

# Release Notes

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HyWorks Client for Ubuntu client 32-bit & 64-bit

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## Release Notes Document Revision History

<b><i>Date</i></b>	<b><i>Changes</i></b>
06-Feb-2020	Release Notes - HyWorks Client for Ubuntu 64-bit v326045
31-Aug-2020	Release Notes- HyWorks client for Ubuntu 32-bit and 64- bit

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## Introduction

Accops HyWorks client for Ubuntu can be installed respectively on 32-bit and 64-bit Ubuntu systems (using respective binaries) and then end-users can use HyWorks client to connect to HyWorks and access their virtualized desktops or applications.

The document provides following information:

- Released modules and details
- Details of new features and bug-fixes
- Known limitations of this release

## Released Modules

Module	Version	Remarks	MD5 Sum
<b>HyWorks Ubuntu Client 32-bit – 7Z</b> [HyWorksClient_Installer_FULL+UPGRADE_328374_XUBUNTU-16.04_x86.7z]	328374	Recommended for fresh installation <ul style="list-style-type: none"> <li>• <b>Note:</b> TGZ package extraction has caused system issues on Ubuntu 18 and Ubuntu BOSS</li> <li>• Requires 7zip to be preinstalled on systems</li> <li>• Upgrade: Same installer can be used for pushing updates from HyWorks Controller</li> </ul>	MD5: e9c6415eda33d85f35b01d3b405535f5
<b>HyWorks Ubuntu client 64-bit – 7Z</b> [HyWorksClient_Installer_FULL+UPGRADE_328373_XUBUNTU-16.04_x64.7z]	328373	Recommended for fresh installation <ul style="list-style-type: none"> <li>• <b>Note:</b> TGZ package extraction has caused system issues on Ubuntu 18 and Ubuntu BOSS</li> <li>• Requires 7zip to be preinstalled on systems</li> <li>• Upgrade: Same installer can be used for pushing updates from HyWorks Controller</li> </ul>	MD5: 5f7130fba40a823e52bdabe2c3dbe66a

### Important Notes:

- To support HyWorks Client for Ubuntu x64, **Controller** must be running **v3.2-SP2 + Hotfix4**.
  - Previous versions do not have any support for Ubuntu platforms and thus registration/login will not work.
- The upgrade can be used for following types of Ubuntu Client
  - 32-bit Ubuntu Client installed on 32-bit Ubuntu systems
  - 64-bit intermediate client installed on 64-bit Ubuntu systems
  - For Boss Ubuntu Operating system only 64 bit client is supported
- Binaries in TGZ compressed are not being published as they have been found to corrupt some latest version of Ubuntu and thus only 7zipped packages are released. For any specific release for TGZ format, please contact Accops Support Team.

## Details of HyWorks Clients for 32-bit & 64-bit Ubuntu Flavors Release

### Platform Support (Tested platforms)

HyWorks client for Ubuntu x86 supports following Linux flavors:

- xUbuntu 16.04 x86
- xUbuntu 18.04 x86
- Ubuntu LTS 16.04 x86
- Ubuntu Mate – 18.04.4 x86
- Ubuntu LTS 18.04 x86

HyWorks client for Ubuntu x64 supports following Linux flavors:

- Ubuntu Mate – 16.04.6 x64
- xUbuntu18 x64
- Ubuntu LTS 16.04 x64
- Ubuntu LTS 18.04 x64
- Ubuntu LTS 20.04 x64
- Ubuntu Boss 8.0

#### **Note:**

- Any other versions or flavors may have some issues. Kindly contact Accops support team for any specific version or flavor support.

