

Release Notes

HyWorks Client for Ubuntu client
32-bit (3.2.9.127) & 64-bit (3.2.9.126)

Last Updated: 25th December 2021

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Release Notes Document Revision History

<i>Date</i>	<i>Changes</i>
25-Dec-2021	Release Notes - HyWorks Client for Ubuntu 32 (version 329127) and 64-bit (version 329126)
27-Apr-2021	Release Notes - HyWorks Client for Ubuntu 32 and 64-bit v329049
31-Aug-2020	Release Notes- HyWorks client for Ubuntu 32-bit and 64-bit 328373 and 328374
06-Feb-2020	Release Notes - HyWorks Client for Ubuntu 64-bit v326045

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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:

- Details of new features and bug-fixes
- Known limitations of this release
- Old, released modules and details

Details of Workspace Client 3.2.9.126/127

Released Modules

Module	Version	Remarks	MD5 Sum
HyWorks Ubuntu Client 32-bit – 7Z [Ubuntu_x86_HyWorks Client_Installer_329127.7z]	3.2.9.127	Recommended for fresh installation Note: <ul style="list-style-type: none">Requires 7zip to be preinstalled on systems	MD5: F02E14F53CC17C1C183BCA7532185EA1
HyWorks Ubuntu Client 64-bit – 7Z [Ubuntu_x64_HyWorks Client_Installer-329126.7z]	3.2.9.126	<ul style="list-style-type: none">Upgrade: Same installer can be used for pushing updates from HyWorks Controller	MD5: D65F249FE83BF6328532F993F74DCF53

Compatibility Matrix

Module	Version	Remarks
HyWorks Controller	3.2 SP2 + HF4 & Above	
HySecure Gateway	5.2.x.x, 5.3.x.x	
	5.4.2.7 HF4	New features of 5.4 (excluding Turbo) are not supported

Installer To Use

Usage	Installer Type To Use	Version
32-bit Ubuntu OS	32-bit Installer	3.2.9.127
SEP	32-bit Installer	3.2.9.127
64-bit Ubuntu OS	64-bit Installer	3.2.9.126
BOSS OS	64-bit Installer	3.2.9.126

Platform Support

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
- Ubuntu LTS 20.04 x86
- Hy4000

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
- BOSS OS

Note:

- The sub-versions of ubuntu OS supported are 0 and 1. For e.g. 16.04.0 and 16.04.1 and likewise for 18.04 and 20.04

Upgrade To Use

Existing Version	Existing OS Type	Installer To Use	Installer Version To Use
3.2.9.049 (32-bit only)	32-bit	32-bit Installer	3.2.9.127 OR 3.2.9.126
	32/64-bit with SEP	32-bit Installer	3.2.9.127
	64-bit	64-bit Installer	3.2.9.126
Below 3.2.9.049 (Separate for 32-bit and 64-bit OS)	32-bit	32-bit Installer OR 64-bit installer	3.2.9.127 OR 3.2.9.126
	32-bit with SEP	32-bit Installer	3.2.9.127
	64-bit	64-bit Installer	3.2.9.126

Note:

1. On a 64-bit OS, if a 64-bit version was installed and it needs to be upgraded with a 32-bit Installer (possibly for using SEP), then the existing version needs to be un-installed and the new 32-bit version will need to be installed afresh.

In order to uninstall the existing version, execute the *run_uninstall.sh* file which can be extracted from the 7z file of the installer used for installation. In case the ".sh" file is not available, then the same file can be extracted from the new installer and used for un-installing the older version.

2. If the client is upgraded manually then internet is required to download necessary packages

Features & Enhancements

HySecure Linux Client version 5.1.4.16 Integrated

In current Workspace client release latest HySecure client version 5.1.4.16 is integrated. Please go through HySecure client release notes for details.

Here are the highlights of HySecure version 5.1.4.16

1. Carbon Black AV detection as part of HostScan policy
2. Bug fixes

Upgrade Workflow changed for better User Experience

Informative and pin-pointed messages are displayed during the upgrade process for a better understanding of the impact of user actions during the process.

