



# Accops HyWorks v2.5

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[HyWorks v2.5 GA-SP2 Release Notes]

Accops  
19/09/2016

## Release Notes Document Revision History

<b><i>Date</i></b>	<b><i>Changes</i></b>
4-Apr-2016	Draft creation
18-Apr-2016	Updates to incorporate GA updates
06-June-2016	SP2 updates incorporated
19=Sept-2016	SP2 updates incorporated

## Release History

<b><i>Release Version (Build Tag)</i></b>	<b><i>Release Date</i></b>	<b><i>Type of Release</i></b>
V2.5 (Beta)	29-Feb-2016	Pre GA Release for Partners
V2.5 (GA1)	18-Apr-2016	First GA Release
V2.5 GA-SP2	06-June-2016	SP2 Release
V2.5 GA-SP2	19-Sept-2016	SP2 Release

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## INTRODUCTION

This release notes document describes the details of features being delivered with different modules of HyWorks v2.5 GA-SP2.

### GETTING HYWORKS V2.5 GA-SP2

- For downloading individual HyWorks components please refer section [Module Versions](#)

### MODULE VERSIONS

The table below lists all the important modules of HyWorks released in HyWorks GA.

Module	Version	Remarks	Download location
HyWorks Controller + SP2	2.5.0.172 – SP2	<p>Not compatible for upgrade with any previous versions of skyControl Server.</p> <p>skyControl server and HyWorks Controller can be installed and run on same machine for ease of migration and avoiding extra server requirement.</p> <p>Releasing HyWorks Controller SP2 patch for easy configuration of HyWorks Client patches into respective directories.</p>	<a href="#">HyWorks Controller Setup + SP2 Zipped File Download Here</a>
SP2 Patch (For existing HyWorks Deployment)	2.5.0.172 – SP2	To upgrade existing HyWorks deployments having Controller version 2.5.0.172	<a href="#">SP2 Patch for HyWorks Controller</a>
HyDesk Hy2000 Client Upgrade (Must be kept in HyWorks Controller)	2.5.5373.255374	<p>In 7Zip format, bundled with HyWorks Controller SP2 patch.</p> <p>Run HyWorks SP2 setup to place HyDesk Upgrade files on HyWorks Controller GA v2.5.0.172.</p>	<p>NA – Bundled with HyWorks Controller SP2 Patch</p> <p><a href="#">SP2 Patch for HyWorks Controller</a></p>
HyDesk Hy3000/ Hy4000 Client Upgrade (Must be kept in HyWorks Controller)	2.5.6075.256075		
Ubuntu Client Upgrade (Must be kept in HyWorks Controller)	2.5.6072.256072		
HyDesk Hy3020 Client (EDCUPDATE.zip)	2.5.5379.255379		

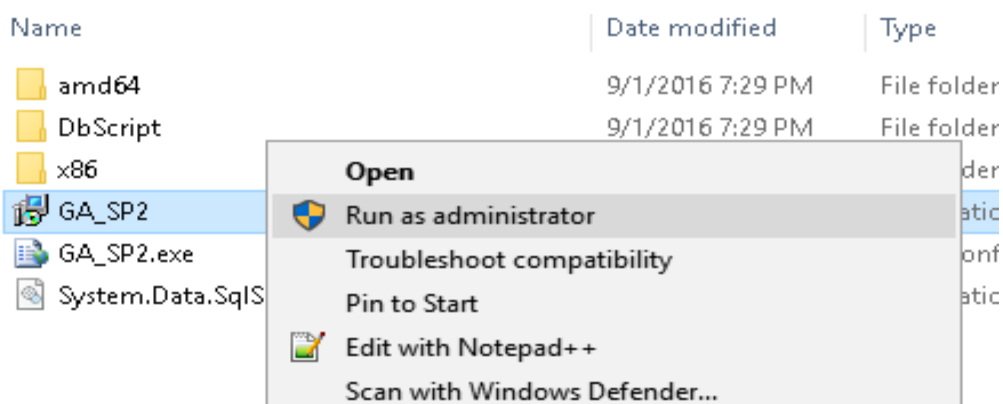
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HyWorks Client for Windows	2.5.5379.255379	Setup can be used to install HyWorks Client on windows to enable Windows desktop as valid device.  Contains newer SEP Client v4.07	<a href="#">Windows HyWorks Client Setup</a> <a href="#">Download Link</a>
HyWorks Tools	2.5.4.1	Same as GA.  Available as Downloads from HyWorks Controller Management Console	NA – Bundled with HyWorks Controller
Built-in USB Redirection – Eltima (Bundled in HyWorks Tools)	6.2.835	See Information above.	NA – Bundled with HyWorks Tools
Hyper-V Connector	2.5.4	Required for enabling Hyper-V/ SCVMM Server as DVM Provider for HyWorks VDI environment  Same as GA release.	<a href="#">HyWorks Hyper-V Connector Setup</a> <a href="#">Download Link</a>

