



# **Product Release Notes: NComputing vSpace<sup>®</sup> Server 7.1.3 for L300 and M300**

**Product:** NComputing vSpace Server

**Version:** 7.1.3

**Supported Operating Systems\*:**

- Microsoft Windows 7 SP1
- Microsoft Windows 8
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2012
- Microsoft Windows Multipoint Server 2011
- Microsoft Windows Multipoint Server 2012

**Supported NComputing Access Devices:**

- L-300 with firmware version 1.8.2 or newer
- M-300 with firmware version 2.1.1 or newer
- vSpace Client version 1.6.2.3 or newer\*\*

**Supported vSpace Management Center Version(s):**

- vSpace Management Center 3.3.1

\*For licensing details, see [www.ncomputing.com/mslicensing](http://www.ncomputing.com/mslicensing).

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

Supported Client OS Variants include Professional, Business, Enterprise, and Ultimate. Supported Server OS Variants include Standard, Enterprise, and Datacenter.

vSpace 7.1.3 is intended to fully replace the previous vSpace 7 release (7.1.2). The following notes contain important information, please read this entire document to ensure that your installation and deployment process goes as smoothly as possible.

## **Installation and Update Instructions:**

### **New Install**

1. Ensure that your OS and system drivers have been fully updated.
2. If you have not done so already, download vSpace Server 7.1.3 from [www.ncomputing.com/softwaredownload](http://www.ncomputing.com/softwaredownload).
3. After unzipping the downloaded file, launch the installer. This will take the form of a .msi or .exe file, depending on the version of software downloaded.
4. Once the installation has finished, reboot the system when prompted to do so. This will complete the installation process.

### **Upgrading From Previous Install**

1. Ensure that all users have closed their sessions to avoid potential loss of work-in-progress.
2. If you have not done so already, download vSpace Server 7.1.3 from [www.ncomputing.com/softwaredownload](http://www.ncomputing.com/softwaredownload).
3. After unzipping the downloaded file, launch the installer. This will take the form of a .msi or .exe file, depending on the version of software downloaded.
4. Once the installation has finished, reboot the system when prompted to do so. This will complete the upgrade process.

### **Updating Firmware**

While devices can “pull” firmware updates individually via the device GUI, the recommended update method is by “pushing” new firmware from vSpace Management Center or the vSpace Console. Additional information on this functionality is contained within the vSpace Server 7 and vSpace Management Center user manuals.

### **Updating L-series Firmware from Version 1.6.3 or Older**

L-series access devices with firmware as old as 1.6.3 or older lack certain features required to be managed by vSpace Server 7 in the usual manner. In order to manage or update these devices from the server end, Direct Management must be used. This management mode is outlined in the following KB article:

<http://www.ncomputing.com/kb/entry/412>

**NOTE:** Direct Management should NOT be used for managing devices running 1.8.2. Once a device has been updated to the latest firmware, they should be managed using the standard server console environment. Direct Management is for use with firmware 1.6.3 and older, or version 1.7.0.

### **Reducing Network Traffic and Connection Issues**

Tips for reducing network traffic and connection issues during updates and every day usage can be found in the following Knowledge Base article: <http://www.ncomputing.com/kb/entry/259>

## What's New:

The following features have recently been added to vSpace Server:

- **L-series Firmware 1.8.2**

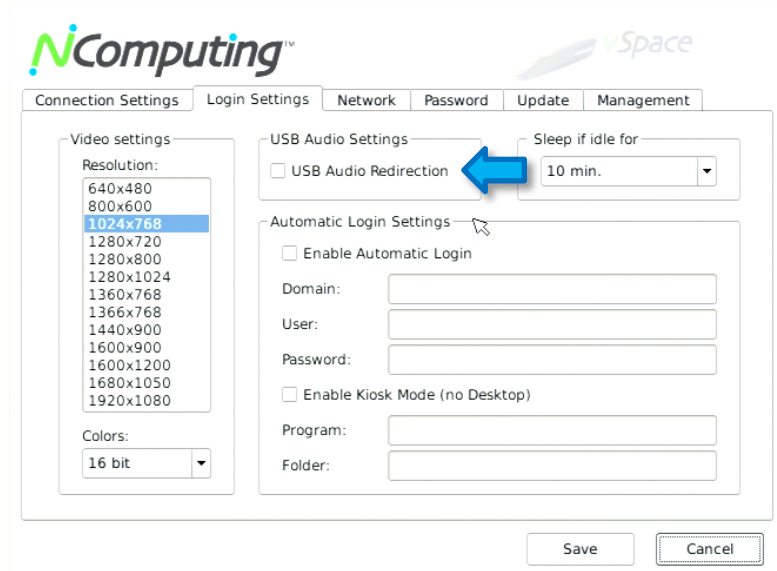
Included with vSpace 7.1.3 is a new build of firmware for the L300 which resolves a number of known issues, detailed in the "Fixed in this Release" section below.

