Release Notes

Accops HyWorks Desktop Client for Windows Release

Accops HyWorks Desktop Client v3.1.1.160

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Release Notes Document Revision History

Date	Changes
27-May-2018	Accops HyWorks Desktop Client for Windowsv3.1.1.160 release

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INTRODUCTION

The document contains release details of Accops HyWorks Desktop Client for Windowsv311160 for Windows platform. The HyWorks Desktop Client v311160, is an integrated client to deliver HyWorks applications or desktops via HySecure server.

DOWNLOAD LINKS

Follow the links in this section to download setups and upgrade files of the Accops HyWorks Desktop Client for Windows:

Module	Version	Remarks	Download location
HyWorks Client for Windows	V3.1.1.160	• HyWorks client for Windows platforms with Built-in USB Redirection Driver • Requires administrator privileges to install	Download HyWorks Client from here
HyWorks On-demand Client for Windows	V3.1.1.160	• HyWorks Client for Windows Platforms with no USB Redirection Driver • Works without admin privileges	Download On-demand Client from here
HyWorks Client with SEP	V3.1.1.160	• HyWorks client for Windows platforms with Built-in USB Redirection Driver and Enhanced USB Redirection Driver • Requires administrator privileges to install	Download HyWorks Client with Enhanced USB Redirection Driver from here
Upgrade files Download Links	V3.1.1.160	• Upgrade files to be kept on HyWorks Controller to enable upgrade	• Upgrade File for HyWorks Full Client • Upgrade File for HyWorks On-demand Client

			• [Upgrade file for HyWorks Client with Enhanced USB Redirection Driver](#)

INSTALLING ACCOPS HYWORKS DESKTOP CLIENT FOR WINDOWSV311160

PLATFORM SUPPORT

Accops HyWorks Desktop Client for Windows supports following windows platforms:
- Windows 7 (x86/x64)
- Windows 8.1 (x86/x64)
- Windows 10 (x86/x64)

INSTALLATION PROCESS

1. Download setup files from the download links provided in section [Download Links](#)
2. Run the setup, selection components as needed (Built-in USB Redirection Driver/ Enhanced USB Redirection Driver)
3. Complete the wizard and reboot if prompted post installation.

UPGRADE PROCESS

1. Download upgrade files on HyWorks Controller Server
2. Copy/Move upgrade files into HyWorks Firmware Upgrade folder; default location of the folder is:
<mark>C:\Program Files (x86)\Accops\HyWorks\Service\Contents\Firmware\Upgrade</mark>
3. For Windows client (Full): Update the info.ini file located at below location:
<mark>C:\Program Files (x86)\Accops\HyWorks\Service\Contents\Firmware\EDCMS01WIN000</mark>
   a. Update the file name as download and placed in Upgrade folder. (This should be **UpdateFull.zip** or **UpdateFull_With_SEP.zip**
   b. Update the version as **311160**
   c. Save the *info.ini* file
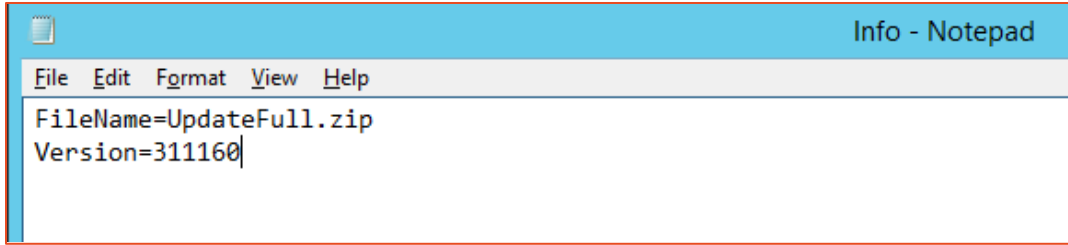
4. For Windows Client: Update the **info.ini** file located at below location:

C:\Program Files (x86)\Accops\HyWorks\Service\Contents\Firmware\EDCMS01WIN100

    a. Update the file name as download and placed in Upgrade folder. This should be ***UpdateOnDemand.zip***

    b. Update the version as 311160

    c. Save the info.ini file
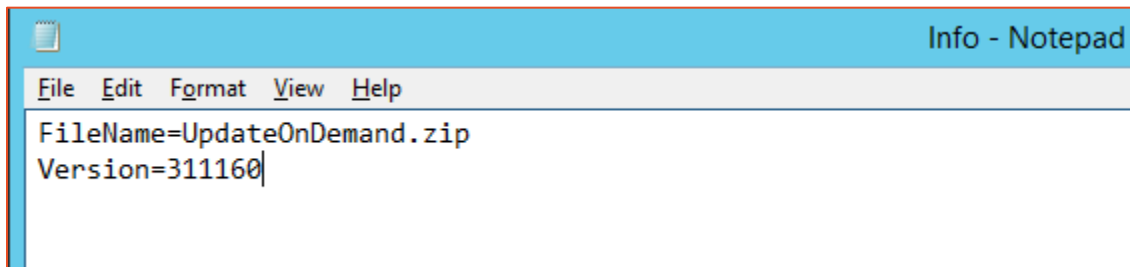
5. Open HyWorks Management Console and login into any organization where the client is registered.

6. Go to **Endpoints** section; enable client upgrade

    a. In **Default Settings** to upgrade all Windows endpoints
       OR

    b. In **Group Setting** to upgrade devices of specific group
       OR

    c. In **Device Settings**, to upgrade specific device

7. Client will automatically download the updates and after the logout from HyWorks session, will prompt the user to upgrade client

8. On affirming the upgrade, HyWorks Clients will be upgraded and will start using latest Accops HyWorks Desktop Client for Windows.

# CHANGES IN ACCOPS HYWORKS DESKTOP CLIENT FOR WINDOWSV311160

NEW FEATURES AND ENHANCEMENTS

Following new features or enhancements are being delivered in HyWorks v3.0-SP1 release:

SSO MODE TO DELIVER HYWORKS APPS AND DESKTOPS VIA HYSECURE

Using HyWorks Desktop Client, users working over internet can connect to HySecure Servers and can directly access their assigned applications and desktops. Now HyWorks client supports following connection mechanisms:

1. Automatically detect HyWorks
2. Manually provide HyWorks Controller IP
    a. Connect Controller over WAN: This uses HyWorks Controller as a proxy to connect to assigned desktops or applications
3. Connect to HySecure Server
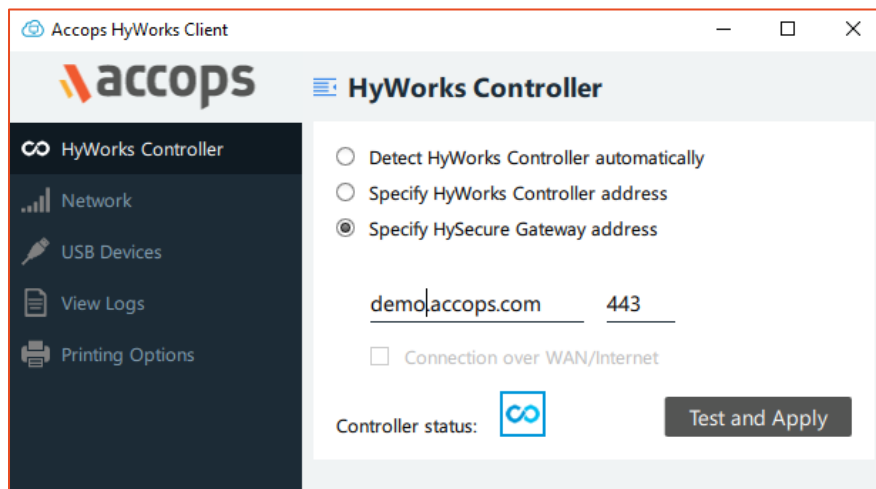
SUPPORT FOR OTP

OTP support integrated in HyWorks Client when connected via HySecure Gateway

PRINTING OPTIONS

Printing options on HyWorks client side enables users to:

1. Set printing options
    a. Preferred Printer
    b. Printing Preference
2. Open HyPrint PDF document before printing

Following alternate ways are available to launch **Printing options** dialog:

1. Before Logon:
    a. HyWorks Client – Settings – Printing Option – ***Edit Printing Options***
    b. System Tray Icon – Right Click, select ***Printing Options***

2. After Logon:
    a. HyWorks Client – **Printing Options** Icon on bottom right corner
    b. System Tray Icon – Right Click, select **Printing Options**

Following options are available:

1. Print to default printer: Select this option to send the HyPrint print job to default printer on the system. Selecting this option will disable all other options.
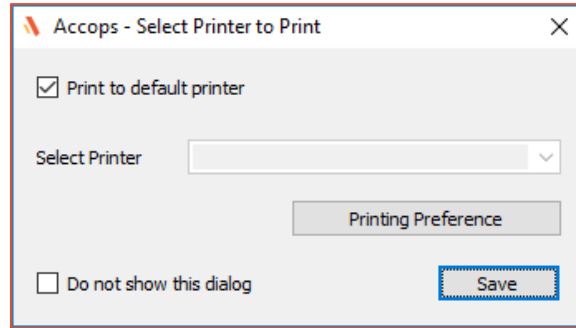
2. Select specific printer from available list and save the preference to send HyPrint print job to select printer only.
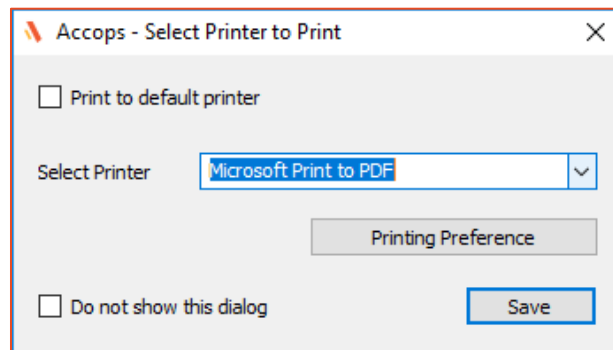
3. Selection option **Do not show this dialog** to keep this dialog hidden. Unchecking the option will prompt this dialog on every print request with option to print/ open the document.
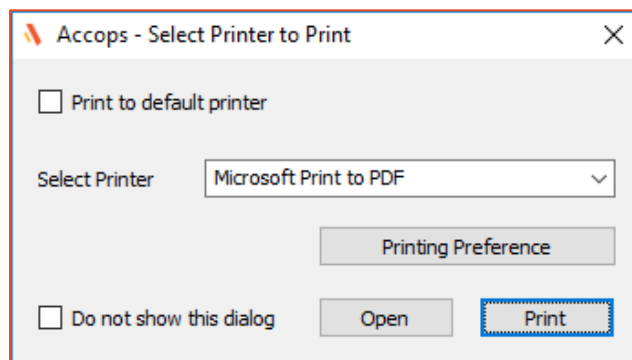
a. Click on **Open** button to open the HyPrint generated PDF file
b. Click on Print button to print to the selected printer

4. User will also be able to open the printing preference dialog from Printing options app

OPTION TO VIEW CLIENT LOGS

Another option to view client logs, is provided on Client UI. Clicking on button **View Logs** will open the logs file in default editor on the system.
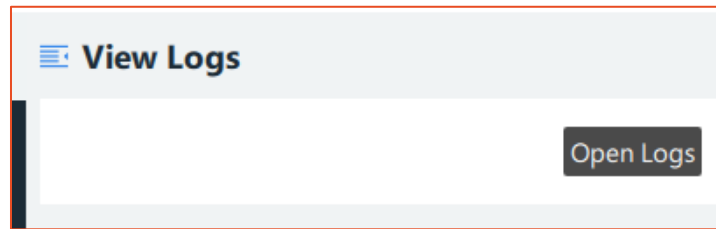
PARALLEL FUNCTIONING WITH HYSECURE

User can launch HyWorks Client and HySecure Client simultaneously only if HyWorks Client version 3.1.1.160 or greater and HySecure Client version 5.0.8.2 or greater. In case of version mismatch usability issues for user may occur.

ISSUES FIXED IN ACCOPS HYWORKS DESKTOP CLIENT FOR WINDOWS

Following issues are fixed in currently release of HyWorks Desktop Client for Windows:

#	Subject	Affected Module
-	Adding Language bar on non-English systems - Earlier HyWorks Client was adding English language into the system on non-English OSes. The client will not add any other system languages	Windows Client
-	Client crashes or behaves unpredictably, when connecting via HySecure gateway and Auto-login enabled on controller side – client will ignore auto-login while connecting via HySecure gateway	Windows Client

KNOWN ISSUES AND LIMITATIONS

HYWORKS DESKTOP CLIENT V311160 KNOWN ISSUES

1. **Pending Verification on Hy3020 Thinclients**

Support for Hy3030 HyDesk thinclient is currently under verification and thus it should not be used in any production environments. For evaluation of the client on Hy3020, this version can be used.