INSTALLING HYWORKS CONTROLLER V2.5 GA-SP2

**Note:**

- HyWorks Controller v2.5 GA-SP2 patch should be installed over HyWorks v2.5 GA only. If HyWorks Controller is not installed, then first install HyWorks Controller v2.5GA and then run GA-SP2 patch.
- a) Download and extract the HyWorks Controller v2.5 GA-SP2 zipped file from the specified download link in section [Getting HyWorks v2.5 GA-SP2](#) and follow the HyWorks Controller Installation guide and Migration from skySpace to HyWorks GA SP2 guide.
- b) In extracted files, locate setup file **GA2\_5SP2.exe**, right click on it and select option **Run as Administrator**



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- c) Installation of v2.5 GA-SP2 will get started and installation progress bar will be displayed. Wait for installation to be completed.
- d) Once installation is completed, status message '2.5 GA SP2 installed successfully will be displayed' -> Click on **Close** button to exit the installed.

### COMPATIBILITY

HyWorks v2.5 GA-SP2 is **not upgrade compatible** with any previous **skyControl** Server or HyWorks Controller Beta versions. HyWorks v2.5 GA-SP2 must be used over HyWorks v2.5 GA or SP1 only.

## WHAT'S NEW IN HYWORKS V2.5 GA-SP2

Following new features, enhancements and bug fixes are included in the HyWorks v2.5 GA-SP2 release:

### CUSTOM COMMAND LINE OPTION IN CONNECTION PROFILE

Connection Profile now have section **Additional Parameters** to provide custom command line options.

The ability to provide custom command line option enables administrator to specify any additional command line options which can be used to enhance the session performance or additional features.

#### Create New Connection Profile

Basic Settings	RDP 7.0 (Linux)	eg:-k 0x00000407, -a 32
Experience	RDP 8.0 (Linux)	/kbd:0x00000409, /bpp:32
Display Configuration	RDP (Windows)	eg: audiomode:i:0, session bpp:i:16
Local Resources		
Advanced Settings		
Protocol Security		
<b>Additional Parameters</b>		

**Note** - Invalid command line parameters may cause failures in session connection.

### PASSWORD PROTECTED REMOTE (VNC) SESSION OF DEVICES

In previous version of HyDesk/ HyWorks Client, no password was asked while taking the VNC session of HyDesk Devices. A new feature has been integrated in SP2 clients to password protect the VNC session.

The password will be default and will be same password to be used for taking remote shell of Linux Devices.

The change will affect only Linux based devices only and has been introduced in following clients:

- HyDesk Hy2000 Client v255374
- HyDesk Hy3000 Client v256075

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- HyDesk Hy4000 Client v256075
- Linux (Ubuntu 12.04 x86) Client v256072

HYDESK HY3020/ WINDOWS CLIENT V255379

Client for HyDesk Hy3020 device is being released with HyWorks v2.5 GA-SP2.

skySoft on TS200 can be automatically upgraded from skyControl server. Please refer document '**Migration from skySpace to HyWorks GA SP2**' for detailed instructions on upgrade of skySoft TS200.

HyDesk Hy3020 can also be installed on Windows user desktops to enable them as valid device for HyWorks Controller. Please refer section [Getting HyWorks v2.5 GA-SP2](#) to get download link for HyWorks Windows Client setup.

