

Release Notes

HyWorks Client for macOS v3.2.8.009

Last Updated: 9th July 2021

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Release Notes Document Revision History

<i>Date</i>	<i>Changes</i>
06-Feb-2020	Release Notes - HyWorks Client for mac OSX v3.1.2.108
22-Jun-2020	Release details of v3.1.2.122 added
15-Sept-2020	Release details of v3.2.8.003 added
02-Nov-2020	Release details of v3.2.8.005 added
22-Dec-2020	Release details of v3.2.8.006 added
9-July-2021	Release details of v3.2.8.009 added

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Introduction

Accops HyWorks client for macOS can be installed on mac OSx 10.15 (Catalina) and 11.4 (Big Sur) and then end-users can use HyWorks client to connect to HyWorks and access their virtualized desktops or applications.

The document provides following information:

- Details of new features and bug-fixes
- Details of known limitations of this release

Module	Version	Remarks	MD5 Checksum
HyWorks Client for macOS [HW-3.2.8.009.dmg]	3.2.8.009	Previous versions should be uninstalled before installing this version. HySecure client 5.1.4.5 integrated	52d0b185aefb92454 79973b795c52955

Important Notes

- To support HyWorks Client for macOS, **Controller** must be running **v3.2** and above.
 - Previous versions do not have any support for macOS platform and thus registration/login will work in legacy mode only which registers MAC client as Windows platform.
 - To support older controller version, install HyWorks client in legacy mode. Refer Troubleshooting guide for MAC OS Client.

Details of Release v3.2.8.009

Platform Support

HyWorks client for MacOS supports following Version:

- macOS 11.4: Big Sur
- macOS 10.15: Catalina

New Features and bug-fixes in v3.2.8.009

Support for macOS 11.4 Big Sur

HyWorks mac client will have compatibility support on macOS 11.4 Big Sur. Previous version of HyWorks client was not compatible with macOS Big Sur.

Integration of HySecure latest client v5.1.4.5

HyWorks mac client v3.2.8.009 is integrated with HySecure version 5.1.4.5

New Feature added

- Turbo support is added for the client.
- Domain joining Support.
- Encryption and decryption between UI and local service
- Supported hidden application.

Deprecated Feature

- Mobile token registration through client is removed.

Pre-Condition for HySecure Gateway

- HySecure Turbo Gateway
 - Publish HyWorks Controller and Application Server as
 - HyWorks Controller: **App Tunneling**
 - Application Server: **L3 Tunneling**
 - Setting on HySecure Turbo Gateway
 - Require disabling flag,
 - Take **ssh** of Turbo Gateway.
 - Open file: **/etc/sysctl.conf** file
 - Set **0** for below mentioned two flags.
 - save the file and run **sysctl -p**

net.ipv4.tcp_syncookies=0

net.ipv4.tcp_tw_recycle=0

- HySecure Gateway (Non-Turbo)
 - Setting on HySecure Gateway, require disabling flag,
 - Take **ssh** of HySecure Gateway.
 - Open file: **/etc/sysctl.conf** file
 - Set **0** for below mentioned flag.
net.ipv4.tcp_tw_recycle=0
 - save the file and run **sysctl -p**

HySecure Fixed Bug:

Bug-fix #15200: Wrong Error Message If Old Password is Wrong, While Changing User Password from Client

Bug-fix #15680: Launching Application Containing Substring of Another Application

Bug-fix #15715: Launch RDP from Client Fail to Launch Published RDP with IP and Hostname Irrespective of compatibility mode On or Off.

Bug-fix #15714: RDP Application Failed to Connect When Single Sign-On Is not enabled.

Bug-fix #15713: RDP Application Failed to Connect When Compatibility Mode is On

Bug-Fix #16590: Failed to logout correctly from HySecure Client.
After logout UAC service keep on running. Now, this issue is addressed and fixed.

Bug-Fix #14704: Additional Authentication customization fail to reflect on Client UI for Dual Authentication
Customization of Hardware Token string via verinfo.js. Now it should get changed to new string.

Bug-Fix #17393: Avoid multiple clicks on login button.
User will not be able to click multiple times on logon button, once clicked on login, login call will initiate. Once login call function complete then only user can click on login button again.

Bug-Fix #17391: Application was not launching if the app type is MyDesktop and File and the Login User is different from the Assigned User.

Earlier all the user able to see the MyDesktop and files type application even after it is not assigned to the user. Now, users will be able to see only assigned MyDesktop and files applications.

Bug-Fix #17476: Login Failure if Application XML has Null Attributes.

ENHANCEMENT

#17392: Support Enter Key to login, on-login page, and OTP Page

Previous version of client does not support Enter key for login, now users can login on login page through Enter key.

#Added more Cipher Suites to support for latest HySecure Gateway Login.

#17478: Sorted Application based on Tunnel Type.

