000/4996 | With on-demand client session launch is failing with License issue/ EDCLauncher 32 bit gives RDP Licensing error in event viewer |
| HyWorks Controller | |
| 6713 | Shell mode command line should be always launched for Linux application/SHD irrespective of selected application launch mode in connection profile |
| 6656 | No logs are created when DVM status refreshing fails |
| 6554 | Sync user fails to select teams, after removing a team name from Edit user dialog in User Management |
| 6534 | With SQL Server as log server, sometimes logs were not getting created due to listener is not running. Enhancements are done to reinvoke the listener during service start |
| 6510 | [Adaptive load balancing]: Session doesn't reconnect if monitoring service is down on RDS Now controller will provide reconnect even when monitoring service is not reachable. New sessions will not be given from server. |
| 6438 | 'Enable DVM Reset' option cannot be changed when recomposing Persistent Pool with Reset option. |
| 6355 | Provisioning with vCenter Server enhancement to exclude host under maintenance to avoid cloning failures |
| 6316 | In HyWorks Controller logs, few of logs will include the source, which has acted as a result of which logs are generated |
| 6243 | Logs of HyDesk upgrade and login details have been improvised to provide more detailed information of logon |
| 5774 | (Error Code: 51) Unable to login Logged in User is not able to access VM Not able to remove VDI session Sysprep DVM is going for Sysprep again, when administrator deletes one VM from non-persistent desktop pool |
| 5506 | Controller 3.2 8584: SSL/TLS handshake failed with SHD with Hyper-V server configured as dedicated desktop provider |
| 6201 | Enhancement in HyWorks Controller memory utilization with too many self-study reservations |
| 5434 | After recompose, in non-persistent VDI assignment, VMs getting assigned without restore point |
| 5371 | VM assignment for non-persistent desktop pools was happening without restore point during pool creation or recompose. |

| HyWorks Controller Management Console | |
|--|---|
| 6746 | Changing 'Session Experience Option' will change 'Microphone' options in connection profile |
| 6471 | Adding 500 users in user entitlement page HTTP request is timed-out |
| 6314 | License Count [on Dashboard] is not useful |
| 6181 | OK BTN is not visible on the Reservation Page of the RMS Admin on Cancellation of Self Study Reservation |
| 5341 | Controller CPU/RAM/HDD/IP status is not updating on Portal if controller is using DHCP and IP gets changed |
| 6650 | RMS Portal Performance Improvement: On browser resize only current page data will be fetched |
| 6609 | With concurrent 400+ reserved VMs, few VMs from a reservation are going into not responding VMs after some time |
| Session Host Server | |
| 6581 | Log improvements in session host to provide appropriate details while forcefully removing a session |
| 6204 | Installation of session host fails as one of the library files is in use |
| 6202 | Single session host installer is not using existing path of controller setup i.e. C:\Program Files (x86)\Accops\HyWorks\SessionHost |
| 6062 | Unable to reconnect to disconnected session on HyWorks, when controller processes logged out session with little delay and new connection is initiated by that time |
| 5975 | Logout and quick connect the session, causes session handling failures |
| 5851 | VLC player is not supported on Win2k8 R2 server to play screen recorded files |
| 5720 | [Session recording] User logged out recorded files will be processed on disconnect events to overcome corruption of metadata |
| 5709 | User context execution script is not supported on logout event |
| 6422 | New desktop session is disconnected as xRDP 0.9.7 fails to logout previous user session |

Previous Release Details

Details of HyWorks v3.2-SP1 Release

HyWorks v3.2-SP1 consists of following changes:

New Features in HyWorks v3.2-SP1

HyWorks v3.2-SP1 release is having following new feature:

Enabling Entitlements/Authorization from Built-in Groups, populated with Active Directory Users

Earlier HyWorks authorization design was allowing only following combinations:

- Built-in groups having built-in users

- Active directory groups

HyWorks v3.2-SP1, enables administrators to add active directory users into built-in groups and then authorizing desktops or application access using these built-in groups.