Other than SP2 changes, following changes are incorporated in HyDesk 3020/ Windows Client v255379:

- **Fix for Japanese Username/ Password:** Issue of displaying suggestions for the password has been fixed earlier and being integrated into this build.
- Option to make desktop as Thinclient (Hy3020) to support HyDesk features e.g. KIOSK mode support etc.
- Providing option to install only required USB Redirection Driver: In earlier version both Enhanced and Built-In USB redirection drivers were installed with HyWorks client. In this version Installer will provide option to install only needed or recommended USB Redirection Driver.

The feature matrix for Windows and HyDesk Hy3020 client is provided below:

Feature	HyWorks Client on Windows	HyDesk Hy3020
Device Model (Device registered as)	Windows Client	Hy3020
Display Changes	Not Supported	Yes
Multimonitor	With manual configuration by user	Yes
Volume Changes	Not Supported	Yes
Language and Keyboard Layout Changes	Yes (Required 1 heartbeat and manual relaunch of client)	Yes
Auto Upgrade from HyWorks Controller	Not Supported	Yes
USB Redirection Driver – Built-In	Yes	Yes



<b>USB Redirection Driver – Enhanced</b>	Yes  (For 64bit Windows Desktop latest SEP Client v4.07 has to be installed)	Yes
<b>KIOSK Mode</b>	Not Supported	Yes
<b>Delete/ Disable/ Re-register Device</b>	Yes	Yes
<b>Power Operations from Controller</b>	Not Supported	Yes
<b>Power Saving Mode</b>	Not Supported	Yes
<b>UI Controls</b>	Yes	Yes
<b>Session Connection</b>	Yes	Yes
<b>Session Idle/Expire Timeout</b>	Yes	Yes
<b>Controller Detection (Automatic/ Manual/ Internet)</b>	Yes	Yes
<b>Session Over Internet</b>	Yes	Yes
<b>Automatic Login</b>	Yes	Yes
<b>Connection Profile Changes</b>	Yes	Yes
<b>Device Grouping</b>	Yes	Yes
<b>Device Logs</b>	Yes	Yes
<b>Write Filter on Device</b>	Not Enabled	Yes
<b>More Security Features (Disabling Task Manager)</b>	Not Enabled	Yes

#### LARGE NUMBER OF ENTRIES IN DATABASE WITH CONTROLLER IN CLUSTER

When controllers are kept in Cluster, every change is being tracked for synchronization, which causes large number of tracking entries in database, which can affect the clustering adversely.

In SP2 following fixes are being done:

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- Any entries older than 2 days will be deleted after successful syncing by secondary controller
- Improved tracking mechanism to avoid large number of entries
- Database entries to be tracked every one hour to identify if large number of tracking entries are being created
  - Warning logs will be generated

### NOT ABLE TO SAVE DEVICE SETTINGS FOR SECOND TIME IN INTERNET EXPLORER

The issue was with Internet Explorer only where saving the Device Settings for the second time was not functioning correctly.

The issue has been fixed in SP2.

### PROXY ISSUE FIX IN HYWORKS CLIENT

Sometimes RDS servers were dropping the sessions over proxy (tunneled through HyWorks Controller). The issue was intermittent and was not observed always.

The issue has been thoroughly analyzed and fixed in HyWorks client. The changes were required on Client side and thus HyDesk Client should be upgraded to SP2 in order to have the fix.

Following HyDesk (HyWorks) clients are being released with SP2 patch:

- HyDesk Hy2000 Client v255374
- HyDesk Hy3000 Client v256075
- HyDesk Hy4000 Client v256075
- HyDesk Hy3020/ Windows Client v255379
- Linux (Ubuntu 12.04 x86) Client v256072

### TSE SESSION GETTING FAILED WITH RDP8 PROTOCOL ON HYDESK

With SP1 a new issue affected the support for TSE as desktop provider where the sessions of TSE with RDP8 were failing to connect.

In SP2, the issue has been fixed on client side and sessions of TSE server using RDP8 or RDP7 protocol can be successfully connected.

