

Product Release Notes: NComputing Beta vSpace[®] Software for the L-series 5.01.03

Thank you for using NComputing® products. These release notes contain important information regarding the newest available release for your L-series NComputing desktop virtualization kits. NComputing recommends you read the entire document thoroughly prior to installation.

Product: NComputing Beta vSpace for L-Series devices

Version: 5.01.03

Changes since previous release include:

- This beta release has Service Pack 2 support for Windows Server 2008 and beta support for Windows 7
- The L-device auto connect and auto login features are supported
- This beta is intended to support 32-bit versions of Windows Server 2008 Standard SP2, Windows Server 2008 Enterprise SP2, Vista, Windows 7
- Supports only Genuine NComputing L230 and L130 devices (more below)
- Performance/Implementation Limitations:
 - Virtual desktops do not have dedicated hardware support for 3D graphics function calls; so, Aero interface is not supported
 - Windows Server 2008, etc. use more system resources than 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 on those hosts. NComputing advises that the host include 4GB of memory.
 - This new version of vSpace for Windows Server 2008 must be network isolated from other NComputing vSpace or NCT environments. This version requires new L-series firmware that is dynamically loaded from the host server where 5.01.03 has been installed; therefore, you should either upgrade all hosts on the LAN to 5.01.03 or isolate hosts using older versions of NComputing software from any hosts using 5.01.03 – This firmware can also be used with vSpace versions 4.4.7 and vSpace 4.5.1
 - It is advised that you 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).
- This vSpace release (and future releases) includes trial license enforcements for both the vSpace software and L-series terminal devices to ensure the software is used only with Genuine NComputing L230 and L130 devices. All L130 and/or L230 devices MUST be registered under this version's new registration process to obtain functionality beyond the trial mode limitations – regardless of any previous registration under vSpace 4.4.7 or earlier software versions. (L130 and L230 terminals registered

under vSpace 4.5.1 will not need to be re-registered under this Beta version of vSpace.)

- The vSpace host software will operate in trial mode for 30 days, but while vSpace is in this trial mode, all user sessions will be limited to 1-hour in length. Registering vSpace on the host removes its 30-day operational limit, and registration also removes user session limits for L-series devices that have been successfully registered under vSpace 5.01.03 (or vSpace 4.5.1 and above).
- If vSpace is not registered on the host within 30 days, the vSpace registration wizard will still function to allow registration after the trial period has expired.
- L130/L230 devices not yet registered under vSpace version 5.01.03 (or under vSpace 4.5.1, or above) are limited 1-hour user sessions; so, any virtual desktop user sessions connected from unregistered devices will automatically shut down after 60 minutes. A short warning message will be displayed on the user's screen prior to the session being terminated, but this will be a forced termination, and any unsaved data will be lost.
- An L230/L130 device must be actively connected to a vSpace virtual desktop session in order to register.
- During the vSpace host software registration, a registration wizard option can be set to automatically background register any L-devices that later connect to the host.
- Regular on-line registration can be performed if port 80 or 3630 is open to the internet, and the registration wizard in this beta also supports registration through internet proxy servers.
- Off-line registration also can be done using email sent to registration@ncomputing.com
- Remote access logins to Windows Server 2008 require User Group assignments; so, administrators must add any planned vSpace users into the system's "Remote Desktop Users" group.

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.
- It is advised to use only the default mouse pointer scheme or the default scheme with shadow. Large mouse pointer schemes without shadow and all color schemes 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 L-series User Guide for this process).
 - Alternatively, you can use the OS user "Personalization" feature to change these settings, and you may need to set the desired 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 supports. If you wish to use a non-native screen resolution, you can switch to any supported.

- Performance suggestions:
 - Windows Server 2008, etc. require more memory than Server 2003, 4GB of memory is advised.
 - Browsers: Google Chrome and Mozilla Firefox have been found to use less system resources than Internet Explorer (IE) and are recommended in virtual desktop environments where many instances of the browser will be 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 the following modifications to settings in the performance section of the Computer System Properties Advanced tab:
 - Increase virtual memory settings if you experience sluggish performance or if the task monitor shows essentially all memory being utilized.
 - Select the “Adjust for Best Performance” option under Visual Effects to prevent desktop visual effects that can negatively impact performance.

Genuine Devices

- As stated earlier, this vSpace release (and future ones) includes some very strict enforcement for the use of only genuine NComputing devices. This release supports only Genuine L230 and L130 devices and recognizes each terminal by a unique set of identifications.
- Any other devices attempting to connect to this 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 error, 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 a special serial number contained 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 with this software.

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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