The feature is a value addition for customers, not being able to make active directory changes.

How to enable adding Active Directory/LDAP users into Built-in Groups

To enable this feature, administrators must use following Workspace- Organization – Authentication Domain configurations:

- Authentication Server: Active Directory/LDAP Server
- Authorization Server: Built-in Directory
- Domain name for remote desktop session: Authentication Server
- User Credentials for Remote Desktop Session: User provided credentials
- Populate users into built-in directory: Import users from authentication server

Edit Organization - PSBuiltIn1010

Organization Details **Authentication Domain** UI Settings Portal Settings Desktop Client Settings

1 Authentication Server ptplqa.local (1) Configured server for user authentication

2 Authorization Server Built-In Directory (2) Server to be used for authorization

3 Domain name for remote desktop session Authentication Server (3) Domain name for remote desktop sessions in this organization

4 Use credentials for remote desktop server User provided credential Built-in directory credential (4) Credentials to be used for remote desktop session.

5 Populate users into built-in directory Create users in built-in directory Import users from authentication server (5) Configuration, specifying how the users will be added in built-in directory.

How to add AD Users into Built-in Groups

Once above configuration is enabled, administrator can use following steps to add AD users into built-in groups:

Process#1:

1. User Management => Groups => Add/Edit Group
2. Name/Description of new Group => Search and add AD Users
3. Save Group

Process#2:

1. User Management => Groups => Add Groups
2. User Management => Users => Add Users
3. Search and add AD Users => Search and select groups to be assigned with users
4. Save Users

These added users/ built-in groups can now be assigned with applications or desktops (from desktop pools)

Defects fixed in HyWorks v3.2-SP1 Release

HyWorks v3.2-SP1 released controller and session host server are having following important bug-fixes:

| # | Subject |
|----------------|---|
| 5286 | Upgrade over v3.0 or older versions, causes following issues: <ol style="list-style-type: none"> Desktop pools cannot be modified and clicking on Edit button does not work Assignment from desktop pools are not working |
| 5071 | Controller is sending incorrect Connection Type parameter for LAN connection type (Expected value: Connection Type:i:6, Actual value: Connection Type:i:5) |
| 4969 | Unable to reconnect SHD sessions from Hy2000 devices |
| 5287 | CPU utilization throttling and optimization. Earlier with too many desktop pools and desktop VMs, controller service was causing spike in CPU utilization. – Optimization in SP1 release will help in reducing CPU consumption spikes. |
| 5023 | Course self-study reservation converted to course reservation on csv import |
| HW-1285 | Active Directory: Exception during while login "multiple principal contains matching identity" |
| 5020 | RMS Changing CSV Import Configuration from Hourly to Daily makes "Time" and "Next Processing Schedule" as null resulting in inaccessible CSV Configurations and Dashboard Window in RMS Portal |
| 5291 | During recompose DVMs can be shutdown instead of Power Off (Default operation). The configuration is controlled from Management Console – System – Advanced Settings |
| 5179 | Virtual IP support in HyWorks Controller cluster. It's a new feature and will not be available by default. Please contact Accops Support Team for any queries or requirement of this feature. |
| 5107 | HyWorks Management Console – Help page: Download links and documentation links are not navigating to dead pages. Links have been corrected in SP1 release and will navigate users to Downloads and Documentation pages respectively. |
| - | CSV Configuration page is inaccessible and showing error [RMS] |
| - | Email content language is getting changed randomly [RMS] |
| - | Multiple replica VMs are created simultaneously from single Gold master. [RMS] |

All About HyWorks v3.2-GA Release

Please refer release notes document available on Accops Support Portal to know the detailed features and bug fixes in HyWorks v3.2-GA release.

