

NComputing® vSpace™ Server 8.3.3.2



Product: NComputing vSpace Server for Windows

Version: 8.3.3.2

Supported Operating Systems*

- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows MultiPoint Server 2011
- Microsoft Windows Server 2012
- Microsoft Windows MultiPoint Server 2012
- Microsoft Windows Server 2012 R2 U1
- Microsoft Windows 7
- Microsoft Windows 8.1

Supported NComputing Access Devices

- L250, L300 and L350 with firmware version 1.11
- vSpace Client for Windows**, version 1.6.2 and 1.7

*For licensing details, see: <http://www.ncomputing.com/mslicensing>

**vSpace Client is supported for desktop session delivery only and does not include the management options available for other access devices.

Supported Server OS variants include: Standard, Enterprise, and Datacenter.

Note that only 64-bit systems are supported.

The following notes contain important information. Please read this entire document to ensure that your installation and deployment process goes smoothly.

Installation Instructions:

New vSpace Server 8.3 installations should be performed on freshly installed Windows Servers. vSpace Server relies on Remote Desktop Services thus the Remote Desktop Services must remain enabled after vSpace Server installation to ensure correct system operation. When installing vSpace Server on a standalone Windows Server (not belonging to Active Directory domain) the Remote Desktop Services will be automatically enabled during vSpace Server installation. When installing vSpace Server on a Windows Server joined to an Active Directory domain the Remote Desktop Services must be enabled prior to vSpace Server installation.

Any application software should be installed after completing vSpace Server installation and rebooting the system.

Refer to '[vSpace Server 8.3 Quick Installation Guide](#)' for more detailed installation instructions.

Refer to '[vSpace Server 8.3 Software and Firmware Update Guide](#)' for information about upgrading to vSpace Server 8.3 from any previous vSpace Server versions.

L-series Firmware:

vSpace Server 8.3 comes with L-series firmware version 1.11. For correct operation with vSpace Server 8.3, and to ensure best performance and remote management, all L-series devices need to be upgraded to firmware version 1.11. Refer to '[vSpace Server 8.3 Software and Firmware Update Guide](#)' for information about updating the device firmware.

M300 Support:

vSpace Server 8.3 will be delivered with M300 firmware version 2.2, although M300 devices are not officially supported by vSpace Server 8.3. Multiple improvements have been incorporated in L-series firmware 1.11, which have not yet been merged into M300 firmware. NComputing cannot guarantee operation and satisfactory performance of M300 clients with 2.2 firmware when connected to vSpace Server 8.3. Later in 2015 a vSpace Server 8.3 maintenance release supporting the M300 will officially be made available that will incorporate an upgraded M300 firmware for vSpace Server 8.3.

vSpace Management Center Independence:

vSpace Server 8.3 incorporates direct management of NComputing L-series access devices without the necessity to deploy any additional management server. vSpace Server 8.3 and L-series devices with 1.11 firmware are not supported by vSpace Management Center.

What's New?

The following features have recently been added to vSpace Server:

- For users of vSpace Server 8.3.2.12 the firmware version is now updated from 1.11.14 to 1.11.17 with minor updates for L250 and L350 thin clients (does not affect L300)
- Support for the new L350 model with resolutions up to 1920x1200
- Multimedia enhancements
 - New video detection algorithms to enhance browsing experience and ensure proper video streaming area detection on Windows Server 2012, Windows Server 2012 R2 and Windows 8.1
 - DirectX based video data capture for more reliable video streaming with Windows Media Player on Windows Server 2012, Windows Server 2012 R2 and Windows 8.1
 - Optimized algorithm to better use the L-series client side video scaler for improved streamed video quality
 - Timestamping video and audio streams for better audio/video synchronization on L-series clients
 - Local buffering on L-series clients for smoother audio and video reproduction
 - Vorbis codec for better audio quality and lower network bandwidth consumption in future versions of vSpace Server clients
 - Diagnostic feature to simplify troubleshooting of video streaming issues
- Session performance and user experience improvements
- System stability improvements and bug fixes

Recently Fixed:

The following known issues have been recently resolved:

- **RDSL-4163** – 'USB Audio Redirection' option is missing in device properties in NC-Console.
- **RDSL-5267** – Video streaming in Google Chrome browser works only in full-screen mode.
- **RDSL-3772** – Audio and video might get slightly out of sync on Windows Server 2012 R2.
- **RDSL-3593** – No audio is recording using sound recorder in Microsoft LifeChat headset.

- **RDSL-5295** – Webcams might not work when connected to L-series through a USB hub.
- **RDSL-5270** – System sounds might not be reproduced in user’s session when the ‘USB Audio Redirection’ option is enabled in L- series.
- **RDSL-5225** – USB webcam connected to L- series might stop working when capturing video for 20-30 minutes.
- **RDSL-3904** – Sound recording might not work when using USB webcam’s integrated microphone.