Sorted application based on tunnel type. App tunnel apps come first in order. This is made to fix the same IP having turbo and app tunnel config with 2 app lists.

HyWorks Fixed Bug:

Bug-Fix #12299: Wrong message display-Failed to Read OTP Password value from login request.

Bug-Fix #15449: Wrong Error message showing when authorization get failed while login for dual authentication.

Bug-Fix #16576: HyWorks Application Launching with Turbo Gateway is not working.

Bug-Fix #14704: Additional authentication customization fail to reflect on Client UI for dual authentication.

Bug-Fix #16575: struck in login into HyWorks client when connected with Turbo gateway.

Bug-Fix #16848: login into HyWorks client with Turbo or non-turbo Gateway getting failed.

Bug-Fix #15221: Login Failed in HyWorks mac client(v328006) and latest HySecure client(v5131)

Bug-Fix #16590: Failed to logout correctly from HySecure when logged out from HyWorks client.

Bug-Fix #16484: Login and launching of HyWorks and HySecure Application fails on mac OSx Big Sur 11.3

Bug-Fix #17477: DNS clean up on turbo gateway after logout from client.

Limitations and Known Issues of MAC Client

1. **Controller Compatibility:** HyWorks Client for MAC is supported with HyWorks Controller release of 3.2 or later. Registration to any previous controller will work in **Legacy** mode only. Installation can be done in Legacy mode to work with older version of controllers.
2. **Single sign-on to remote sessions (SHD/Dedicated Desktops/Applications) does not work, when using in Microsoft Remote desktop protocol mode:** MAC Client will not support single sign on through Microsoft remote desktop protocol mode. Prompt for password and continue must be done by user.
3. **Limitation on performance of multiple remote app:** When Selected protocol is Accops Protocol then applications performance will degrade upon launching multiple app.
4. **Drive Redirection:** Mac client does not support drive redirection with any of the protocols.
5. **USB Redirection:** None of USB Redirection Drivers (i.e. Built-in or Enhanced) are supported with currently released MAC Client
6. **Multimonitor Support:** Session expansion over multiple monitor is not supported
7. **File transfer using session server extensions is not supported:** HyWorks File Transfer PDF Printing is not supported with HyWorks Client on MAC.
8. **Announcements Support Limitation:** Announcements are supported but only 7 lines of announcement will be shown, and last line may cut little bit or overlap.
9. **Connection Attributes:** Not all connection profile parameter works and may cause session failure and thus should be correctly configured.
10. **Hosted application shortcuts:** MAC Client does not support creation and removal of shortcuts of hosted applications
11. **Remote Diagnostic:** HyWorks Client for macOS does not support remote control and remote shell and thus cannot be controlled unless user enables them.
12. **Upgrade from Controller or Apple Store or HySecure Gateway:** Current version of HyWorks client does not support automatic upgrade from Controller or Apple store. Currently users must first uninstall old client and then install latest clients.
13. **HySecure Overwrite:** Current version of HyWorks Client is having integrated HySecure client which will overwrite any existing installed client of HySecure client as well.
14. **Remote Power Operations from Controller:** No explicit reboot or power operations are allowed for HyWorks Client for MAC.
15. **HySecure Application like Remote Desktops:** It will only run through Accops Protocol.
16. **Accops Native Protocol:** It does not support Remote App.

Known Issues - HyWorks Client for MacOS

#	Subject
HyWorks Client for MacOS	
15669	HySecure turbo mac client still showing the link for registration in Client UI even after mobile token registration support removed
14776	Mobile Token option appear on hardware token page for Dual authentication when HyID is enabled for mobile token
14754	virtual keyboard does not get launched with HyWorks mac client
14040	Remote Desktop application still uses xquartz for launching when protocol is set: Accops Native Protocol.
14039	No option to minimize the Launched SHD/VDI in full screen with Accops native protocol
14037	Launched SHD is minimize manually then successive launching of SHD/VDI will be in minimized state with Accops Native Protocol
14036	when video redirection is enabled from connection profile then launch of VDI and SHD get launched in white screen behind the client with Accops Native Protocol
14035	No proper launching alignment of SHD/VDI session with mac screen when launched with Accops Native protocol
14034	AppSSO- with Remote App is not getting launched with Accops Native client protocol
14033	Shell App is not getting launched with Accops Native protocol
14032	Remote App is not getting launched with Accops Native protocol
11813	<u>Remote App Support</u> Current version of HyWorks Mac client do not support Remote app mode. Remote applications automatically converted to Shell app mode as to enhance performance. But later version will have option for conversion mode customization.
11781	<u>Microphone Support</u> With Accops protocol, microphone does not work, to use microphone protocol switch is required to MSRDP
10677	<u>Clear Cache:</u> Switching from HySecure to HyWorks with enabled Hardware token authentication, client hardware token page comes up while login through controller. Workaround: Exit the client and re-launch to use in HyWorks mode
9247	<u>Single Sign on Authentication:</u> SSO authentication feature does not support with Microsoft remote desktop.
7443	<u>Drive Redirection:</u> HyWorks Mac Client Local drive redirection is not working with Accops protocol.
-	<u>Upgrade Support</u> Current HyWorks MAC Client does not support any upgrade mechanism and previous installation must be uninstalled first to install new version as fresh
-	<u>USB Redirection</u> USB Redirection driver is not supported with latest MAC OS Client
-	<u>Printer Redirection:</u>