The following article contains all the relevant details:

<http://support.accops.com/solution/articles/12000051698-hyworks-v3-2-ga-release>

Known Limitations and Issues

Note:

- Known issues list is being updated and accordingly release notes will also be updated.

| # | Subject |
|---|--|
| HyWorks Client Issues [General Issues] | |
| 6844 | [VM Connect] If console connect is enabled then connection bar must be enabled, as users will not be able to come out of session once connected in full screen |
| 1247 | Endpoints Settings – Auto Login - “Windows login” function does not work in HyWorks Client from v3.0 release onwards. The feature will be re-integrated in future versions. |
| 6533 | [Linux Clients] Error message is not displayed and client hangs, when internet is down, and endpoint is connected through HySecure. |
| 6504 | Specific error suggesting license exhausted on HySecure server, while connecting from HyWorks Client in HySecure mode |
| 6232 | VM connect is not supported for HyLite |
| 5601 | Audio quality on remote sessions using Linux endpoints is not good comparing to audio quality on desktop systems or remote sessions on windows platforms |
| 6485 | [Windows Client] Disable clipboard from connection profile is not going to block clipboard among multiple remote apps from same session |
| 6469 | User will fail to login in HySecure mode from HyWorks Client if initially client login was disabled from organization configurations but later enabled |
| 6337 | With multiple desktops and applications assigned, icons are vertically placed and does not appear correctly |
| 6272 | Microphone is not working with RDP 8 on Ubuntu/Accops OS client |
| 6241 | VM Console Connect is not supported on RDP 7 and lower protocol version |
| 6225 | [VM Console Connect] Screen resolution doesn't get scaled as per monitor resolution when we switch the monitors |
| 6089 | Connection using HySecure mode fails if user has previously logged-in with anonymous login with HySecure Client |
| 6040 | [Linux Clients] HyWorks continuously downloads upgrade from controller if backup file is deleted from endpoint and there is a mismatch between currently running version and upgrade available on HyWorks Controller |
| 5794 | In some cases, Built-in USB redirection driver on Windows client causes my keyboard stop working on client machine |
| 5728 | Disconnection and Reconnection scripts are executed while connecting single user multiple remote apps in Hy4k |

| | |
|-------------|---|
| 5602 | 'Num Lock' issue on Hy4000: Sometimes 'Num Lock' key starts working in reverse order inside of remote session |
| 5366 | Character supported in username by AD ; HyWorks mode ; SSO mode |
| 5103 | Refresh on application portal does not clear the searched entries and will continue to show only searched results though list is refreshed in backend |
| 5041 | Sometimes during ongoing session unable to detect network error is shown even if controller is reachable (Client working in HySecure Mode) |
| 4988 | Upgrade of Window full client without eltima end up with installed eltima services after upgrade from controller. |

HyWorks Client – MAC OS Known Issues

| | |
|--------------------|---|
| - | Only following versions of MAC OS are supported: a. El Capitan:10.11.x, b. Sierra: 10.12.x c. High Sierra: 10.13.x |
| - | Applications delivery in Remote App mode is not supported (Only Shell mode is supported) |
| - | USB Redirection using any of the USB redirection driver is not supported |
| - | File redirection/ HyPrint using Session Server Extension is not supported |
| - | Session expansion over multimonitor is not supported |
| - | Announcements are supported but only 7 lines of announcement will be shown, and last line may cut little bit or overlap. |
| - | Not all connection profile parameter works and may cause session failure and thus should be correctly configured. |
| - | Cross platform session reconnection does not work, which means, |
| - | SHD or app session initiated from HyWorks Clients on Windows or Linux may not work correctly when reconnected from HyWorks Clients on MAC and vice versa. |
| [CLIEN-332] | User login fails with error "error code:3"; once user tries to login after changing the password from password change dialog shown due to password expiry. |
| [CLIEN-574] | Audio/Video/Microphone performance is not good comparing to Windows/HyDesk devices. |
| [CLIEN-715] | The remote sessions being initiated from MAC clients cannot be controlled and thus HyWorks Client on MAC will fail to manage sessions or notify controller about session status Impact: Dedicated VDI session connections or disconnections will not be notified and thus controller will only be able to manage sessions using user sessions. |