Messages made more informative

Many of the messages shown to the user are made more explicit and informative. Some additional messages are also included.

E.g. When USB redirection method is changed (between None, built-in and Enhanced), message is shown as a warning message indicating the user to launch the client again.

Fixed Issues

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

#	Subject
HyWorks Client for Ubuntu Flavours	
20535	Setup: HyWorks Controller 3.2.0.8742 and client gets upgraded from 312080 to 329118 without changing protocol. When user changes from desktop to KIOSK mode machine keeps getting reboot
20702	Change password functionality was not working with AD/LDAP under a specific situation

Details of HyWorks Clients for 32-bit & 64-bit Ubuntu Flavors Release (v329049)

This version is common for 32 bit and 64-bit Linux operating systems.

HySecure Linux Client v5.1.3.8 Integrated

In current Hyworks client release latest HySecure client v5.1.3.8 is integrated. Please go through HySecure client release notes for in detail understanding.

In this release we have added Turbo support. Details are mentioned in this link

Note:

: HySecure v5.1.3.8 version is equivalent to 5.1.3.5. v5.1.3.6 features/ enhancement are not present in this release. [Link](#) to access HySecure release note.

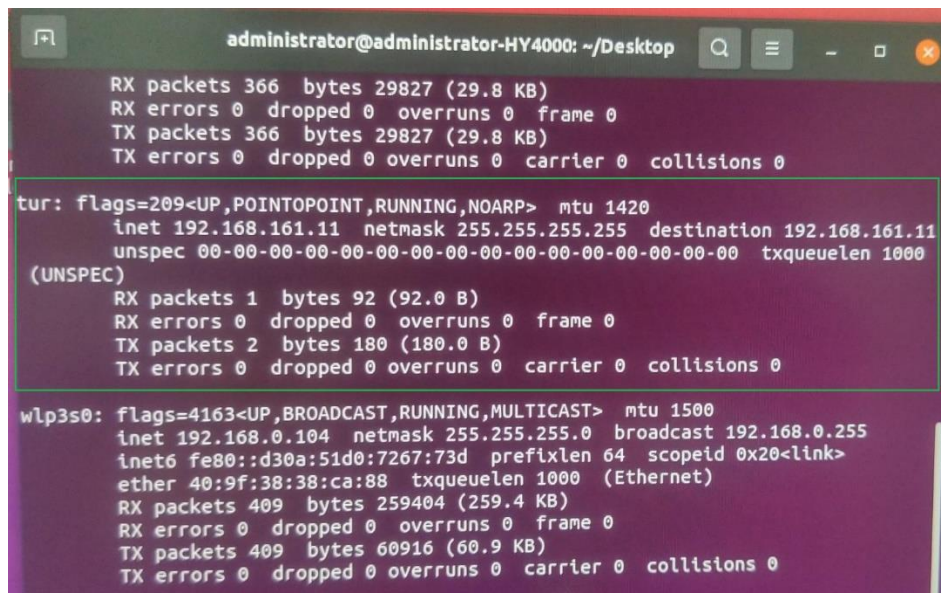
Feature#: Turbo support added

Turbo is nothing but the WireGuard. WireGuard is a new VPN protocol that aims to be a full replacement of OpenVPN and IPsec. With the help of wireguard user will get better Performance and speed. How to use and configured that mentioned in HySecure configuration document. Simple way to test application you are using is with or without turbo is as follows

Launch client and connect with gateway and login with user.

Now open terminal and run 'ifconfig' command.

If gateway is turbo, then new connection is added as 'tur'. Please find attached screenshot for reference.