Following HyDesk (HyWorks) clients are being released with SP2 patch:

- HyDesk Hy2000 Client v255374
- HyDesk Hy3000 Client v256075
- HyDesk Hy4000 Client v256075
- HyDesk Hy3020/ Windows Client v255379
- Linux (Ubuntu 12.04 x86) Client v256072

### INCORPORATED SP1 CHANGES

Following SP1 changes are being carried forward from SP1 release:

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## MODEL NUMBER CHANGE FOR WINDOWS HYDESK

Model number for Windows HyDesk device has been changed to **Hy3020**. In GA release it was using model number Hy3200.

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## HYDESK HY3000 CHANGES

HyDesk Hy3000 hot-fix is being released with HyWorks v2.5 GA-SP2, which consists of following changes:

- Kernel Patches required to support following touchscreens
  - eGalax Multitouch
  - Elo Multitouch

**Note:**

- The touchscreen kernel patches are not enabled for TS150/Hy4000 devices and thus Hy4000 devices won't support the above specified touchscreens
  - Upgrading from skySpace to HyWorks will require device to be re-upgraded using same HyWorks build to enable support for touch screens
- Support for all special characters with space in password
  - Support for German and French Umlaut characters with few exceptions

**Note:**

- Following special or local characters are still not supported:
  1. French Umlaut characters **^** and **°**
  2. Trailing spaces in **Auto-login**
  3. **'μ'** character in username

## DEPRECATED FEATURES

Following feature has been deprecated from HyWorks v2.5 GA:

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## SUPPORT FOR WINDOWS 10 VMS IN SCVMM

Windows 10 is not supported from DVM Provider SCVMM 2012 R2. However, Windows 10 will be supported with following DVM Providers:

- ESXi 5.5/6.0
- vCenter Server 5.5/6.0
- Hyper-V on Windows 2012 R2

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## PROVISIONING OF NEW VMS ON INDEPENDENT ESXI SERVERS

Full Cloning will fail on Independent ESXi Servers (Which are not being managed by vCenter Server). The issue will affect all versions of ESXi servers (v5.1, v5.5 or v6.0).

Cloning will be supported only with ESXi servers which are managed by vCenter Server or vCenter Server itself.

## KNOWN ISSUES AND LIMITATIONS

### HYWORKS CONTROLLER

#### 1. Upgrade Compatibility

HyWorks Controller v2.5 GA1 is not upgrade compatible with any previous version of skyControl server or HyWorks Controller Beta

**Resolution:** Refer Migration from skySpace to HyWorks GA SP2 Guide for detailed instructions on enabling HyWorks in parallel with skySpace

2. HyWorks Controller installed with SQL Server Database will fail to start if SQL service is not up and will not be able to recover until SQL Server Instance and then HyWorks Controller service are manually started

**Resolution:** Configure HyWorks Controller dependency on server manually from Command prompt with elevated privileges: **sc config HyWorksService depend= MSSQL\$SQLEXPRESS** where SQLEXPRESS is the instance name with which HyWorks Controller is configured.