HySecure Client + HyWorks Client Integration

| | |
|--|---|
| | Logging-in with HySecure client with Auto-login enabled on HyWorks may cause issues, while accessing applications or desktops. Resolution: Auto-login (Device Settings/ Organization Settings) should be disabled. |
| | Power management is not optimized on HySecure Client comparing to standalone windows client and thus may not give the best of user experience. |

HyDesk Hy2000

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| - | <p>HyDesk Hy2000 – v256228 release has minimal support for HyWorks v3.0+ Controllers</p> <ol style="list-style-type: none"> 1. Only Dedicated VDI and Managed Shared Hosted Desktop Delivery supported 2. Hy2000-v256226 does not support any advance features of HyWorks v3.0-SP1 <ol style="list-style-type: none"> a. No organization support and Hy2000 devices will be registered in Default Organization only ii. No support for Application delivery 3. RDP10 is not yet integrated in HyDesk Hy2000 -> Only RDP8 and RDP7 (Minimal support) is supported <ol style="list-style-type: none"> 1. Hy2K >> RDP7 protocol has minimal support and should be used only for troubleshooting on the advice of Accops Support team 2. Hy2K >> Session over proxy from HyDesk Hy2000 does not work with RDP-7 protocol and thus RDP8 should be used. |
| - | Hy2K >> Device power-on operation from controller is not supported on Hy2000 model |
| - | Hy2K >> Multi-touch/Single-touch devices are not supported on Hy2000 devices. |
| - | Hy2K >> German/French umlaut characters are not yet supported in username/passwords and may result in login failure |
| 3285 | Hy2k >> Disconnected sessions will be removed but will not be logged out on re-registration of the device -> This may affect the temporary assigned pools and some session management tasks [# 3285] |
| 3284 | Hy2K >> Switching the protocol on device is showing an error in logs of controller [# 3284] |
| - | Hy2K >> Virtual Keyboards for foreign languages (Japanese and German) are not integrated. |
| - | Hy2K >> Device power-on operation from controller is not supported on Hy2000 model |
| Common – Linux Variants Clients (HyDesk Hy2000/Hy3000/Hy4000) | |
| 6560 | <p>Intermittent session disconnections with RDP 10 protocol on Hy4000 and connecting Windows 10/Windows 2016 servers, having following configurations in applicable connection profiles:</p> <p>Protocol Security is set as RDP Compression: Enabled Additional Command Line Parameters: +gfx-progressive /gdi:hw -themes</p> <p>Workaround: Specify Protocol security as Auto</p> |
| - | Multimonitor functionality does not work for applications in Shell Mode |
| 5405 | [Hy4000] Remote App on 2016 not working with RDP10 protocol and Graphic acceleration enabled |
| - | Application access on Linux variants clients (Hy3000/Hy4000/xUbuntu/Accops OS) works only using specific connection profiles. Please contact Accops support team for detailed information on the possible connection profiles. |
| - | Using Controller over WAN/Internet: Running application sessions in Remote App mode get disconnected on trying to access next application, all applications will be reconnected on next click. |