## New Feature and Enhancement in HyWorks Client for 64-bit [v328373]

Following new features or enhancements are being delivered in HyWorks Ubuntu client 64-bit

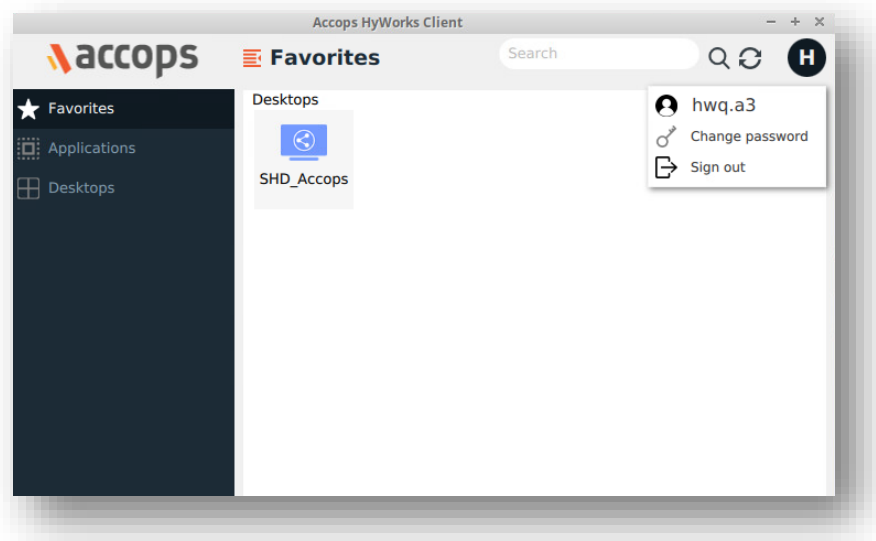
### HySecure Linux Client v5.9.6 Integrated

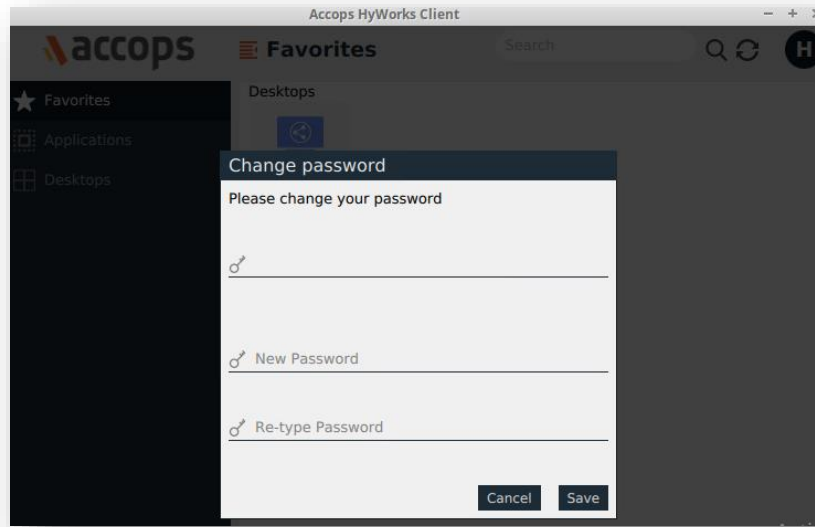
HyWorks Client for Ubuntu platform is now having integrated HySecure Client v5.9.6, which provides backend interface to connect to HyWorks Controller over internet via HySecure gateway.

The new HySecure Client is having following changes:

### Feature# 12743 Change password option in the user menu when connected through HySecure

This feature is added to help user to change password from client itself and change password option will be available to user when user connected to HySecure Gateway.



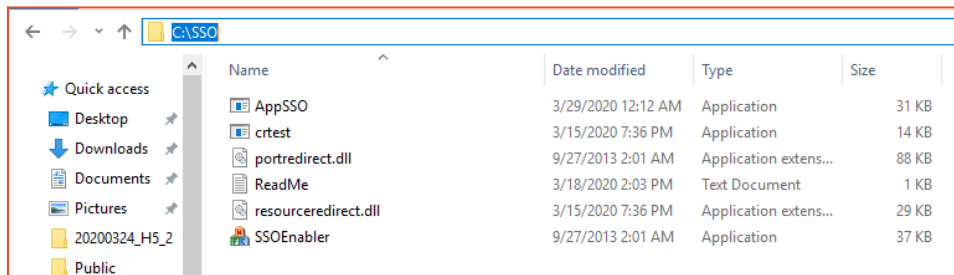


## Feature# 12742 AppSSO support

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 Ubuntu:** 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