Known Issues:

- **RDSL-4643, RDSL-5552** – Sound recording starts with some delay and ends before all the recorded voice data gets sent from the client to server.
- **RDSL-5293, RDSL-5562** – Sound might be jerky in heavy network conditions when the ‘USB Audio Redirection’ option is enabled.
- **RDSL-5564** – User password length for Automatic Login is limited to 15 characters.
- **RDSL-5293** – Sound on USB speaker might be jerky when playing a full-screen video on L-series with the ‘USB Audio Redirection’ option enabled.
- **RDSL-5268** – After few minutes of video reproduction the sound might get broken in Google Chrome browser.
- **RDSL-5266** – Some USB CD-ROM drive models might not work when connected to L-series devices.
- **RDSL-4835** – vSpace Server software must be installed from system administrator’s account. Only belonging to Administrators group, is not enough.

Additional Notes and Workarounds:

- **The ‘USB Audio Redirection’ option on L-series firmware**– By default the “USB Audio Redirection” option in the L-series firmware is not enabled. vSpace Server sessions will default to use the ‘NComputing virtual audio device’ for playback and recording of locally connected USB headset (or other USB audio device) to an L-series client . This is the simplest and recommended setup. In this case when both USB and analog headset are simultaneously connected to an L-series client, the client device will default to use the connected USB headset for all audio playback and recording.

With “USB Audio Redirection” enabled vSpace provides redirection of the USB audio device to the host Windows server and uses the host servers appropriate Windows audio device driver for playback and recording to and from USB audio devices that are connected to an L-series device. In this case the users Windows session will report the USB audio device name in the Windows device manager alongside the ‘NComputing virtual audio device’.

With the ‘USB Audio Redirection’ option enabled the user in his/her vSpace Server session can access two audio devices:

- a. The ‘NComputing virtual audio device’ (with input/output assigned to the L-series’ integrated audio jacks), and
- b. The locally connected USB audio device with its original name.

Using a USB headset (or other USB audio device) with the ‘USB Audio Redirection’ option turned on usually allows a higher audio sampling rate (which should result in improved sound quality), but also consumes increased network bandwidth as larger amounts of audio data are required to be transferred between the vSpace Server and the client device. As USB audio devices tend to be timing sensitive, the sound may occasionally get choppy or stutter if the network is not able to sustain the audio data traffic data rates in a busy network environment.

- **Truncation of the last few seconds of sound recording**– Under certain system and network conditions, when recording sound without enabling the ‘USB Audio Redirection’ option, the recording start time may be delayed and the last few seconds of the recording might be truncated. This happens, because the client device buffers voice data prior to it being sent to

vSpace Server. The keyboard and mouse events however will be sent immediately, without buffering. This results in the sound recording application to receive the “stop recording” event before receiving all the recorded data. To avoid the possibility of truncated recordings \ users should wait a second or two after finishing the recording before stopping a recording. To minimize this effect the UseAdvancedMicThread REG_DWORD value can also be set to 0 in the HKLM\SYSTEM\CurrentControlSet\Control\Multiuser registry key on the vSpace Server.

- **Google Chrome browser command line option**– To avoid sound problems (sound breaks or stuttering), when using the latest version (45 or newer) of Google Chrome web browser, the --force-wave-audio option can be added to Chrome’s command line.
- **HTML5 video playback with Internet Explorer 11**– To ensure successful playback of HTML5 videos on Windows Server 2008 R2 the Desktop Experience feature and an update for the Desktop Experience Decoder must be installed.
See: <https://support.microsoft.com/en-us/kb/2483177> for more details.
- **Video output configuration of the VLC Media Player**– For proper playback of video files with the VLC Media Player, this player should be configured to use ‘Windows GDI’ or ‘Direct2D’ video output. This is especially important if vSpace Server is installed on a desktop version of Windows OS.
- **Power Plan settings of vSpace Server**– When using vSpace Server, especially on desktop versions of Windows OS, the Power Plan settings should be configured in a way, which will never allow the hard disks to be turned off or the computer to enter the sleep or hibernation state after a period of inactivity.
- **Using a physical host with AMD/ATI GPU**– When using a physical host with AMD/ATI GPU it’s advisable to install the video driver only, without the Catalyst Control Center (CCC.exe) utility. This would prevent potential memory leak in AMD’s Catalyst Control Center which may affect system instability.

Contacting Technical Support and Additional Resources

Visit the NComputing Knowledge Base at <http://kb.ncomputing.com> for more information, guides, and walkthroughs.

To request Technical Support, please visit the NComputing Support page at <http://www.ncomputing.com/support>

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