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| - | In some cases, no errors are displayed on client side when connection to assigned desktop or application fails, even on controller the logs will show that desktop/app was connected and then logged out. |
| - | App Sessions are not supported in KIOSK mode of Hy3020. |
| - | If accessing multiple applications from different Session Host Server, USB redirection using enhanced USB redirection driver will only function with single session host server only, on other server USB devices won't get redirected. |
| - | Performance will be degraded if multiple applications in RemoteApp mode are accessed simultaneously. |
| - | Skype application does not work on Hy3000/Hy4000 HyDesk endpoints with RDP protocol selected as RDP8. |
| - | HyWorks PDF Printer cannot be disabled on Hy3000/Hy4000 devices using flag in connection profiles. (Flag is Allow RDP Plugins in local resources.) |
| - | When using "Use Built-in Credentials" Session with protocol RDP7 few special characters are not working and causing session connection issues. One such special character is "&". More characters to be identified and published. |
| - | HyWorks PDF Printer does not work with RDP7 protocol on client side. |
| - | Enter key does not work as expected to submit the username and passwords on HyWorks Client Login screen, instead space can be used. |
| 2157 | Closing a single app in remote app mode, closes all running applications on HyDesk Hy3000/Hy4000. |
| 2672 | HyWorks Client on Hy3000 may move to hang state for a brief period when language\virtual keyboard\Touch screen setting are applied. |
| - | If sessions are invoked from windows desktop machines configured with sleep timers -> User session not going back to active session after large inactivity time and machine is went into sleep mode and been re-invoked. |
| 3199 | Session over proxy from Hy3000/Hy4000 device is not working with RDP7 protocol. Resolution: Protocol RDP8/RDP10 to be used for best of experience and session over WAN/Internet. |
| - | Printing using HyPrint PDF Printer does not work on Hy3000/Hy4000 devices with RDP7 protocol Resolution: Protocol RDP8/RDP10 to be used for HyPrint PDF Printing on HyDesk Hy3000/Hy4000. |
| 293 | Caps-lock button is not working in Virtual Keyboard with Japanese keyboard layout |
| Windows Client and Hy3020 | |
| | Users will be shown with error 'No desktops or applications are assigned to this client' in following conditions: <ul style="list-style-type: none"> a. No active reservations are running b. Active reservations are running, but not accessible due to client group settings c. All reserved VMs are already consumed |
| | Two devices with same name will be registered when a full client and lite clients are used from same windows desktop. <ul style="list-style-type: none"> a. Device with same name already exists in HyWorks Config error is coming when we install two different window clients on same device [#3098] |

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| | <p>Client uses icon of last accessed app when option "Always combine, hide labels" for Taskbar button is selected</p> <p>Resolution: Auto-login (Device Settings/ Organization Settings) should be disabled.</p> |
| | <p>HySecure installation on Windows 7x64 Enterprise does not work and on Windows 7x64 Ultimate it will require additional installation of Microsoft security patch (KB3033929).</p> |
| | <p>HyWorks Client will not work, if it is first accessed using HySecure Client and then attempted to function independently.</p> <p>Workaround: Quit the HyWorks Client and then launch again to work without HySecure Client.</p> |
| | <p>On desktop or laptops, where client is installed with eltima and new setup is run to upgrade without selecting Eltima. On first login client will be exited, suggesting change in USB redirection driver.</p> <p>Resolution: Re-login should work fine. This happens due to change in configurations due to options selected during installation.</p> |
| HyWorks Client in HySecure Mode | |
| - | <p>On Windows 7 platforms, when connecting via HySecure gateway, HySecure application may crash in following scenarios:</p> <ul style="list-style-type: none"> a. Login with user having OTP enabled and controller is not reachable b. When virtual desktop session is in progress <p>The crash is not consistent and even may not occur in every situation. But it may affect the user logon or connected sessions.</p> <p>Resolution: Exit the HyWorks Client completely (System tray icon – right click and select option Exit. Re-launch the client and re-login.</p> |
| 5427 | <p>HyWorks Client connected in HySecure mode does not give current connection mode information along with HySecure server address information and causes confusion</p> |
| - | <p>No direct remote connections will function, the feature works when HySecure and HyWorks clients are used in integrated mode.</p> <ul style="list-style-type: none"> a. Only HyWorks assigned applications or desktops can be accessed, HySecure specific apps e.g. Web applications, remote meeting, network-based applications cannot be used. |
| HyLite as Client | |
| 1720 | <p>Application Auto-launch will not function when being accessed from HyLite, the feature works fine with HyWorks Clients.</p> |
| 3862 | <p>HyLite application/desktop connection gets logged out immediately on FIPS enabled Session Host Servers.</p> <p>Resolution: Please enable Use CredSSP Flag in connection profile -> Protocol Security section</p> |
| HyWorks Controller Known Issues | |
| 6501 | <p>Console Connect for SCVMM and providing Console Connect as diagnostic action on right click context menu</p> |