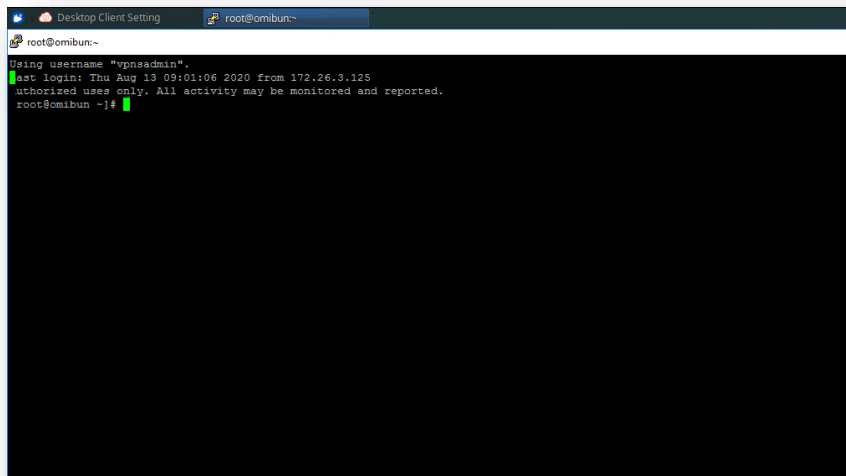
Application Command Line /cmd "C:\Program Files\PUTTY\putty.exe -ssh #USERNAME#@172.26.5.229 -pw #PASSWORD#"

Application Working Directory Application Working Directory

Application Status Enable

Application Icon  Get icon automatically  Use default icon  Choose custom icon

3. Login with Ubuntu Client and access your application
4. It should get automatically logged-in using same credentials with which user has logged-in to HyWorks.



### Issue#: Upgrade notifier enhancement

Earlier upgrade notifier message does not come up while upgrading but now upgrade notifier for confirmation of upgrade will show while upgrading from controller.

#### Upgrade through controller directly:

- User will get upgrade notifier confirmation message upon client registration from controller.
- Upgrade notifier will be asked for once for confirmation of upgrade, otherwise upgrade trigger will happen again on next date.
- Upon confirmation, download of latest client will get initiated from controller.
- Once download is complete upgrade of client will get initiated

- After successful upgrade system will reboot automatically

**Note:** Make sure Internet is enabled before initiation of upgrade

### Upgrade through controller via HySecure gateway

- User will get upgrade notifier confirmation message after login into client.
- Upgrade will start when client download is complete, and user must logout to initiate the upgrade. Over the Internet download of the client will take more time as expected depending upon the Internet speed.
- After successful upgrade system will reboot automatically

### Issue#: Mobile registration link for dual factor authentication

Now user can able to register through registration link from Accops Mobile HyID application for mobile token generation.

## Known Issues

### Common Issues for Ubuntu Client (32-bit/ 64-bit)

#	Subject
<b>HyWorks Client for Ubuntu Flavours</b>	
<b>13067</b>	HyID enabled and click show OTP and login, no progress bar is shown and user does not have idea if login is even processing (User experience: Click has not worked)
<b>13034/11699</b>	In some cases, over internet USB redirection using built-in USB redirection driver, taking time to redirect and data transfer is slow.
<b>12776</b>	Ubuntu client on Ubuntu LTS-20/18/16, no tray icon is created to show, sign out, clear cached and exit
<b>12456</b>	Not asking password for USB driver when user navigate from Client UI -> Settings -> USB devices
<b>12372</b>	Not accepting {} special character in Username
<b>12335</b>	Remote app is getting hanged when auto launch is enabled
<b>11698</b>	Audio/ Video redirection gives poor performance while accessing over internet via HySecure
<b>11628</b>	Clipboard blocking (HySecure feature) does not work, while logging-in via HySecure mode in HyWorks client.
<b>11241</b>	Ubuntu client does not support Show message feature while removing session from controller (Session Server Extension variant)
<b>10946</b>	With SHD being locked due to ideal timeout and client being locked due to HyWorks screen lock, re-authentication must be done on both level
<b>10401</b>	HyWorks Client for Ubuntu Flavours does not support File transfer using Accops session server extensions