### DEVICE OPERATIONS AND CLIENT KNOWN ISSUES

1. **Default Dummy Upgrade:** Devices registering for the first time with HyWorks Controller (after being upgraded from skySpace to HyWorks) will automatically download the latest upgrade file for maintaining appropriate protocol files.
2. **Multiple Upgrade Initiation:** If new devices registering with HyWorks Controller do not find appropriate i.e. matching version of Upgrade file on HyWorks Controller, devices will continue to send client download request.  
**Resolution:** First install HyWorks Controller, run HyWorks Controller SP2 Patch (released with HyWorks Controller GA) on Controller server to make sure all required upgrade files are available and then initiate device upgrade running skySpace versions using only recommended Upgrade patch. (Refer Migration from skySpace to HyWorks GA SP2 document for details)
3. Following changes from HyWorks Management console will require devices to be rebooted
  - a. Device Desktop Mode Changes
  - b. USB Redirection Driver Changes
  - c. Language Settings changes
  - d. Auto-login setting changes
  - e. Resolution or Multi-monitor changes with Auto-login enabled on HyWorks Client
4. On Hy4000, following configurations are not working in Full Desktop mode
  - a. Remote Setting Configurations
5. Audio control of system will not work in Video redirection enabled in RDP7.1 Protocol.
6. HyWorks Client Hy3000 upgrade may take some time to upgrade and device should not be rebooted in between (Appropriate message will be displayed while the upgrade is in progress)
7. Protocol switching (From device side) takes some time and user should patiently wait for device to reboot automatically
8. Turning off the devices will not make its status as disconnected immediately but will be declared as disconnected after certain duration:
  - a. Devices without session will be declared disconnected after 120 seconds
  - b. Devices with session will be declared as disconnected after 360 seconds
9. If session is removed from HyWorks Controller side, then an error of heartbeat failure may be logged and should be ignored – Please note device might be shown as disconnected for few seconds and will re-register itself
10. Network may not get activated automatically if left disconnected for longer duration (say 30 minutes or longer)

11. On license expiry or no license cases, client will display a generic error only and thus in any such situation Controller logs must be referred to understand the real cause of the issue.
12. Select your desktop screen, does not cache the user's choice in case of multiple assignments and also does not display DVMs in alphabetically sorted order.

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#### HYDESK HY2000 KNOWN ISSUES

1. Few dialogs on HyWorks Client Login screen e.g. Language Change dialog may be displayed blank
2. Video Performance is not good comparing to Hy3000 or Hy4000
3. Network disconnection may cause running session to freeze requiring device to be rebooted
4. No support for any touch screen panels
5. Though protocol switching feature has been provided on client side, the RDP7 is not supported on HyDesk Hy2000 and is not the recommended to be used
6. With Enhanced USB redirection driver enabled on device, 2000 playing multimedia may become unstable and thus such options should be disabled.
7. Virtual Keyboard is not supported on Hy2000 HyDesk devices.
8. Support for only Ethernet Networks:
  - Configuring both Ethernet and Wi-Fi network may make network unstable
  - Configured Wi-Fi Networks may also get removed automatically causing the network, session and HyWorks feature failures
9. Power On operations from HyWorks Controller is not supported

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#### SPECIAL CHARACTERS SUPPORT

1. Following special characters are not supported during logon and thus should not be used by end users during logon
  - Mu ( $\mu$ ) in username
  - French Umlaut characters ^ and °
  - Trailing Spaces during auto-login from HyWorks Controller

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#### HYDESK HY3020/ WINDOWS CLIENT KNOWN ISSUES

1. Following operations will not be supported on Windows Client
  - a. Upgrade from Controller
  - b. Volume Changes
  - c. Resolution Changes
  - d. Power Operations
  - e. KISOK Mode (Display mode changes from controller)
2. Upgrade from skySpace to HyWorks
  - a. Upgrade from skyControl will require devices to be upgraded twice (first with SKYUNLOCK.zip and then with SKYUPDATE.zip).
  - b. Any direct upgrade using SKYUPDATE.zip can make device unusable and thus the administrator should upgrade devices very carefully. Refer document '**Migration from skySpace to HyWorks GA SP2**'
  - c. Devices will boot in **Desktop** mode only after Upgrade from skySoft (TS200) to HyDesk Hy3020
3. Connection profile changes from controller may not be effective on device side though the RDP file is being created with correct parameters

4. Correct keyboard layout in remote session may not get set though client side its working correctly. Please contact [Accops Support](#) for detailed instructions on how to configure correct keyboard layout in remote session.
5. Default enhanced USB Redirection Driver with windows client (version 3.03) does not redirect USB devices on 64bit Desktop OSes.  
**Resolution:** Use new SEP Client 4.07 for USB Redirection support on 64bit OSes
6. Devices once redirected using SEP (Enhanced), will not function locally until the mode changed from SEP Client itself.
7. On Windows OSes an error event will be logged in event viewer periodically when HyWorks client will try to detect the status of USB Redirection Services -> should be ignored

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## HYWORKS CONTROLLER MANAGEMENT CONSOLE BROWSER COMPATIBILITY

1. HyWorks Management Console should be used in Internet Explorer 11, Google Chrome or Firefox browsers. On Internet explorer (v10/ v9/ v8) management console may not work as expected.