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| - | DVM Power Policies in DVM Pool may conflict with Auto-login (Auto-login will keep the machine powered-on whereas power policy may try to power-off the DVMs). Administrators are required to keep power policies as default or disabled in DVM pools if intending to have auto login on registered devices |
| 6380 | Sometimes error log 'Object reference not set to an instance of an object' are generated, while restarting session host server, |
| 6331 | For non-persistent desktop pools, DVMs get reset on logout even though user has not accessed it |
| 6330 | No logs are generated, when desktop is not assigned to users due to maintenance mode on desktop pool |
| 6114 | HyWorks Controller refreshes time zone details when it is initialized |
| 6101 | Unable to delete organization though all visible objects in organizations are deleted |
| 5729 | In some rare cases, HyWorks Controller v3.2 installer is unable to detect correct OS type & previous installation of controller. |
| 5698 | Sometimes, select checkpoint in desktop pool wizard does not work in single click and may require to reselection |
| 5681 | With large deployments Hyper-V connector may stop responding and communication issues may occur due to timeouts or SSL errors |
| 5375 | No desktop VM's seen in Desktop VM tab of management console with zoomed in browser settings |
| 5279 | Unable to authorize using built-in group *Domain Users*, when controller is not in same domain as configured AD (Both as authentication and authorization server) |
| 5278 | In Desktop pools - OU with special character is shown with garbage characters and after saving changes to "on" string |
| 5273 | HyWorks Controller v3.2-SP2 does not support provisioning using templates with vCenter Server dedicated session provider |
| 5257 | Controller Logs does not give username clearly for assignments of VMs from Floating desktop pools with assignments to groups |
| 5117 | Replica is not deleted after recomposing pool from linked clone to full clone in VMWare |
| 5105 | Some threads continue to connect to provider though it's made inactive |
| 5083 | Updated AD group membership change is not getting fetched and thus failing to assign the desktops/apps runtime |
| 5028 | Unable to add LDAP authentication server with SSL enabled and error "Object reference not set to an instance of an object" is shown |
| 5026 | Desktop pools and reservations become accessible once associated client groups are deleted |
| 4840 | Gold master concurrent access is not restricted, and hence multiple users can access desktops which supports multi-user sessions e.g. Linux desktops |
| Linux VDI | |
| 5068 | [Known Issue] Linked Clones of Generation-2 Linux VMs fail to boot due to error "Virtual Machine Manager cannot locate the boot or system volume on virtual machine " |

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| 5047 | [Eltima-Ubuntu] Removed USB devices are not getting cleared on server side |
| 6610 | [IGCAR] Error: LW_ERROR_PASSWORD_MISMATCH [code 0x00009c56] error in syslog and User cannot login into Ubuntu machine |
| 6578 | Installer Linux offline package on xUbuntu image: UI dialog box to select domain is not appearing correctly during installation from console in HTML5 web-session of vCenter Server |
| 5062 | Owner name, Org name, Locale, Product OS key fields are not applicable for Linux VDI provisioned pools but shown in Customization page |
| 5058 | Working directory for application from Linux shared hosted desktops is not supported |
| 5057 | Monitoring service implementation in Linux SHD/App Delivery |
| 4821 | Linux DVM Tools does not support monitoring of application access inside of VDI sessions. |
| 6938 | Shell apps from desktop clients and then from HyLite may not reconnect, until the session status is updated as disconnected by session host server |
| Windows DVM Tools | |
| 6441 | Appropriate error logs are not generated when DVM Tools upgrade fails due to space crunch on DVMs |
| 5606 | DVM Tools v3.2-SP2 does not support custom script execution on session change events like session host agent |
| 536 | Multiple events can be seen on session disconnections of personal desktops as USB Cleaner tries to remove USB devices and some may still be in use by system |
| Hyper-V/ SCVMM Session Provider | |
| 5420 | Cloning fails infrequently ,with the reason of communication failed with Hyper-V Connector (SCVMM) |
| 5343 | Desktop count remains 0 on server 2016 Hyper-V in following cases - Connector service is not able to resolve host name correctly or - Server is giving floppy drive as storage device |
| 5298 | Hyper-V Connector is giving User name or password is incorrect error when Logging-in through "This account". |
| 5292 | On Un-installation, HyWorks setups fail to delete exception rules created in Windows firewall |
| 5274 | Cloning failed due to space and some special characters in VM name with dedicated session provider of type Microsoft SCVMM/ Hyper-V |
| 6368 | Hyper-V connector v3.0.0.32: Pool update/DVM refresh may fail if one or more DVMs are not having network card detached Resolution: Patch is available for this issue, please contact Accops support team to get this patch. Hyper-V Connector with recent patches will be released soon and will be integrated in v3.2-SP2 release |
| Licensing Service | |
| 5931 | Production license sometimes goes INVALID while activating it. Please contact Accops support team, if any such issue is occurring. |
| HyWorks Controller Management Console | |