<b>10400</b>	HyWorks Client for Ubuntu Flavours does not support Windows 2003 Application/SHD Platform Support
<b>10397</b>	HyWorks Ubuntu client does not support manual uninstall and silent installation
<b>10395</b>	Display resolution control in HyWorks controller not visible for Ubuntu gnome desktop
<b>10392</b>	Pre-installed touchscreen drivers are not provided with 64-bit client for Ubuntu
<b>10391</b>	Kiosk mode is not supported on Ubuntu Desktop Systems [Separate document to be provided for guidelines on KIOSK mode]
<b>9727</b>	User will be able to view apps behind lock screen using shortcuts (Alt + Tab or Windows + A or Windows + S) but may not be able to use them
<b>9413</b>	In some cases, volume settings done from endpoint settings are not getting reflected on client side
<b>9379</b>	Sometimes error 'Error while fetching USB devices' is shown USB devices list on client
<b>9203</b>	Unable to connect to assigned desktops or applications after waking up Ubuntu machine from sleep
<b>9198</b>	Unable to list USB devices with built-in as USB redirection driver [No steps to reproduce - attaching everything from logs]
<b>9189</b>	With LAN connection profile if we disable menu animation it will not affect the actual session and slowness will be experienced
<b>9177</b>	Client goes for reboot on changing desktop mode from Controller, though it does not change the mode. Post reboot it may start showing mode as KIOSK on HyWorks Controller Management Console
<b>9070</b>	Double click on desktop icon on Ubuntu 16-LTS opens two HyWorks processes (Eventually one gets disappeared automatically after 10+ seconds)
<b>8828</b>	With RDP10 session of Server2k16 or Windows10 without gfx command line may result in connection failure
<b>8810</b>	Intermittently black patch is displayed with remote applications in shell mode from Windows Server 2K8.
<b>7378</b>	Remote app is not getting launched with SEP on RDP 10
<b>7374</b>	On Ubuntu 16.04 LTS, some garbage file is getting created during creation of desktop shortcuts of published applications

## HyWorks Client for 32-bit Ubuntu Flavors

#	Subject
<b>HyWorks Client for Ubuntu Flavours</b>	
<b>12178</b>	On Ubuntu Mate Remote Application are not getting minimized
<b>12064</b>	Shell App is connecting new session when network is disconnected and connected again
<b>9296</b>	HyWorks client icon is show as question mark icon on ubuntu taskbar 16.04 LTS in auto launched mode

## HyWorks Client for 64-bit Ubuntu Flavors

#	Subject
<b>HyWorks Client for 64-bit Ubuntu Flavours</b>	
<b>12663</b>	User need to re-login after successful login attempt when 2 monitors are connected.
<b>10408</b>	VDI or SHD Session on HyWorks Client for 64-bit Ubuntu Flavours having issue in restoring it to maximize with float bar.
<b>10398</b>	HyWorks Client for 64-bit Ubuntu Flavours does not support RDP-7, RDP-8 and MSRDP protocol
<b>10393</b>	Enhanced USB-redirection driver is not supported
<b>8820</b>	With Ubuntu Client x64 running display protocol v10 and desktops running RDP protocol 8 or 7, audio/ video performance will not be good compared to both servers and client running protocol RDP10.

## Previous Releases

### HyWorks Client for Ubuntu 32-bit & 64-bit [v326045]

Following new features or enhancements are being delivered in HyWorks Ubuntu client 32-bit & 64-bit

#### Feature# 9635 Automatic screen lock for idle sessions

The feature was required for all types of HyWorks deployments, where if user is idle on his endpoint, the screen should get locked. The feature is especially useful for Linux based endpoints which are not controller through group policies.