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## DVM PROVISIONING

1. **DVM Provisioning Support:** ESXi 6.0 is not supported
2. **Linked Clone Support:** Linked clone is supported with VMware vCenter Server versions 5.5 and 6.0 only. Linked clone feature is not supported for any other DVM Provider e.g. VMware ESXi, Hyper-V and SCVMM versions.
3. Linked clone check box may sometimes appear disabled for supported vCenter servers also  
**Resolution:** Update the desktop provider (vCenter server in Setup – Desktop Provider section) and re-check linked clone option. It should now be enabled
4. For moving the machines to domain using DVM Provisioning with customization the DHCP Server in the network must broadcast the required DNS Sever entries; any issues in network settings will result in domain join operation fail.
5. DVMs with Cloning in Progress or Pending status will go to missing state if DVM Provider cache is updated during provisioning (Provisioning will complete and will not fail)

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## AUTO LOGIN

1. Windows login will not work with Network Level Authentication enabled on VM side or Connection Profile  
**Resolution:** Configure the default profile to force RDP authentication protocol and disable NLA on server side if enabled (Remote Desktop Settings)
2. 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

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## MULTI-MONITOR

1. Switching the HyWorks Controller on device with multiple monitor connected may not work as expected  
**Work around:** Reset the device settings with changing the monitor mode to other than Native
2. Multi-monitor with plugging/ unplugging monitors on HyWorks Thinclients 'powered on and registered with HyWorks Controller' may not behave as expected  
**Work Around:** Monitors to be attached/ Changed/ added with HyWorks Client shutdown or HyWorks Client should be rebooted after the monitors are plugged or unplugged
3. Hy3000 (Previously TS100) running version 119407 and having multiple monitors attached will be force upgraded but Multi-monitor will not work appropriately after upgrade and the HyWorks Client login screen may appear in middle of both the monitors

**Work Around:** Change the HyWorks Client Display Settings to multiple displays and update or reboot the HyWorks Client Device

4. With running session unplugging the monitor may cause session to be closed and showing the login screen again
5. Multi-monitor may not show complete UI for all resolutions and thus this should be configured with best possible resolution
6. In Vertical Multiple Displays, if resolution of DVI and VGA monitor does not match, then it may make the VGA monitor as primary
7. Only Ultimate and Enterprise editions of Windows 7 support the Multi-monitor setup in remote session

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## LANGUAGE AND LOCALE

1. Changing the language on Client side, may take time to be in effect
2. Few errors will continue to be displayed in English on client side though the language has been changed to some non-English language
3. Assigned languages may not appear sorted on Client side
4. New language (Keyboard Layout in HyWorks Client) will only set when Virtual Desktop is properly logged out.

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## USB REDIRECTION

1. Switching of USB Redirection driver will require HyWorks Client reboot
2. Plugging-unplugging USB devices multiple times may cause driver load issue on Virtual machine and will require virtual machine to be rebooted
3. Installing USB Network Gate and SEP on the desktop may affect USB redirection
4. Following USB devices do not get redirected perfectly and thus USB redirection may not work as expected:
  - Android smart phones
  - Windows smart phones
  - USB DVD Writer
  - Webcam with enhanced USB redirection
5. For different type of printers or scanners to work correctly appropriate drivers must be installed on virtual machine
6. In Full Desktop Mode (**No Auto launch of HyWorks Client**) USB redirection may not work as expected  
**Resolution:** Use **Auto launch HyWorks Client** mode
7. USB Redirection Window displays the list of human interface devices in the list but these devices work in local mode only therefore human interface devices like Mouse, Keyboard etc. should not be redirected
  - In remote session SEP prompts user for redirecting these human interface devices as well and user should always ignore prompts for human interface devices
8. USB Network gate (built-in) shares the USB devices connected from different endpoints therefore it is not recommended to use it in shared desktop environment
9. With USB Network gate, sometimes USB devices do not get redirected and shown as waiting for connection  
**Resolution:** Launch USB Network Gate in desktop session, disconnect the device and connect again
10. Composite USB Devices (USB devices which also mounts DVD drives along with their primary functions) may not work correctly with Built-in USB Redirection Drivers. Enhanced USB redirection driver can be used in such deployments.