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| 6614 | Existing Custom URL's doesn't have edit option |
| 6923 | Same group/OU can be added multiple times while publishing applications |
| 6612 | Linux SHD server can be added as Windows SHD |
| 6532 | Search Option on available client model with client type as Pool is not working on add/edit application wizard. |
| 6125 | MS Edge - Unable to scroll using mouse wheel once opened User Sessions/Logs page |
| 6106 | MS Edge - Endpoint screen - IP Address of endpoint is shown as underlined link object |
| 5747 | Adding Application gets stuck in Loading state if size of Application Icon is greater than 3MB |
| 5675 | With too many authentication servers or shared hosted desktops, dashboard will appear with lots of empty space |
| 5611 | Search entry is removed on Groups wizard after clicking on enter |
| 5305 | After enabling Use custom client window title, the Delete shortcuts on exit is out of default page size |
| 5288 | Launch mode for application in User Details page is always shown as Remote App |
| 5284 | Display name in User Details page displays garbage data if user belongs to OU with all special characters |
| 5277 | Unable to add OU with pipe " " operator in its name in Entitlements |
| 5276 | Incorrect data is displayed in Total powered on ready desktop VMs (includes shared hosted desktops as well) in event logs produced in HyWorks Controller |
| 5275 | In Add Desktop Pool wizard, sometimes Source VM is not getting selected in single click with Microsoft SCVMM/Hyper-V dedicated session provider |
| 5171 | Pervious entitlements with authorization AD can login into client when authorization is changed to built-in when removal of entitlements |
| 5149 | User information from User Details page is not deleted when built-in users is deleted. Trying to view user details will show error on page. |
| 5139 | Linux app session should be removed from HyWorks manually if stuck in initializing state |
| 5129 | Same address can be added as primary and secondary authentication server |
| 4871 | Workgroup field does not accept dot {.} in Provisioning profile |
| 3142 | Download logs fails with Management Console in Japanese with error-61 (Japanese OS) |
| RMS (Portal/ Service) | |
| 6938 | Shell apps from desktop clients and then from HyLite may not reconnect, until the session status is updated as disconnected by session host server |
| 6466 | No end-date schedule is not showing any conflicts with other schedules in same time duration |
| 6336 | Assistant should not be able to edit incharge list of a reservation |
| 6303 | Course reservation page not under prescribed border when enabling extension |