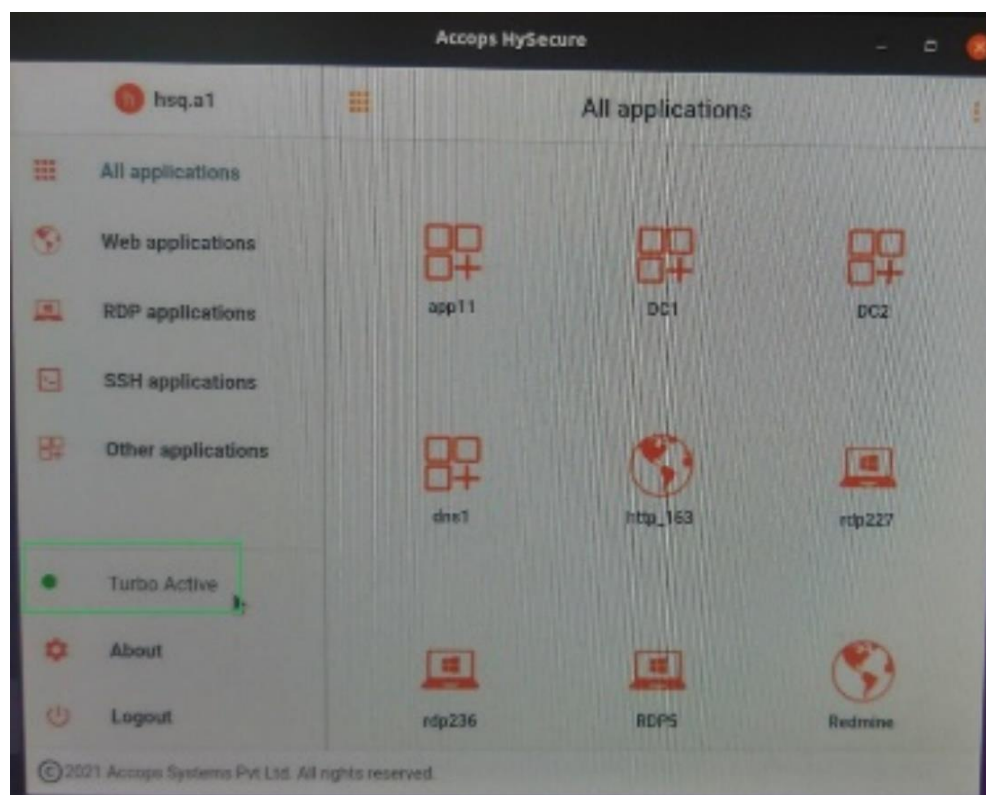


```
administrator@administrator-HY4000: ~/Desktop
RX packets 366 bytes 29827 (29.8 KB)
RX errors 0 dropped 0 overruns 0 frame 0
TX packets 366 bytes 29827 (29.8 KB)
TX errors 0 dropped 0 overruns 0 carrier 0 collisions 0

tur: flags=209<UP,POINTOPOINT,RUNNING,NOARP> mtu 1420
inet 192.168.161.11 netmask 255.255.255.255 destination 192.168.161.11
unspec 00-00-00-00-00-00-00-00-00-00-00-00-00-00-00-00 txqueuelen 1000
(UNSPEC)
RX packets 1 bytes 92 (92.0 B)
RX errors 0 dropped 0 overruns 0 frame 0
TX packets 2 bytes 180 (180.0 B)
TX errors 0 dropped 0 overruns 0 carrier 0 collisions 0

wlp3s0: flags=4163<UP,BROADCAST,RUNNING,MULTICAST> mtu 1500
inet 192.168.0.104 netmask 255.255.255.0 broadcast 192.168.0.255
inet6 fe80::d30a:51d0:7267:73d prefixlen 64 scopeid 0x20<link>
ether 40:9f:38:38:ca:88 txqueuelen 1000 (Ethernet)
RX packets 409 bytes 259404 (259.4 KB)
RX errors 0 dropped 0 overruns 0 frame 0
TX packets 409 bytes 60916 (60.9 KB)
TX errors 0 dropped 0 overruns 0 carrier 0 collisions 0
```

If HySecure as front login with user. On HySecure client you will see turbo status