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## HYWORKS DVM AGENT

1. Latest VMware Tools must be installed on the virtual machines

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2. For workgroup, the user passwords will be set on HyWorks Controller only and will not be reflected on DVMs side and administrator will be needed to manually reset the user password on DVM side and vice versa if user password is expired on DVM machine, HyWorks Controller will not notify the password expiry of user
3. First login to DVMs (Virtual Machines) after reboot/ VM start may fail as HyWorks DVM Agent might not be ready while the connection is attempted
4. HyWorks DVM Agent status may become not responding; if domain is switched on DVM or DVM has been removed from domain due to the presence of orphan SIDs in Remote Desktop Users and Administrators group.  
**Resolution:** Remove any such orphan SIDs manually from the Remote Desktop Users and Administrators group on affected DVM.
5. For DVMs in domain, on losing the connection to domain controller, DVM Agent status may go to not responding with error 'The network path was not found'  
**Resolution:** Restore the DVM connection with domain controller
6. DVM Agent will not be responding for DVMs being cloned by 3<sup>rd</sup> party software and will require manual registry changes and restart of DVMs.
7. While installing HyWorks Tools using skyTools upgrade, both skyTools and HyWorks tools will run in parallel and thus both may present, USB Disconnection Exe command prompt on login

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### RDP PROXY ISSUES

1. Running session on Hy3000 through proxy (Using HyWorks detection method as Connect a remote HyWorks Controller over WAN/Internet) will be disconnected on HyWorks unavailability
2. Performance using new HyWorks proxy feature:  
The performance using new HyWorks proxy feature might be found slow compared to the direct LAN settings
3. Starting RDP proxy server may take some time to start (Applicable while changing the port also), the service will be shown as 'Not Running' for some time but it gets started automatically. Administrators should wait for some time to take such settings to effect. And should ignore any an error in logs.

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### DESKTOP PROVIDERS:

1. With TSE configured as desktop provider and having more applications with strings 'Desktop' in name, desktop session will not get launched
2. If TSE and Pano Controller both are configured in HyWorks, session from Pano Controller will fail and thus the configuration is not recommended.
3. It is not possible to resume suspended DVMs from Pano Controller and will require administrator to manually resume the DVMs from hypervisor management console
4. SCVMM does not reflect changes being made outside of SCVMM and thus HyWorks Controller connecting to SCVMM using Hyper-V Connector might not get most updated information.  
**Resolution:** Refresh SCVMM using Refresh button provided in VMM Console.
5. DVMs from Hyper-V/ SCVMM DVM Provider will not go into any error state if Hyper-V Connector service or Hyper-V/SCVMM Server is down
- 6.

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### HA (HYWORKS CONTROLLERS)

1. The servers being configured in cluster must have time synchronization else it may affect the all the HA functionalities adversely



2. In case of network disconnection or SQL Service down on HyWorks Controllers (primary or secondary), the next primary server cannot be known and may cause some data loss.
3. Currently the database of secondary server is synchronized after every 60 seconds and thus in case of failures most recent sessions or configurations i.e. established after data sync may be discarded by secondary server.
4. Administrator can configure both servers as primary or both as secondary (Not recommended) however servers will get reconfigured as primary and secondary after sometime.
5. HyWorks Controllers do not work in active/ active mode and also do not support any kind of load balancing in this release.
6. HyWorks Client version information and banner information is not being synced between HyWorks Controllers in cluster and thus on server failure the banner may get reset and devices may be shown version alert.