	HyWorks Mac client with protocol Microsoft RDP does not Support Printer Redirection.
-	<u>Remote App Maximize and minimize</u> Some of launched application has issue in maximise and minimise as in user must restore or maximise it from upper left window upon clicking on application from task bar.
-	If HyWorks Client gets quit unexpectedly and connected via HySecure Gateway, then in next launch it will not be able to connect to HySecure gateway [Workaround] HySecure client running in backend must be quit forcefully Sudo pkill uac If user does not have permission to sudoers, then system can be reboot to overcome this situation.
-	Not all options or commands work with Accops protocol and may cause session failures. Kindly check Readme document for detailed information on how to workaround with failures due to not supported command lines.
-	HyWorks Client connected via HySecure gateway may show error "Accops ProxyHelper error". [Workaround] Terminate the prompted dialog and continue with client access.
HySecure Client v5.1.4.1 Known Issues	
13028	Logs are not generating in other or network type application for ssh and https applications.
13021	Block Internet is not working after disabling PF
-	With Proxy, it does not support access of Applications
-	Allow Domain EPS Policy is not support with MAC Client , Hence User not able to login into MAC Client Workaround: If EPS exists for Windows or other platforms, then another EPS can be created as Allow MAC Address based Host scan Policy (For MAC Users) with different Security Level

Previous Release [v3.2.8.006]

Support for macOS 11.1 Big Sur

HyWorks mac client will have compatibility support on macOS 11.1 Big Sur. Previous version of HyWorks client was not compatible with macOS Big Sur.

Integration of HySecure latest client v5.1.2.9

HyWorks mac client v3.2.8.006 is integrated with HySecure version 5.1.2.9

- HySecure communication libs updated in HyWorks to support mobile token register URL
- HySecure Libs updated for dual Authentication
- Support for macOS 11.1 Big Sur

Bug-fix #14753: Broken URL getting for mobile token registration with HyWorks client

This issue has been fixed and now user can be able to register mobile token from HyWorks client.

Bug-fix #14704: Additional authentication customization fail to reflect on Client UI for dual authentication

This issue has been fixed and now customized name for Hardware Token will reflect on HyWorks client when changed from HySecure Gateway.

Bug-fix #14705: HyWorks mac client showing lock option

Lock Screen feature is not supported in mac client though it was showing option. Now this option will not be showing in UI.

Previous Release [v3.2.8.005]

Integration of Accops Native protocol

Now mac client will support one more protocol "Accops Native protocol" for Launching SHD and VDI only.

Note: Currently it only supports delivery of DVM.

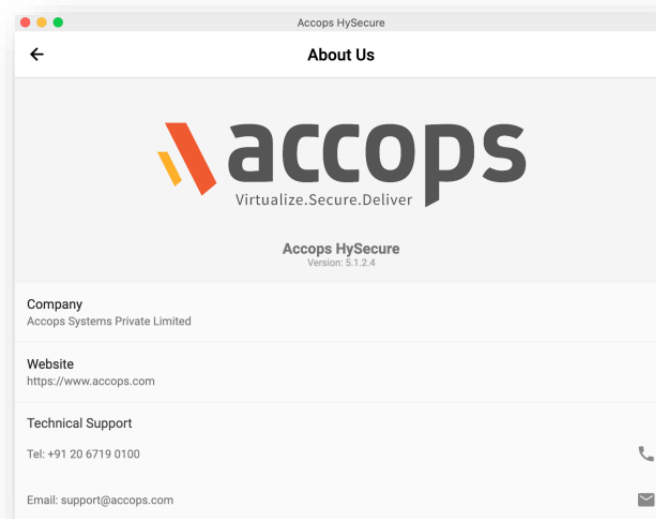
Previous Release [v3.2.8.003]

HySecure mac v5.1.2.4 integrated

HyWorks Client for mac platform is now having integrated HySecure Client v5.1.2.4, which provides backend interface to connect to HyWorks Controller over internet via HySecure gateway.