Feature #: Enhanced USB redirection driver can use with 64-bit client

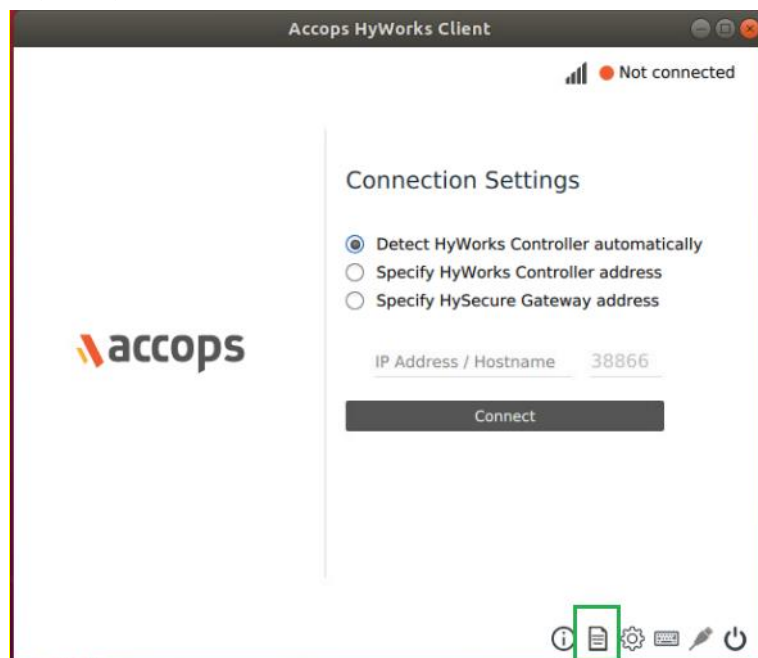
On 64-bit operating system SEP was not supported. Now installing 32-bit client having support of SEP. So, user can use SEP on 64-bit OS as well

Feature# 8553: Ubuntu Eltima Should work even if kernel get upgraded (x86 and x64 installer)

On user operating system latest client is already installed and user upgrade his kernel that time also USB redirection via Eltima will work with latest kernel as well.

Feature # 13143: Show logs option in system tray menu and next to the info, keyboard button on the login view

Now user able to access uilogs and edcservice log from client UI. With help of this now user/ admin can troubleshoot easily if any issue observes with client



Feature# 14663 ubuntu 32bit HyWorks client Package's verification in post install script

While installing HyWorks client, it installed additional/ dependency packages. With this release feature added where user can check log and get to know list of packages are installed while installing client. This detail mentioned in **edcinstall.log** file created on desktop after installation.

Feature# 15176: Hyworks client installation support from remote shell or with terminal GUI

Now user/admin can install client remotely by remote shell or with help of putty. Below parameter user need to pass while installing client.

Format: install_edcclient.sh <First argument: boot or noboot> <Second argument: username> <Third argument: zenity or shell>

E.g.: ./install_edcclient.sh noboot testuser shell.

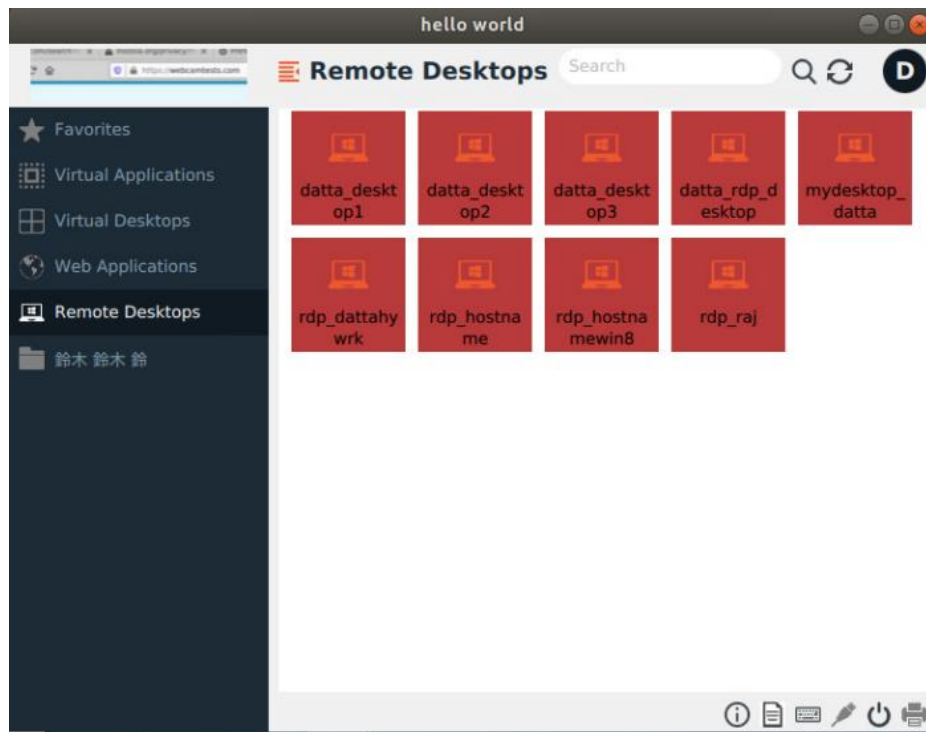
Feature# 15179: Third party packages installation log file will be generated