Now if user will keep its session idle for more than configured screen lock-out time, its session will be locked and to unlock it must enter the password. The implementation requires followings:

1. Hotfix-4 is applied on HyWorks v3.2-SP2
2. Lock screen timeout is set as more than 0 in minutes
3. Latest client v326045 or later is running. The feature is released in Ubuntu-x64 client v326045 first.

#### Connection Profile Configuration:

Edit Connection Profile - Default Profile\_test

Basic Settings Experience Display Configuration Local Resources Advanced Settings Protocol Security **Session Timeout** Application Access Setting

Enable User Inactivity Monitoring

Mark User Session Idle In\* 30 Minutes

Expire Idle Session In\* 30 Minutes

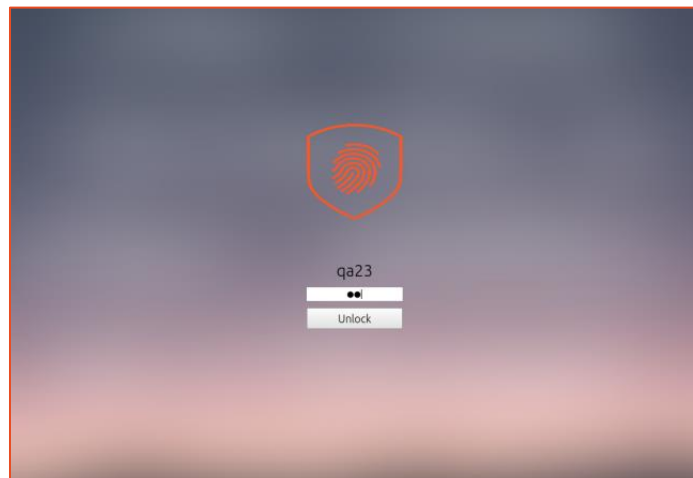
On Expire\*  Disconnect the user session  Logout the user session

Set Max session Timeout

Logoff Disconnected Sessions after 30 Minutes

Lock Idle Session Screen In 1 Minutes

#### Screenshot of Lock screen on client-side:



## Complete internet blocking

When user is working via HySecure and following flag is enabled, then internet will be blocked on his base machine. Use flag **PERSIST\_LOGOUT\_NETWORK\_BLOCK=true** in **verinfo.js** file in HySecure gateway to enable persistent internet block.

## Issue#: Continuous client-patch download from HyWorks if required update file is not available on client side

HyWorks client keep a copy of client update file to switch the protocol. In absence of this file client initiates the download from Controller.

This update will not be required on latest HyWorks Client for Ubuntu x64 -v326045 and thus the issue of continuous download will not occur.

## Issue# : Device based CALs are not consumed when sessions are taken from HyWorks endpoints

The issues have been fixed and new Ubuntu Client will consume appropriate CALs on accessing session host servers.

## Other Supported Features

1. Dual Authentication support while logon in client
2. KIOSK mode is supported on xUbuntu platform
3. Hyprint
4. USB Redirection for file transfer.
5. Diagnostic feature support

## Deprecated Features

Support for following features has been deprecated in HyWorks Client for Ubuntu x64 -v326045 release

1. KIOSK mode support: KIOSK mode is not supported in v326045
  - a. As this client does not support KIOSK mode, **Desktop mode change** from Controller or Client will not be able to change mode to KIOSK or vice versa.
2. Enhanced USB Redirection driver is not supported with v326045 or later in Ubuntu client 64-bit
3. Support for Display Protocol 7 and 8 in Ubuntu client 64-bit has been removed. v326045 or later only supports display protocol v10.

## References

- **Installation/ Upgrade:** Refer *HyWorks Ubuntu Client Installation and Configuration* document
- **Custom Lock Screen Images:** Refer *HyWorks Ubuntu Client Installation and Configuration* document

## Support

Contact Accops Support team ([support.accops.com](https://support.accops.com)) for any assistance or queries.

## About Accops

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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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