The integration will help in providing HySecure managed applications like,

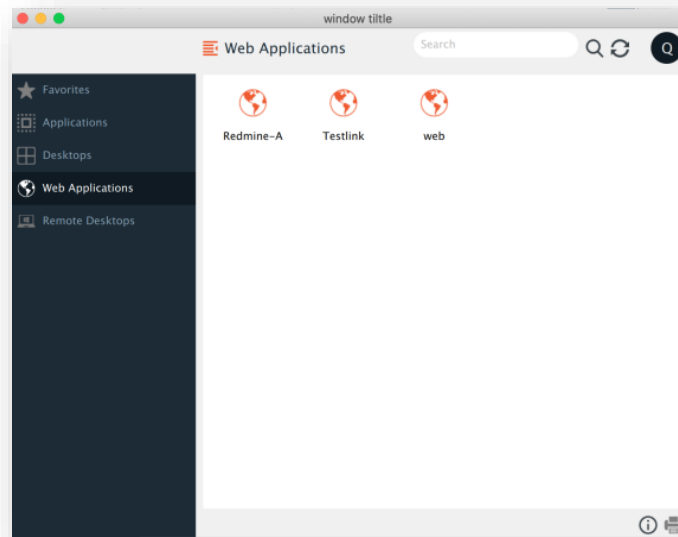
1. Web Applications
2. Remote Desktops



Feature: Web Applications

HyWorks mac client supports HySecure web (http & https) applications,

- As of now, Web Applications will be launched only in chromium browser, which is integrated with the HySecure Client.
- Subsequent web applications will launch in new tab of same running chromium browser.

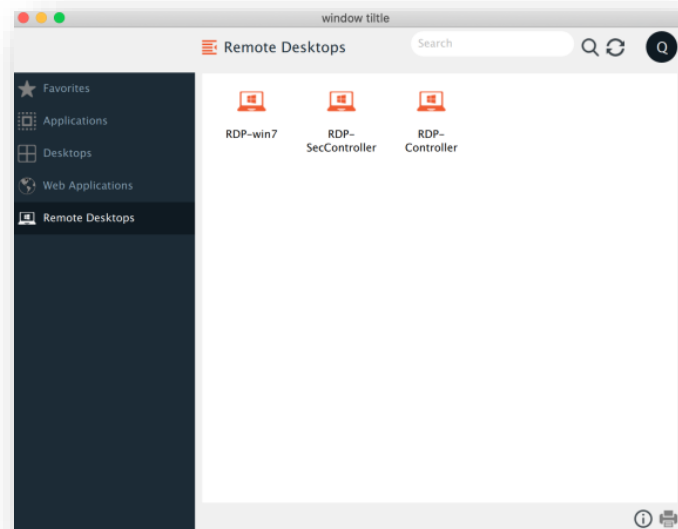


Limitation: -

- Web Applications will be launched in chromium browser only by default.

Feature: Remote Desktops Application

Limited add-on support for HySecure RDP applications in HyWorks client. RDP Applications/Desktops will launch with **Accops Protocol** which is embedded in HyWorks.



Limitation:-

- RDP Application are launched with fixed command line so connection profile will have no effect on this kind of application.
- Currently we don't have mechanism to get connection profile for HySecure Application, so we run them with fixed command line given below

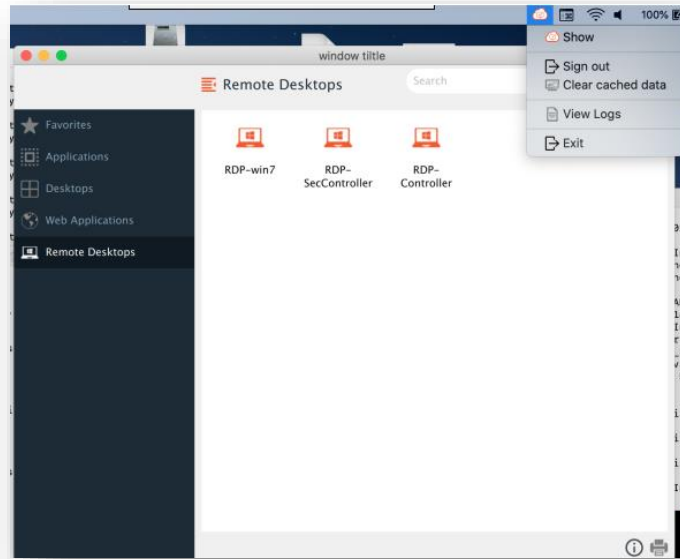
HySecure.app/Contents/Helpers/libnetworkinject.dylib" DYLD_FORCE_FLAT_NAMESPACE=1 /Applications/Accops\ HyWorks.app/Contents/MacOS/xfreerdp /cert-ignore /smart-sizing /sound /microphone +clipboard +compression /size:1865x1037 /v:RemoteDesktop

- Fixed command line is kept in edcconf.ini

[illegible]

Feature: View Logs in System Tray

Client Logs can be open from the system tray. We have included this feature in system tray to open the logs while user is logged in. In previous client user has to logout from the client to see the logs from settings->View Logs.