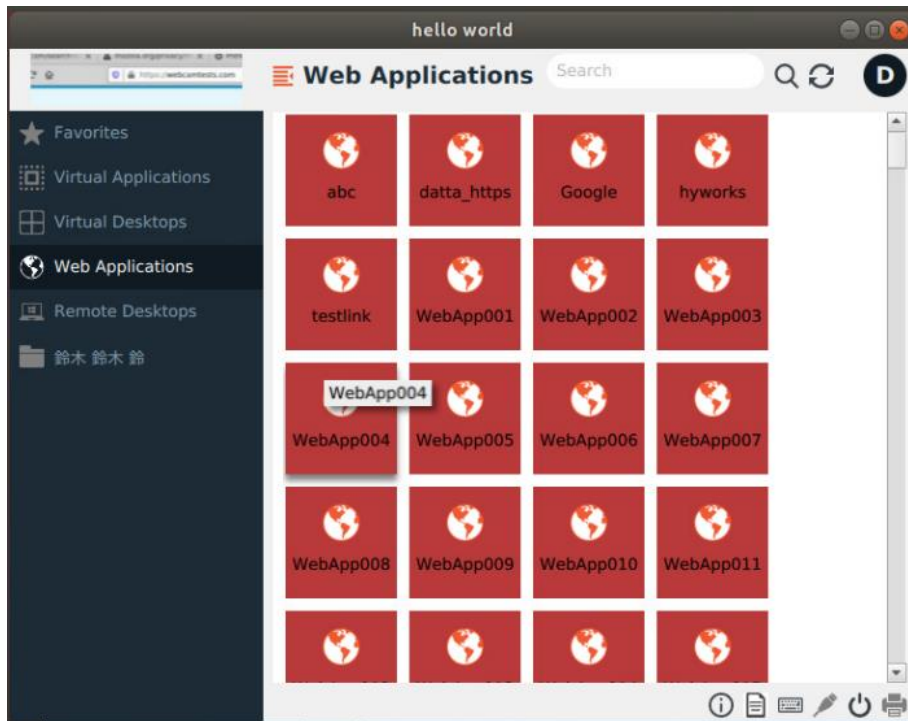
In this release turbo support is added in HyWorks client. For this it download and installed third party packages. What packages are installed that detail mentioned in edcinstall_extra.log. At below location file is located.

Location: /home/username/edcinstall_extra.log

Feature# 12960: User able to access My Desktop and Web application from HyWorks client.