- **M-series Firmware 2.1.1**

Included with vSpace 7.1.3 is a new build of firmware for the M300 which improves overall M300 stability.

- **L-series Audio Redirection**

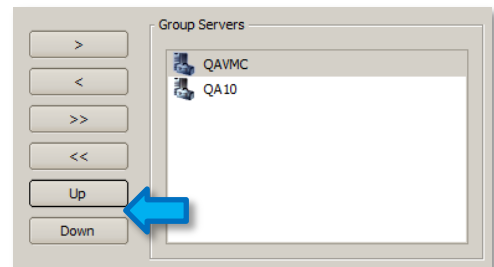
Located within the "Login Settings" tab, this feature is intended for use in deployments that make use of USB audio capture (such as call centers), but is not intended for use when multimedia performance or video playback is a key requirement.



**NOTE:** USB Audio Redirection will automatically be enabled when USB Audio headsets with 16, 32, or 48KHz sampling rates are in use, or when webcams are in use. Administrators only need to manually enable this feature if they are using USB headsets that are restricted to 22.05 or 44.1KHz sampling rates AND have buttons that interact with VOIP applications (such as call pick-up, hang-up, etc).

- **Server Group Priorities**

Administrators can prioritize servers within a Server Group by altering the order in which servers are listed within the group. This functionality is available via the Administration menu along the left side of the vSpace Server Console, under the Server Groups Tab. Device connection attempts proceed from the top of the list downward.



### **Recently Fixed:**

The following known issues have been recently resolved:

- **Connection Failure for 65<sup>th</sup> Device**

An issue that could prevent the 65<sup>th</sup> device from connecting to a vSpace Server has been resolved. vSpace Servers should accept up to 100 device connections as intended.

- **Error When Large Number of L300's Attempt Simultaneous Connection**

Previously when a large number of L300's attempted to simultaneously connect to the same server group, it was possible that some of the L300's would display an error indicating that no servers were detected in their connection list. This has been resolved.

- **Auto Connect Attempt fails and device Returns to Device GUI**

Previously, when attempting to auto-connect to a vSpace Server when the management server is not available the device could be returned to it's GUI without completing it's connection attempt. Now, the device indicates this issue with the message "Scanning Local Network for Management Servers", and then automatically continues its connection attempt. This process can be interrupted by pressing the Cancel button or the ESC key.

- **L300 Wireless Keyboard and Mouse Functionality**

L300's making use of a wireless keyboard and mouse could experience an issue wherein click-and-hold operations (as would be seen when attempting to drag a window across a desktop) resulted in the mouse click releasing unexpectedly. This has been resolved.

- **Black Screen on Auto Connect Attempt**

An issue that resulted in L300's periodically landing on a black screen while attempting to auto connect to a server should now be resolved. If this issue occurs after updating your devices to 1.8.2, please refer to the configuration recommendations contained in the following KB article: <http://www.ncomputing.com/kb/entry/259>

- **Devices Showing Offline While Connected**

Devices should now consistently show as online in vSpace Console and vSpace Management Center when connected to a server.

- **vSpace Server Stops Accepting Connections**

Some cases had been reported wherein vSpace Servers that had been running for extended periods of time eventually stopped accepting new device connections. This issue has been resolved.

### **Additional Notes and Errata Items:**

- **Visual Corruption of Windows Login Screen**

There is currently an issue with USB Audio Redirection that causes visual corruption in the Windows Login screen. This corruption disappears once a user has logged in to Windows. Note that USB Audio Redirection is disabled by default, so only users that enable it will experience this issue.

- **Language Settings Pop-up**

Users may encounter a pop-up message within the device GUI asking if they wish to change their language setting. If this occurs, users should select “Cancel” from the pop-up dialog. If they select “OK”, the device will reset and upon reboot the GUI will be missing text. If this occurs, the following steps will restore the missing text within the device GUI:

1. From the device main menu, click the TAB key on the keyboard until the bottom most button on the right side of the GUI is highlighted.
2. Click the DOWN arrow key once.
3. Click the UP arrow key once.
4. When asked *“Do you really want to change the language? Device will have to be rebooted to apply the changes.”*, Press the OK button.
5. The device will reboot, after which all GUI text should be restored.