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## BACKUP, RESTORE AND SMTP CONFIGURATIONS

1. For SMTP (Email backup file) feature to work correctly, the HyWorks Controller must have access to SMTP server.
2. Reinstalling a new server using the backed up embedded database will create a duplicate entry in the HyWorks Controllers section and the server will run in secondary mode  
**Resolution:** Go to Management Console – Setup – HyWorks Controllers and manually delete the extra entry
3. Restoring HyWorks Controller with backed up SQL Server database may fail due to the permission on backup folder  
**Resolution:** Manually provide the full control on the backup folder to SQL Server

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## MORE KNOWN ISSUES

1. Change Password feature will not work if HyWorks Controller is configured to have Administrator users from active directory
2. With RDP7, following of desktop experience features are not being enabled though specified in connection profile
  - a. Desktop Wallpaper
  - b. Show Windows Contents while dragging
3. Enabling Multitouch option in connection profile may cause following adverse behavior:
  - a. Windows Key working in reverse order causing normal key inputs to work as shortcuts e.g. pressing L will behave like Windows + L and causing session disconnection etc.
4. DVM Agent and Controller being installed on same machine, may create certificate conflict and thus causing issues with controller operations
5. Installation will fail with appropriate error, if windows firewall service is disabled during installation of HyWorks Controller
6. HyWorks Controller will not be displayed as offline (Grey Color), when HA (HyWorks Cluster) is configured
7. Having large number of users in authentication server may make following wizard/ dialogs in HyWorks Controller Management Console slow:
  - a. Client Assignment from DVMs tab
  - b. Edit DVM Pool (User based)
  - c. Add DVM Pool (User based)
8. Installing HyWorks Controller with SQL Server and Windows Authentication requires administrator to configure Service Logon credentials and HyWorks Service may fail to start after installation if the configured user is not having appropriate privileges on server to **Log On as a Service**.  
**Resolution:** Provide the rights of Log on as a service to the user before installing HyWorks Controller
9. All DVM Pools of following types will require auto-assignment to be turned on for functioning correctly
  - a. All types of temporary pools i.e. Devices based or User based (Users, OU or Group)
  - b. OU or Group based permanent pools

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10. OU level configuration with Novell eDirectory does not work with admin (root) user  
**Resolution:** Add an OU member as trustee of the OU and use this trustee user as admin while configuring OU level authentication server.
11. DVM Agent feature to configure logged-in user as RDP User or Administrator may not work and thus may require administrator to manually configure user access on assigned DVM
12. Switching the HyWorks Clients from one HyWorks Controller to another with change in Desktop mode or USB Redirection driver may result in device reboot
13. HyWorks broadcasting interface may not be determined in case HyWorks Controller is running on machines with multiple network adapters
14. Sessions will be displayed as idle if devices go in to disconnected state though session idle timeout settings are disabled
15. After deleting a DVM pool, sometimes error 'Error in updating DVM details in pool' may appear logs – the error should be ignored.
16. Saving Connection Profile may fail sometimes with error for duplicate name  
**Resolution:** Reload the page and try saving profiles again.
17. Video Performance: With RDP8 video performance has been improved significantly, but following factor might cause issues in video performance:
  - a. Windows Desktop does not support RDP8
  - b. Windows Desktop supports RDP8 but does not have appropriate RDP8 patches installed or configurations done
  - c. Virtual machines having Pano Direct Service Running
  - d. Low network bandwidth or virtual machine configurations
  - e. Very high resolution videos may not work on windows 8, windows 8.1, and windows 2012 R2
  - f. Rare observations about inconsistency in Video support based on Operating systems and format. In most of the cases except above mentioned, videos are working fine.

**For better performance** following configurations should be used:

- a. HyWorks Connection Profile
    - should have minimum desktop experience features selected
    - Should have enabled graphics acceleration
    - Color depth should be 16bit
  - b. VM is configured with reserved video memory
18. With all the known limitations of external desktop providers (Propalms TSE, Pano Controller)
  19. Language settings though provided in Groups Settings as well, does not have any impact and also does not work on saving it from Management Console.

## UPCOMING RELEASES

Client patches for following platforms are not yet released and will be made available post HyWorks GA1 release

- Linux Client for Ubuntu 12.04 x86 Platform
- Accops OS to convert existing unused desktops/ systems into usable Accops Client