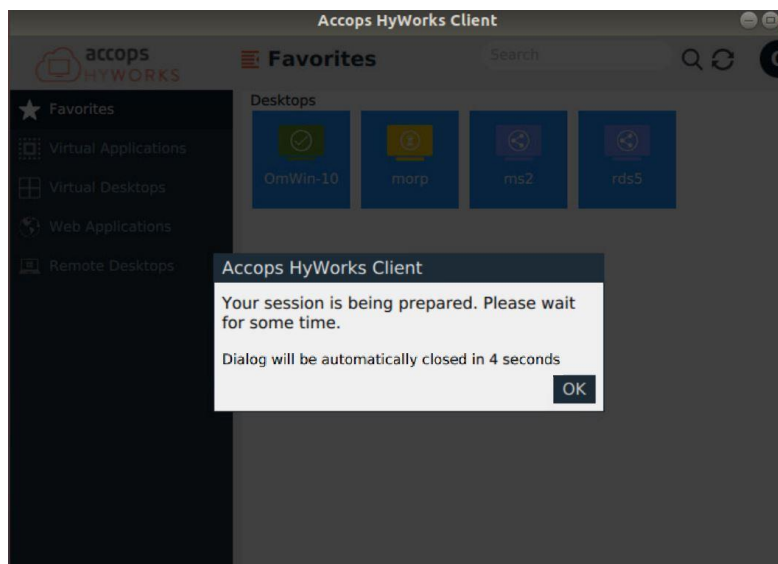
With this release now user can access HySecure application like My Desktop, RDP and Web Application from HyWorks client as front. Below is the screenshot for reference.





Enhancement 12959: Hyworks ubuntu client should display a progress dialog till the xfreerdp session gets launched.

Previously user was not able to understand what is happening after clicking on any VDI. Above bug is fixed. Now clicking on VDI, user will get popup, that telling user that his session is getting launched. Also, it will be mentioned how much time it will take. Below is the screenshot for reference.



Enhancement 13067: 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)

Above issue is fixed in this release

Bug #13637: Client will not get restart when user change display resolution from controller

Previously If user change display resolution from endpoint. That time client was taking machine restart to apply the setting. With this client issue has been resolved

Bug 10397: HyWorks Ubuntu client does not support manual uninstall

To uninstall HyWorks full client, follow below steps:

3. Copy builds on user machine
4. User need to extract the build command: 7z x FILE_NAME.
5. Now edcinstaller folder gets create on extracted location
6. Go to edcinstaller folder and run command sudo .\run_uninstall.sh
7. Give Restart

After this Complete client will get uninstall

Bug 12776: Ubuntu client on Ubuntu LTS-20/18/16, no tray icon is created to show, sign out, clear cached and exit

Now on above operating, system tray is getting created.

Known Issues

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

#	Subject
HyWorks Client for Ubuntu Flavours	
20226	Even if Remediation Message is customized, the client will display the default remediation message in case of policy failure with old gateway eg. 5299,53915
20180	User is not able to login into client when product upto date is set to 0days
19945	Two instances of HySecure client is getting displayed in Ubuntu.
15758	Ubuntu 18.04 LTS OS getting corrupt when user tries to install build 329013-> Kernal upgrade getting failed. <i>Workaround:</i> On above OS upgrade kernel version and then install client
15637	After uninstallation shortcut icon's not getting deleted and showing as garbage value <i>Workaround:</i> 1. Delete shortcut after logout should be enable from Organization 2. Before Uninstalling logout from client then logout
15618	Spanning mode is not working with remote application
15614	When user restore down, shows connection bar inside VDI (known behaviour of freerdp) <i>Workaround:</i> Use command in additional setting from connection profile /floatbar:sticky:off,default:hidden,show:fullscreen
15306	Smart card will not work if user upgrade build through controller <i>Workaround:</i> Upgrade build manually