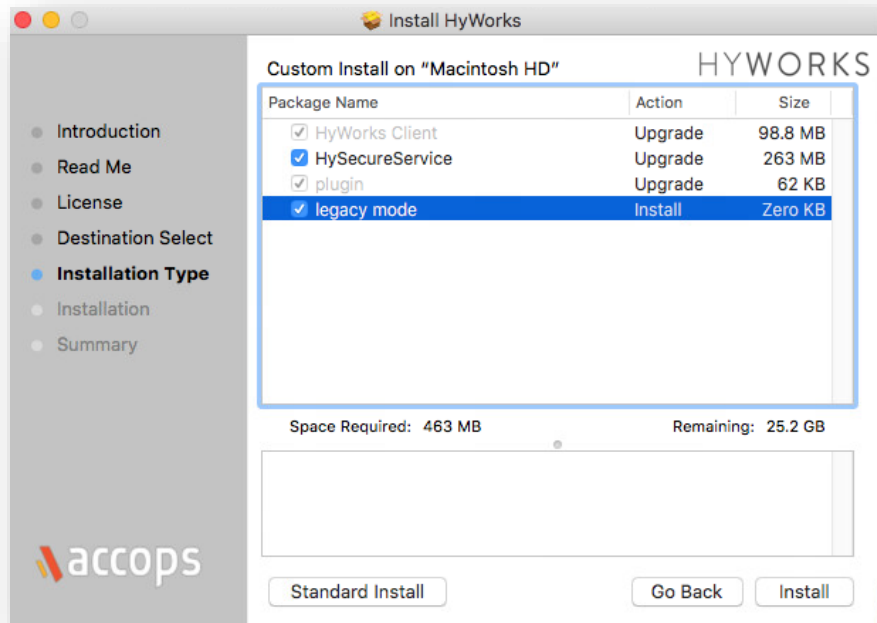


Previous Release [v3.1.2.122]

Feature: Legacy mode support during installation for old controllers

HyWorks Controllers older than v3.2 were not having support for MAC platforms. The new client v3.1.2.122 can be installed in legacy mode to support older versions.

Note: On installing in legacy mode HyWorks client will be shown as Windows instead of MAC Client



Feature: Command Line Filtering Option

In all previous builds, if controller was sending any inapplicable command line option, the session was getting failed and thus increasing a lot of support activities. In this release an enhancement has been done, where if any incompatible or inapplicable command line is specified, it can be removed or replaced with compatible commands based on configurations.

To use this feature of command line filtering required to add encoded command line in edcconf.ini file. As of now it support upto 50 commands.

Edcconf.ini file location: **Applications/Accops HyWorks.app/Contents/MacOS/edcconf.ini**

Follow the below steps as per the required option of Replace, remove or Add.

Prerequisite:

- Convert the command into **base64Encode**, keeping destination character set as **ASCII**.
- Command format **SUB_CMD<CN>=<from>*<to>** to be added to the edcconf.ini

- **<CN>**: is the number between 1 to 50
- **<from>** : Actual command parameter (to be replaced or removed), in base64 code format.
- **<to>** : command parameter which must get replaced with and it should be in in base64 code format.
- ***** : separator

Remove command

To remove a command, separator and <To> attributes are not needed, and following format will be used:

- **SUB_CMD<CN>=<From>**

e.g. SUB_CMD2=LWZhc3QtcGF0aA== // remove [fast-path]

I.e. command without the *<to> parameter.

Command with a single entry is to remove command in the command line.

Replace command

To replace command, it will have all parameters as:

- **SUB_CMD<CN>=<From>*<To>**

e.g. SUB_CMD3=L3NvdW5kOnN5czphbHNh*L3NvdW5k // replace command [/sound:sys:alsa] => [/sound]

Command with a first entry is to be replaced with a second command

Add command

To add a new command, following format will be required:

- **SUB_CMD<CN>=<base64 of xfreerdp>*<base64 of xfreerdp + command>**

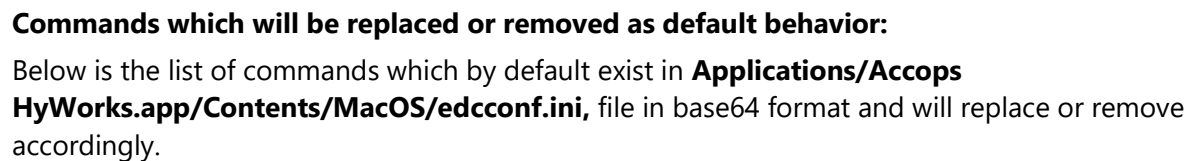
e.g. to add a command +wallpaper, following changes can be done

SUB_CMD3="eGZyZWVvZHA=*eGZyZWVvZHA gK3d h b G x w Y X B l c g =="