This issue is being addressed and will be resolved in a firmware update to be released in the near future.

- **Auto Connect Settings Lost After Update**

It is possible that after applying the firmware update included with this release, devices may need to reset or reload their auto connection settings. If a device loses its Auto Connection settings after updating, administrators should push updated profiles to them via the vSpace Console or vSpace Management Center. This will restore any settings that have been lost.

- **Auto Connect Settings Reset to Manual**

Manually pushing new Server Group information to a device will reset it's Auto Connect settings to Manual. If this occurs, simply edit the device's Auto Connect settings via the vSpace Server Console or vSpace Management Center and switch the connection time back to Auto Connect. This does NOT affect devices who's Server Group settings have been set via device profile.

- **vSpace Server 7 and vSpace Management Center Order of Installation**

When deploying into an environment that will contain vSpace Server 7 and vSpace Management Center servers, it is important to install your vSpace Management Center servers first. If vSpace Management Center servers are introduced into a zone *after* vSpace 7 Servers are set up, any Device Profile or Server Group information saved on the vSpace 7 Servers will be overwritten.

- **vSpace Management Center Compatibility**

vSpace Management Center version 3.2.29 or newer must be used in order to manage vSpace 7 servers and associated devices. Access devices must be using updated firmware (1.7.0 or newer for L300, 2.1.0 or newer for M300) to be visible and manageable by vSpace Management Center 3.2.29 and newer.

- **Legacy L-series Devices**

L130 and L230 access devices are not supported in vSpace 7. Users must connect using L300 or M300 access devices or vSpace Client.

- **Copy Error During Install**

If the user encounters a Copy Error during the installation process, the installation process may continue regardless of the error. This may cause issues if the file in question was ultimately unable to copy correctly. If vSpace behaves unexpectedly after such an error, it should be uninstalled and reinstalled.

- **USB Audio with Video Playback**

USB audio support is intended for use in environments such as call-centers and other low bandwidth scenarios where multimedia playback is not a primary focus. Analog audio should be used for deployments making use of multimedia applications or video playback as USB audio quality can be adversely affected in such environments.

- **Video Playback Delay**

With Hardware Acceleration disabled in the host environment (within Hyper-V, for example), video playback within Windows Media Player may be slow to start. A delay of up to 15 seconds has been noted during testing. This does not occur with Hardware Acceleration turned on.

- **Video Distortion**

In some instances, video playback may be distorted when playing on Windows Media Player set to Windowed Mode. There is currently no known workaround for this issue, although it is currently reported to be intermittent only.

- **Video Orientation**

The video image within Windows Media Player may resize incorrectly, or fill only part of the WMP window if the user repeatedly minimizes and maximizes the window. There is currently no known workaround for this issue, though it is most commonly the result of repeated window resizing and will not affect all playback scenarios.

- **vSpace Server Administration**

When editing the settings of an existing vSpace Server user account (an account used to manage vSpace, not an OS user account), the password field will appear blank, even though a password may be set. The original password set for the user in question will not be removed in spite of the empty appearance of the field.

- **YouTube Full Screen**

When viewing a YouTube video in Chrome, the first attempt to full screen the video may fail. Subsequent attempts should send the video into full screen mode as expected.

- **Video Acceleration in Windows 8 / Server 2012 (Google Chrome)**

Video acceleration does not currently function within Google Chrome when running in Windows 8 or Server 2012. This is a known issue that will be resolved in a future build of vSpace Server. For the time being, alternate browsers such as Mozilla Firefox or Internet Explorer should be used for multimedia playback.

- **License Information**

When registering vSpace Server 7 using the Offline method, the user information entered may not be correctly displayed when viewed from within vSpace in the License Information screen. This will NOT affect the registration process or the license itself. There is currently now known workaround for this display issue.

- **Server List in Management Zone**

When viewing the list of servers present in the Management Zone section of the Administration menu, server duplicates may exist. This should not affect any functionality, and is essentially a visual error. There is currently no known workaround for this issue.



### **Contacting Technical Support and Additional Resources**

- Visit the NComputing Knowledge Base at [www.ncomputing.com/kb](http://www.ncomputing.com/kb) for more information, guides, and walkthroughs.
- To request Technical Support, please visit the NComputing Support page at [www.ncomputing.com/support/overview](http://www.ncomputing.com/support/overview)

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