15301	Turbo packages not getting installed while build upgrade from 328373/ 328374 to 328879 via controller Workaround: Upgrade build manually
15271	Hyworks client 32bit seamless upgrade from controller over 64bit client is not supported Workaround: Uninstall previous client and install latest client manually
15199	Ubuntu 19 Non-LTS not supported for turbo (Client 5.1.3.4)
14539	Session launching pop up message is not getting close even after session get launch Workaround: No functional impact
13049	Pendrive is getting accessed via SEP even if it is disabled from client UI (SEP Feature)
13034/ 11699	In some cases, over internet USB redirection using built-in USB redirection driver, taking time to redirect and data transfer is slow.
12456	Not asking password for USB driver when user navigate from Client UI -> Settings -> USB devices
12372	Not accepting {} special character in Username
12335	Remote app is getting hanged when auto launch is enabled
12178	Remote App : On Ubuntu Mate Remote Application are not getting minimized (Freerdp-2.1.1)
12132	Freerdp-2.1.1 On taskbar displaying SHD and Shell app name as "XfreeRDP" instead of Application name on Ubuntu 18 32 ,64 Bit OS Ubuntu 20 64 Bit OS Workaround: No Functional Impact
11698	Audio/ Video redirection gives poor performance while accessing over internet via HySecure
11686	Ubuntu client-64-bit client (v326045) upgrade through HySecure is not happening [Fixed in later version of HyWorks v328373]
11628	Clipboard blocking (HySecure feature) does not work, while logging-in via HySecure mode in HyWorks client.
11241	Ubuntu client does not support Show message feature while removing session from controller (Session Server Extension variant)
11481	
10946	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
10401	HyWorks Client for Ubuntu Flavours does not support File transfer using Accops session server extensions
10400	HyWorks Client for Ubuntu Flavours does not support Windows 2003 Application/SHD Platform Support
10395	Display resolution control in HyWorks controller not visible for Ubuntu gnome desktop
10392	Pre-installed touchscreen drivers are not provided with 64-bit client for Ubuntu
10391	Kiosk mode is not supported on Ubuntu Desktop Systems [Separate document to be provided for guidelines on KIOSK mode]

9727	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
9413	In some cases, volume settings done from endpoint settings are not getting reflected on client side
9379	Sometimes error 'Error while fetching USB devices' is shown USB devices list on client
9203	Unable to connect to assigned desktops or applications after waking up Ubuntu machine from sleep
9198	Unable to list USB devices with built-in as USB redirection driver [No steps to reproduce - attaching everything from logs]
9189	With LAN connection profile if we disable menu animation it will not affect the actual session and slowness will be experienced
9177	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
9070	Double click on desktop icon on Ubuntu 16-LTS opens two HyWorks processes (Eventually one gets disappeared automatically after 10+ seconds)
8828	With RDP10 session of Server2k16 or Windows10 without gfx command line may result in connection failure
8810	Intermittently black patch is displayed with remote applications in shell mode from Windows Server 2K8.
7378	Remote app is not getting launched with SEP on RDP 10
7374	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
HyWorks Client for Ubuntu Flavours	
12178	On Ubuntu Mate Remote Application are not getting minimized
11481	Hyworks client x86 RDP7 and RDP8 not supported on ubuntu x64 OS (protocol options are hide in ubuntu_x64 OS)
9296	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
HyWorks Client for 64-bit Ubuntu Flavours	

15656	328971 onwards 32-bit client build not getting launch on BOSS OS
10398	HyWorks Client for 64-bit Ubuntu Flavours does not support RDP-7, RDP-8 and MSRDP protocol
10393	Enhanced USB-redirection driver is not supported
8820	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 [v328373 & v328374]