- This will be decoded as below: xfreerdp (eGZyZWVvZHA=) to be replaced with xfreerdp + wallpaper (eGZyZWVvZHA gK3d h b G x w Y X B l c g ==)

Entry in edconf.ini

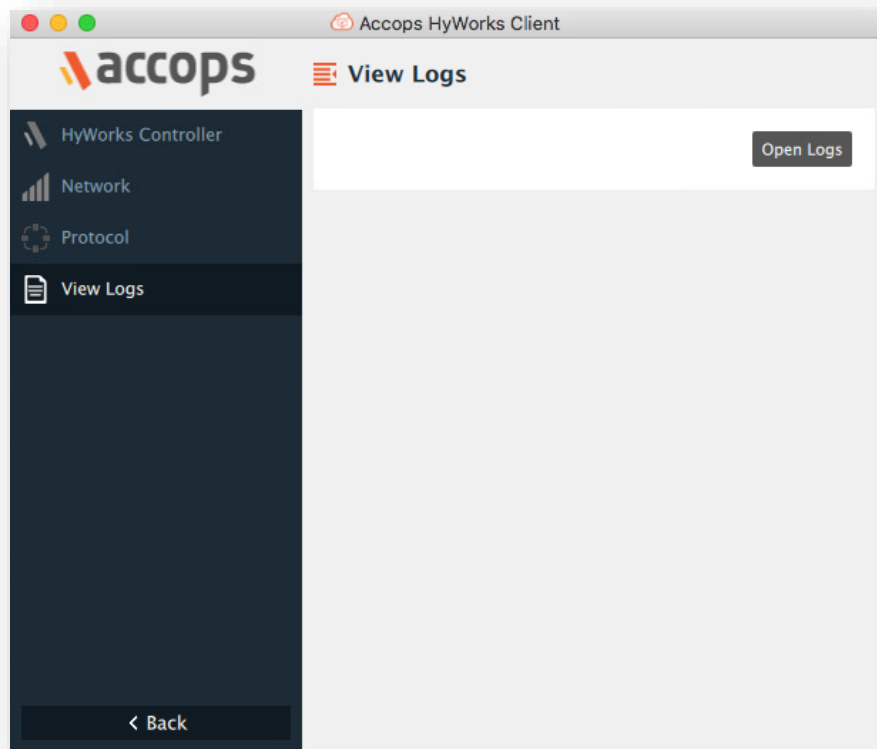
Converted command can be entered in edconf.ini under **[MAC_CMD_FORMAT]** as shown below.



Below is the list of commands which by default exist in **Applications/Accops HyWorks.app/Contents/MacOS/edcconf.ini**, file in base64 format and will replace or remove accordingly.

Enhancement: Option to open log files from HyWorks Client UI

New HyWorks client supports opening log files from HyWorks Client user interface itself and thus a high-level analysis can be done without opening terminal or log file locations.



Integration of Updated Accops Protocol

Accops Protocol has been upgraded and will help in achieving in more stable and better application and desktop deliveries in macOS.

Enhancement: Conversion of applications in RemoteApp mode into Shell mode from controller with controller version 3.2SP2-HF6

Due to performance and user accessibility issues, application delivery in Remoteapp mode is always discouraged. To avoid such confusion, HyWorks controller for MAC is now enabled to convert mode of access to Shell from advance configurations.

Select Force RemoteApp Conversion and make it true to convert to Shell mode

Force RemoteApp Conversion	True	▼	Edit	If connection profile having remote app , it will get override with shell app (For MAC and FreeRDP only).
----------------------------	------	---	------	---

Note: Feature of conversion of RemoteApp mode to ShellApp mode can also be done from Client configuration as well but it is not advised and can affect session management on server side.

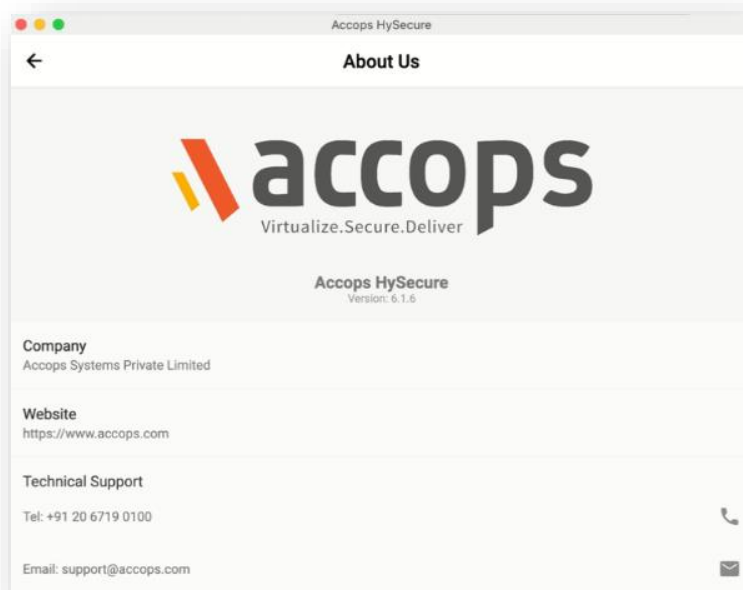
Integration: Integration of latest and stable HySecure Client v616

In order to ensure stable and secure access over internet, latest HySecure client is integrated with HyWorks Client.