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| 6252 | Course self-study reservation gets created out of defined time slot if end-time is given as 00 hr 00 min |
| 6251 | Disabling course self-study in course reservation settings after course self-study reservations creation, does not show any error and course self-studies are accessible |
| 6227 | Course self-study reservation creation is possible with single one-time course reservation (eventually does not work but creation is allowed) |
| 6226 | Cancel option for Course Self-study and self-study reservation are not available in RMS portal for assistant user |
| 6179 | Creator gets the email when a reservation is running with error, even when not subscribed in notification settings |
| 5495 | Sometimes even after logging out of RMS portal, the next logon with user having different role causes mix-up of roles and presents improper interface to user |
| 6559 | Generic warning message with no specific reason is displayed in controller logs, when session is discarded due to CPU/Memory threshold |
| 6549 | Controller may provide session from one server in team with multiple session requests coming in simultaneously |
| 6526 | Warn messages are logged when admin removes a SHD session before session host agent identifies terminal session Ids |
| 6151 | Controller first gives the re-connection of disconnected app sessions in shell mode on-click |
| 5840 | [Session recording] 30 sec are taken to kill ausrec.exe during screen recording on Disconnect events |
| 5775 | On logout system context execution script username is printed as 'NA' with WTSID |
| 5637 | Appropriate Log or Error message should be shown when CPU usage exceeds threshold limit on SHD, and user is denied sessions |
| 5623 | Appropriate Log or Error message should be shown when RAM usage exceeds threshold limit on SHD, and user is denied sessions |
| 5595 | NLA is getting enabled after installation of session host server module on Windows RDS |
| 5423 | In some rare cases, session host when installed via the controller setup is not working correctly. |
| 5069 | Icon not fetched event logs is present in Session host logs while switching app delivery(Portal & Client) to HyShell customization enabled |
| 5013 | [HyShell] Change the flow to 1. create/delete shortcuts in user context first and then system 2. Attempt to delete/create other app shortcuts though one app fails |
| 6667 | As after closing remote application, session log-out may take some time, initiating session of another remote app may fail or take time |
| 6360 | Session management doesn't work with Linux SHD, if session is disconnected before Linux SHD Agent identifies the PID (within 5 seconds of session launch) |
| 2137 | [Known Issue] Having different instance name/ different SA password/ different SQL Server version/Different SQL Installation directory will result in restore failure |
| User Portal - HyWorks | |
| - | HyWorks User Portal is having a minimal support and should not be used. HyWorks v3.2 SP1 release will have improvised support for HyWorks User Portal. |
| - | HyWorks User Portal is not available by default and it must be enabled from backend using specific process. |

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| - | If user is having only single desktop assigned but restricted by client group, then login will be failed |
| - | However, if user is having more than one desktop or apps assigned then after integrated allowed client logon, the restricted desktop will also be visible. |
| - | Announcements or Client groups are not supported with HyWorks User Portal and thus following issues may be observed: |
| - | Dedicated Desktop Power Management is not completely integrated and does not give best of user experience to the user if assigned desktop is powered off or suspended and requires power operation from user side. |
| - | If the client is being used independently and then being invoked by HyWorks User Portal, then it may not function correctly, and user must completely exit the HyWorks Client before reattempt to login from HyWorks user portal. |
| - | If DVM is assigned to device, and user logs in using HyWorks user portal, the virtual machine won't be displayed as its assigned to devices running in backend) |
| | While accessing Shell based application from user portal, icons for all apps will be shown as default shell icon only |
| | Using User Workspace Portal from different browsers on same machine may cause crash of HyWorks Client and thus should be avoided. |
| Upgrade Service | |
| 5027 | High memory consumption by Upgrade Service with too many upgrades initiated for DVM tools |
| USB Redirection | |
| 6543 | Sometimes USB Devices page on client UI does not list any device and error is shown that no devices found. |
| 6535 | USB redirection is not working on Windows 8 embedded OS |
| 6476 | USB ports may get disabled sometimes with error code 22 in device manager, while plugging/ unplugging USB devices or restarting desktop Workaround: Uninstall the drivers for devices with issue and then rescan for hardware changes. The issue should get solved and devices should start working correctly. |
| 5055 | No USB redirection mechanisms are available in Linux SHD servers. |
| 5050 | USB redirection is not working on Linux VDI with USB devices e.g. smart phones |
| 3508 | Android Smartphones are not getting redirected Built-in USB redirection driver |

Support

Contact Accops Support team (support.accops.com) for any assistance or queries.

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’ s 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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