



## Beta: Product Release Notes

### NComputing L-series vSpace® Software

Thank you for using NComputing® products. These release notes contain important information regarding the Beta release of vSpace software for the L230 and L130 running on Windows Server 2008. This new vSpace software can be configured to deliver a Vista-like end-user experience through its virtual desktops running on the multi-user Windows Server 2008 operating system.

**Product:** NComputing vSpace for L-Series L130 or L230 devices on Windows 2008

**Version:** Beta Release for 5.01.002.09 (or 5.1.2) for 32-bit versions of Microsoft Windows 2008 (SP1)/Vista (SP1)

#### Notes on this release include:

- This initial beta release is intended to support only L230 and L130 desktop virtualization kits and 32-bit versions of Windows Server 2008 Standard SP1 and Windows Server 2008 Enterprise SP1
- Supports Windows Vista for single user applications including VDI
- Supports only Genuine NComputing L230 and L130 devices (more below)
- SP2 is not supported at this time.
- Prerequisites:
  - Virtual desktops do not have dedicated hardware support for 3D graphics function calls; therefore, the Aero interface is not supported
  - Windows Server 2008 uses more system resources than the preceding Microsoft operating systems; therefore if you are upgrading an existing host, please make sure that you have sufficient processing capabilities and memory to support the new operating system and vSpace in those hosts. NComputing advises that the host include 4GB of memory.
  - This new version of vSpace for Server 2008 must be network isolated from other NComputing vSpace or NCT environments. This version requires new firmware that is dynamically loaded from the host server where 5.01.002 is installed; therefore, either all hosts on the LAN must be upgraded to 5.01.002 or any hosts with older versions of NComputing software must be isolated from the 5.01.002 hosts.
  - Power cycle the L-series device to load the new firmware.
  - It is advised that you do NOT permanently update the L-device firmware with the beta code (the required new firmware is loaded dynamically if you isolate the LAN as requested above).
  - On line access is required (connection via Port 80 or port 3630 (ping 85.214.135.8 to check access))
- This vSpace release (and future versions) includes trial license enforcements to ensure this software is used with NComputing Genuine L230 and L130 devices
  - Trial mode limits L130/L230 devices not yet registered under vSpace version 5.01.002 to 60-minute sessions. If an access device is not properly registered for this software, the user's virtual desktop session will shut down after 60 minutes. A short warning message will be displayed on the user's screen before the session is terminated, but this will be a FORCED termination, and any unsaved data will be lost. This Trial mode host behavior lasts for 30 days, and thereafter, no virtual desktop sessions can be launched. Only the vSpace registration wizard is functional after the trial period expires.
  - All L130 and/or L230 devices MUST be registered under 5.01.002 (regardless of any previous registration) to obtain functionality beyond the trial mode limitations (i.e., user sessions longer than one hour). Please follow the registration wizard guided steps for registration instructions.



- The L230/L130 device must be connected to an active vSpace virtual desktop session to register online.
  - After the first L-device is registered on a host, the host's registration wizard can be set to automatically background register any subsequently connected L-devices.
  - On-line registration is not enable for the beta program, on line access is required.
- The OS requires User Group assignments; so the administrators will need to adjust user account settings to add them into "Remote Desktop Users" groups.
- Known errata:
  - Under some circumstances, playing flash in full screen mode may result in a session disconnect or the video may display in black and white.
  - The L-device auto-login feature is not enabled in this release.
  - It is advised to use only the default cursor. Some cursors and all color cursors are not supported.
- Windows Server 2008 does not support 24-bit color mode, therefore the maximum color depth available for L230/L130 devices is 16-bit.
- To ensure virtual desktop sessions start with the desired video resolution and color depth, please configure the L-device's internal setting to the desired default (see the User Guide for this process). Alternatively, you can use the OS user account "Personalization" feature to change the settings, and you may need to set the color depth even if the screen is displaying in the desired resolution. To access this user account setting, right click on the desktop → Personalize → Display Setting and then select the closest resolution to the maximum or native resolution your display will support. If you wish to use another resolution, then switch to that one.
- Performance suggestions:
  - Windows 2008 uses more memory than Windows 2003, 4GB of memory is advised.
  - Browsers: Google Chrome and Mozilla Firefox have been found to use less system resources than Internet Explore (IE) and therefore are recommended in a virtual desktop environment when many instances of the browser are launched. Administrators may wish to configure the OS to replace IE as the default browser application for internet access.
  - When using Internet Explorer, the IE Enhanced Security feature can slow down internet traffic, preventing the browser from working efficiently and impeding the performance of videos played through the browser. Either uninstall this feature or consider using another web browser.
  - Consider making modifications to settings in the performance section of the Computer System Properties Advanced tab:
    - Increase your virtual memory settings if you are seeing sluggish performance or all of your memory is being utilized.
    - Selecting the "Adjust for Best Performance" option under Visual effects to remove desktop visual effects that can negatively impact performance.

#### Genuine Devices

- As stated earlier, this release (and future ones) includes some very strict enforcement for the use of only genuine devices. This release supports only NComputing Genuine L230 and L130 devices and each terminal can be identified by its unique set of identifications.
- Any other devices attempting to connect to NComputing vSpace host software will be blocked from connecting. This blocking behavior will typically manifest itself in the following ways:
  - Device will not connect to the host (TS Error, Host Unreachable, or the terminal just never "sees" any available hosts)
  - Terminal presents an unsupported software error
  - The LAN will not accept the device serial number
  - All genuine L230 and L130 NComputing devices are designed for automatic identification: therefore, any terminal specifying the use of any special serial number in the box, on a scratch off label, or elsewhere is NOT a genuine product. Some products may look very similar to genuine NComputing product but are counterfeit and will not operate.



## Contacting Technical Support and Additional Resources

- Visit NComputing's Knowledge Base at <http://www.ncomputing.com/support.aspx> for more information.
- To request Technical Support, please visit the NComputing Support page at <http://www.ncomputing.com>
- For general information about NComputing please visit us at <http://www.ncomputing.com>

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