2. **Upgrade from Controller:**
    a. The client will be upgraded post logout and user should be idle for few seconds after logout. In cases, where user directly exits the client or closes the client immediately after logout, the upgrade will not be prompted
    b. HyWorks Client (With USB Redirection Driver): After upgrade, the client will prompt for USB Redirection Driver change
    c. On-demand client does not show any intimation for the upgrade, but directly goes for upgrade incase
    d. In a rare case client upgrade was failed
    Workaround: Re-install the client.

3. **Controller HA Support:**
    a. If client's communication fails with both controller in HA, client will display a dialog, that HyWorks Controller is not available with option to **Sign-out**, the dialog will eventually go away if client is able to connect to controller.
    b. In some rare cases, HyWorks client may display the error that HyWorks Controller is not available. The issue is observed, if currently configured Primary HyWorks Controller has become the secondary due to some failure conditions in between.
    c. In case of controller failover due to license issue on primary HyWorks Controller, client may be forcefully logged out.

4. **Client Launch:**
    a. On exiting and immediately opening the client from desktop shortcut, client is unable to detect network or gateway/controller
    Issue: On exiting the client, process termination takes some time and on relaunching immediately it is not able to initiate them.
    Resolution: Exit the client completely and re-launch after few seconds.
    b. In some rare cases, EDC base service (required for USB Redirection Driver Control) is getting start late and thus immediately after boot USB Redirection Driver settings may not work correctly.

5. **Printing Options:**
    a. Printing options exe is not handled by Client and thus multiple instances can be opened
    b. Changing the default printer from system – control panel may take sometime and thus giving print immediately after changing the printer, may still go to old default printer
    c. Changing the printer from Printing Options may take sometime and thus user should wait for few seconds after changing the printing options

6. **HySecure Application Support:**
   a. Only HyWorks type applications are supported with HyWorks Desktop client for Windows.
   b. No other features of HySecure clients are supported and if HySecure features need to be used, then Accops HySecure Client + Accops HyWorks Client integration mode should be used: In this access mechanism,
      i. User should exit all HyWorks client instances manually
      ii. Then login into HySecure client
      iii. HySecure Client will automatically launch HyWorks in backend
   c. Power status of desktop VMs being changed from Controller will not be reflected automatically on Client side
   Resolution: Manually refresh the desktop status in case of any connection errors.

7. **Windows 7 Platform Support:**
   a. In some rare cases, on Windows 7 OEM editions client UI is not getting loaded correctly.
   Resolution: Update display drivers of such system has helped in overcoming the issue.

8. **Username and Password Special Characters Support:**
   a. Client will support special characters as per HySecure specifications only

WINDOWS CLIENT BEHAVIOUR WITH HYSECURE CLIENT

1. Authentication server need to be same. In case of in-built Users to be created in both HySecure and HyWorks.
2. Login into same gateway using HySecure and HyWorks client will overwrite your session.
3. You can login into same gateway with different users one thru HySecure and HyWorks client but HySecure client user should not have HyWorks apps published.

SPECIAL CHARACTERS SUPPORT

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

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

LANGUAGE AND LOCALE

1. Any language changes from HyWorks Controller will not be used by HyWorks client; HyWorks client will use the system's native language as preferred language
2. Even after changing the client's UI language, the client will not change the keyboard layout of the system and if needed user should manually set the keyboard layout.

USB REDIRECTION

1. Plugging-unplugging USB devices multiple times may cause driver load issue on Virtual machine and will require virtual machine to be rebooted
2. Installing USB Network Gate and SEP on the desktop may affect USB redirection adversely and only one type of USB driver should be used.
3. Following USB devices do not get redirected perfectly and thus USB redirection may not work as expected:
   a. Android smart phones
   b. Windows smart phones
   c. USB DVD Writer
   d. Webcam with enhanced USB redirection
4. For different type of printers or scanners to work correctly appropriate drivers must be installed on virtual machine
5. 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
   a. In remote session SEP prompts user for redirecting these human interface devices as well and user should always ignore prompts for human interface devices
6. 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
7. 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
8. 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.

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

HYDESK HY3020/ WINDOWS CLIENT KNOWN ISSUES

1. Following operations will not be supported on Windows Client
    a. Volume Changes
    b. Resolution Changes
    c. Power Operations
    d. KISOK Mode (Display mode changes from controller)
2. Connection profile changes from controller may not be effective on device side though the RDP file is being created with correct parameters
3. 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
4. Devices once redirected using SEP (Enhanced), will not function locally until the mode changed from SEP Client itself.

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.