Some of the bug fixes and enhancement done w.r.t HySecure clients are.

1. Support for IP Ranges (Network Application)
2. Slowness issue while login and logout has been resolved.
3. Support for HySecure Large number of Web applications (more than 600)
4. Bug-fix: Application access was failing when compression was enabled on HySecure
5. Host entry get clear now on force logout or when session timeout.
6. Enhancement on performance of Accops protocol.

This integration will make sure functioning of HyWorks features in HySecure governed secure environment.



Feature# 10989 Limited session server extensions support (Hyprint PDF Printing) and Putty single sign-on

Current macOS client will be able to support following functions using session server extensions:

1. HyPrint PDF Printer

To enable Hyprint PDF printing, following configuration in connection profile should be enabled:

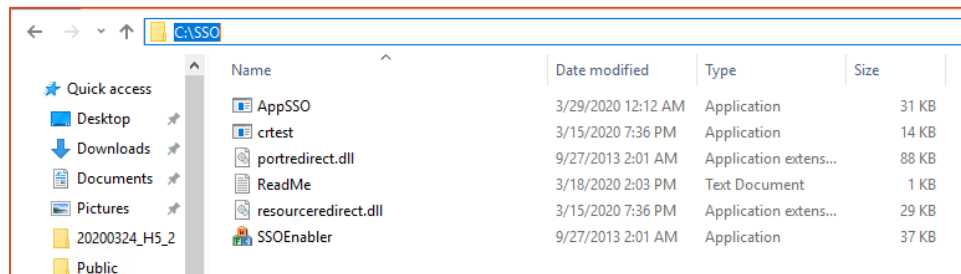
HyWorks Controller Management Console -> Workspace -> Connection Profiles -> Local Resources -> **Allow RDP plugins**

APPSSO

Special feature to login into remote app applications with same credentials as logged-in user. E.g. publishing putty in HyWorks and using same user credentials to logon to specific SSH server with logged-on user credentials.

Following additional steps will be required to publish putty with single sign-on:

1. Download and extract APPSSO.zip e.g. "**C:**" in a common location (Contact support team for getting APPSSO)

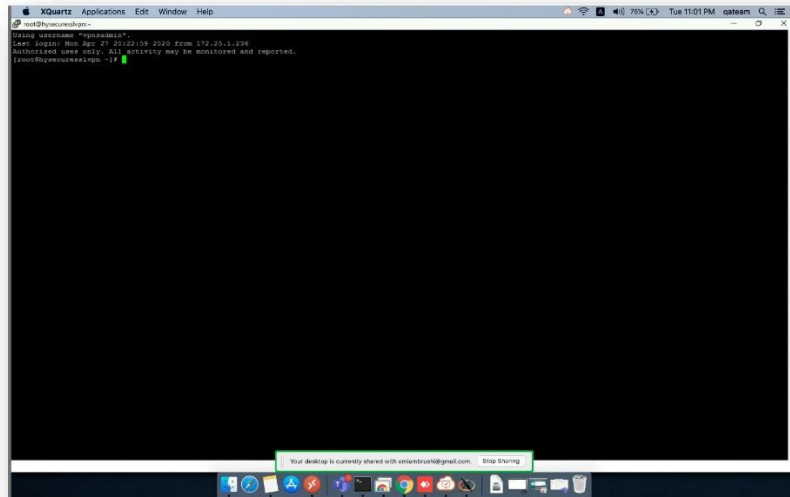


2. Publish AppSSO application with additional command line arguments:
 - a. **Application Path:**
 - i. **For Windows:** C:\SSO\SSOEnabler.exe
 - ii. **For MAC:** C:\SSO\AppSSO.exe
 - b. **Additional Command Line Option:** /cmd "C:\Program Files\PuTTY\putty.exe -ssh #USERNAME#@XXX.XXX.XXX.XX -pw #PASSWORD#"
 - i. Where XXX.XXX.XXX.XX is the IP or hostname of server

Application Information

Application Display Name*	Putty-SSO
Application Path*	C:\SSO\AppSSO.exe
Application Internal Name	AppSSO.exe
Application Description	Application Description
Application Command Line	/cmd "C:\Program Files\PuTTY\putty.exe -ssh #USERNAME#@172.26.5.229 -pw #PASSWORD#"
Application Working Directory	Application Working Directory
Application Status	Enable
Application Icon	<input type="radio"/> Get icon automatically <input checked="" type="radio"/> Use default icon <input type="radio"/> Choose custom icon

3. Login with appropriate Windows or MAC Client and access your application
4. It should get automatically logged-in using same credentials with which user has logged-in to HyWorks
5. It should get automatically logged-in using same credentials with which user has logged-in to HyWorks. See below the screenshot login by a user taking putty through Appssso of HySecure gateway.