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

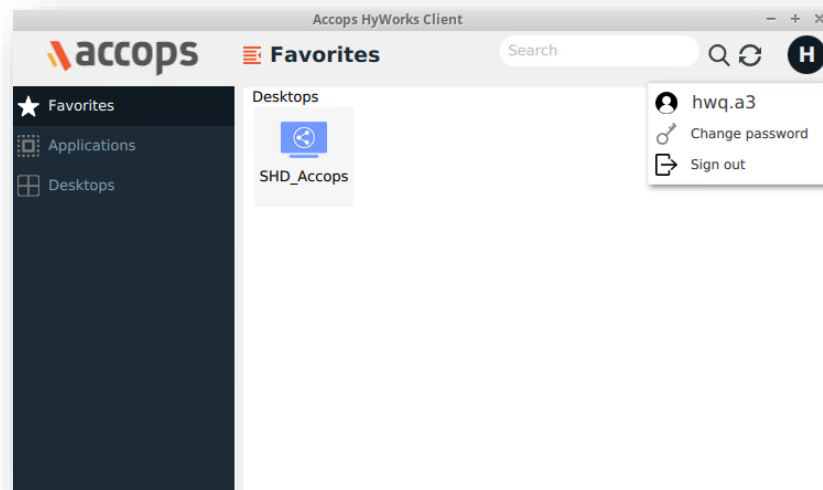
HySecure Linux Client v5.9.6 Integrated

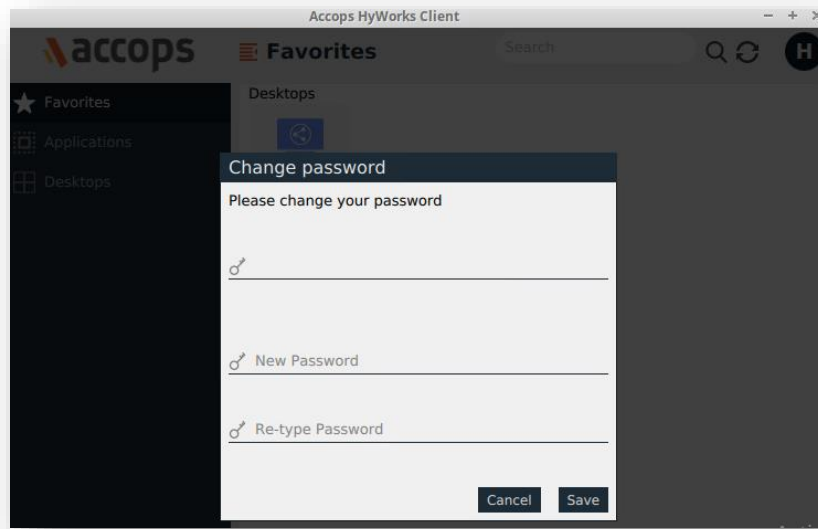
HyWorks Client for Ubuntu platform is now having integrated HySecure Client v5.9.6, which provides backend interface to connect to HyWorks Controller over internet via HySecure gateway.

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.



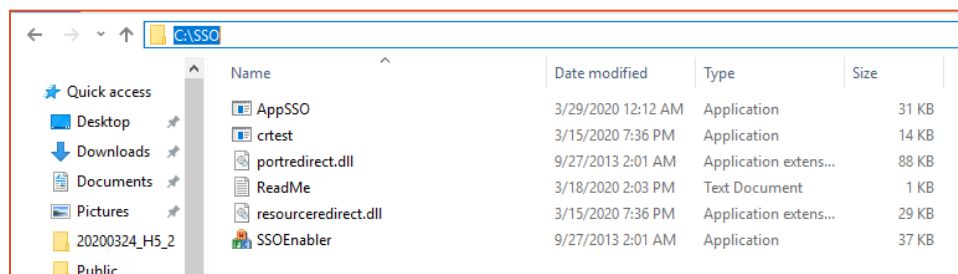


Feature# 12742 AppSSO support

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

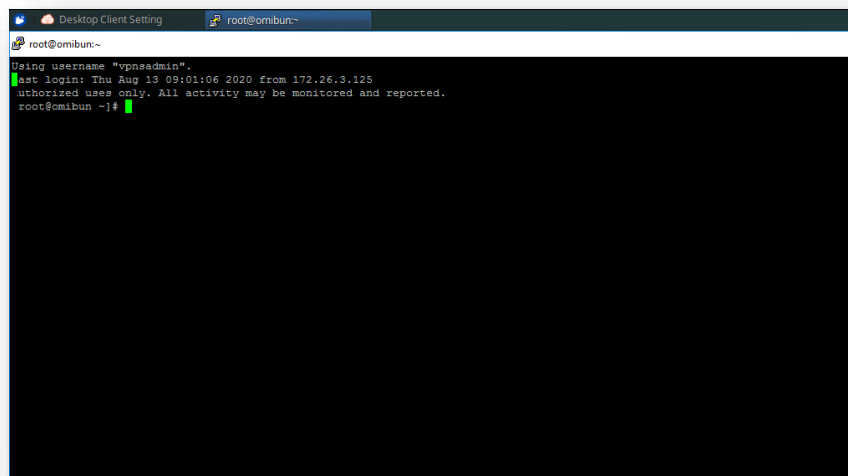
Application Command Line /cmd "C:\Program Files\PuTTY\putty.exe -ssh #USERNAME#@172.26.5.229 -pw #PASSWORD#"

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

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) 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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