Bug-fix #11223 Application launch was getting failed, when it was being launched post SHD or VDI access

The defect has been fixed and application launch should work seamlessly.

Bug-fix #11419: Application launch was getting failed with application name is having spaces in it

Appropriate handling of all allowed special characters is done in this release and application sessions for all applications should work fine.

Deprecated Feature: Announcement

Announcement in HyWorks mac client deprecated in this release. Enhanced announcement feature will come up in next version release of client.

Previous Releases [v3.1.2.108]

This section will provide details about the previous releases of HyWorks Client for MAC OS:

HyWorks Client for MacOS [v3.1.2.108] Release

New Features and Enhancements in HyWorks Client for macOS [v3.1.2.108]

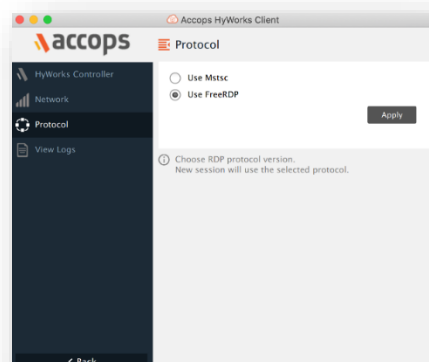
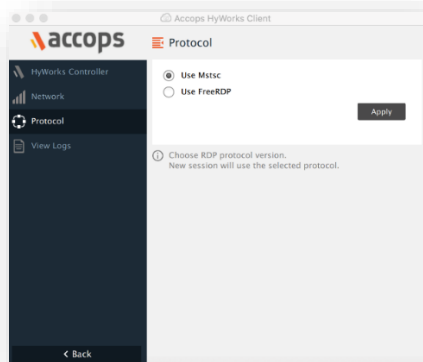
Following new features or enhancements are being delivered in HyWorks macOS client

Feature# Mac Client Supports: FreeRDP & Microsoft Remote Desktop

The feature was required for all types of HyWorks deployments for providing Applications, SHD and VDI through freeRDP client.

Remote Client Switching Configuration:

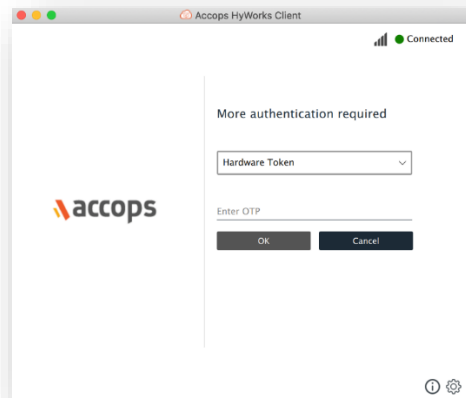
Remote Client can be switched from freeRDP and Microsoft Remote Desktop through HyWorks client. FreeRDP client is customizable and while Microsoft Remote Desktop client cannot be customized by us.



Feature# Multifactor Authentication through Okta Authenticator

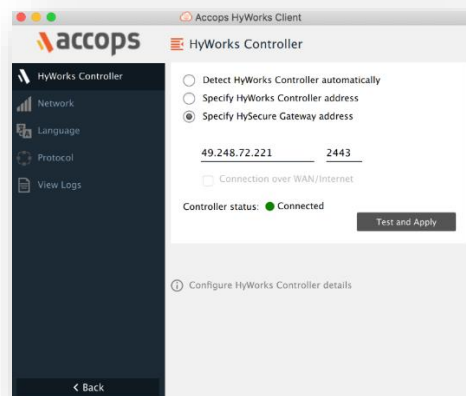
Multifactor authentication (MFA) strengthens the security of password-based authentication by requiring additional verification of another Factor such as a temporary one-time password or hardware token. The Authentication API supports user enrollment with MFA factors enabled by the administrator.

We can use MFA authenticator applications like for example: Okta Verify, Google Authenticator. Here We have used Okta Verify as authenticator.



Enhancement# Mac Client Supports access through HySecure

Previous version of HyWorks Mac client does not support connection through HySecure. This Current Mac client support access of applications and VDI through HySecure remotely.



How to Install/Upgrade

Please refer ***Readme_HyWorks_Client_for_MAC_Installation-Troubleshooting*** document for the reference. The document is being provided integrated with HyWorks Client package.

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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