

# Release Notes

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Accops HyWorks v3.2-SP2-Hotfix2 Release

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## Release Notes Document Revision History

<b><i>Date</i></b>	<b><i>Changes</i></b>
20-June-2019	Draft of release notes document for v3.2-SP2-Hotfix2 prepared

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## Introduction

HyWorks v3.2-SP2-Hotfix2 is integrated patch having some bug-fixes and all previous changes of HyWorks v3.2-SP2-Hotfix1.

HyWorks v3.2-SP2-Hotfix2 release notes document is published to provide following details:

1. Information of hotfix being released and download links of v3.2-SP2-Hotfix2
2. Important bug fixes, enhancements taken in Hotfix1

## HyWorks Components being Released in HyWorks V3.2-SP2-Hotfix2

In this section of the document, details of different HyWorks Module are being provided, which are being delivered as part of HyWorks v3.2-SP2-Hotfix2 release:

### Important Notes:

- HyWorks Patch can only be applied on servers (HyWorks Controller/ Session Host) running v3.2-SP2 (3.2.0.8928) or Hotfix1
- In HyWorks deployment, following components must be installed with Hotfix2:
  - HyWorks Controller
  - HyWorks Controller Management Console
  - HyWorks Session Host Server
- If multiple HyWorks components (e.g. session host server, controller and management console are running on same server), then installing patch once will apply the fixes for all components

Module	Version	Remarks	Download location
<b>HyWorks Patch</b> [HyWorksPatcher_Ctrl- SessionHost- MMC_v3.2SP2HF2]	NA	Integrated hotfix setup for <ul style="list-style-type: none"> <li>➤ HyWorks Controller</li> <li>➤ Management Console</li> <li>➤ Session Host Server</li> </ul>	<a href="#">Download HyWorks Patch</a> MD5: bd4326799e4dd0086 429fe549c75a998

## Important for Installation, Upgrade or HyWorks Deployments

### HyWorks Patch for HyWorks Controller and Session Host Servers

- Same patcher can be used to install hotfixes on session host or controller servers
- For shared hosted desktop environments, patcher must be installed on all session host servers and HyWorks Controller.
- Patcher does not change the install version
- On uninstall/repair of Controller/Session Host Server, the changes of patcher will get removed and the patcher must be reinstalled to restore the changes.

## HyWorks Patcher Compatibility

HyWorks v3.2-SP2-Hotfix2 is only supported above HyWorks v3.2-SP2 or HyWorks v3.2-SP2-HF1 and should not be installed on any previous versions.

## Details of HyWorks v3.2-SP2-Hotfix2 Release

HyWorks v3.2-SP2-Hotfix2 consists of following changes:

### #7280 : Unable to remove/disable the session host from controller in sessions team if the "Session Host Agent Status" is not responding

An existing issue, where once a shared session host is moved to unreachable state, administrators were not able to change the provider to inactive mode. The issue is fixed in HyWorks v3.2-SP2-Hotfix2 patch.

### #7382 : User unable to get session from session host

On receiving bulk connection and disconnection requests, session host server was taking time to execute new requests and thus new connections were getting timed out. Processing of requests have been optimized to handle this issue.

### #7281 The value of "connected since" in status column of VDI session's is showing garbage value

In case of automatic reconnection of sessions, value of connected since value was getting reset and was showing garbage value in VDI session page.

### #7270: "Object reference not set to an instance of an object" error while configuring LDAP with SSL enabled

While configuring LDAP server with SSL enabled, error 'Object reference not set to an instance of an object' was shown and thus administrator was not able to configure LDAP server with SSL.

The issue has been fixed in SP2-Hotfix2 patch.

## Previous Releases

This section will have information of changes being done in previous HyWorks releases:

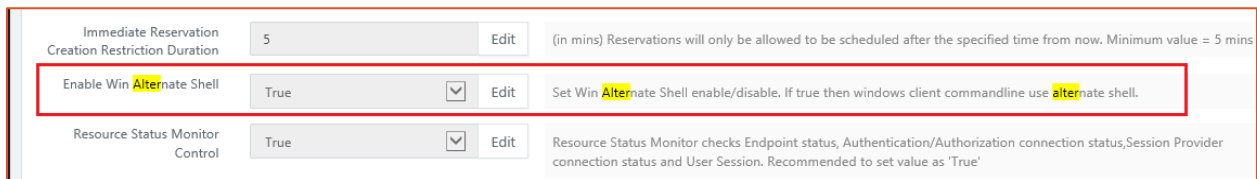
### Details of HyWorks v3.2-SP2-Hotfix1 Release

HyWorks v3.2-SP2-Hotfix1 consists of following changes:

#### Bug-Fixes and details of changes in HyWorks Controller

*[#6839] Reconnection of same shared hosted desktop session was not happening, when user was logging-in from HyWorks Client and then HyLite or vice versa.*

The issue has been fixed. The following flag should be enabled in HyWorks Controller Management Console -> System -> Advanced Configurations -> Enable Win Alternate Shell



*[#6949] While reconnecting remote app through HyLite argument displays undefined in session host logs*

The issue has been fixed in Hotfix1 patch.

*[#7008] Enhancement in cluster removal process*

In some cases, on removing HyWorks controller from cluster, database clean-up was not getting done completely.

Enhancements have been introduced in hotfix1 for proper clean-up of cluster tables.

*[#7096] Configurable option in Advanced Configurations for group retrieval logic from active directory*

HyWorks Controller uses two alternate mechanisms to retrieve user groups from configured active directory. In some cases, it was needed to change the order of these two mechanisms and thus the same control has been provided in Advanced Configurations -> AD group retrieval type. Available options are 1,2,3 and 4; where

- 1 will use only method#1
- 2 will use only method#2
- 3 will use method#1 then method#2 as fallback mechanism **(Default and recommended Configuration)**
- 4 will use method#2 then method#1 as fallback mechanism



KeepAlive idle	5	Edit	Keepalive Idle is the duration between two keepalive transmissions in idle condition. Value in Second, Default value is 5.
AD group retrieval type	3	Edit	To retrieve user groups, there are 3 ways: 1: GroupPrincipal, 2: DirectoryEntry, 3: GroupPrincipalAndDirectoryEntry, 4:DirectoryEntryAndGroupPrincipal. Default method is 3.
HA Keep Deleted Entries For Days	2	Edit	In High availability mode , if one of the Controller is not available then Active Controller will create HA tombstone entries. These entries are cleaned after these days.

**Note:**

- The configurations should not be changed unless advised by Accops team, as this may affect entitlements.

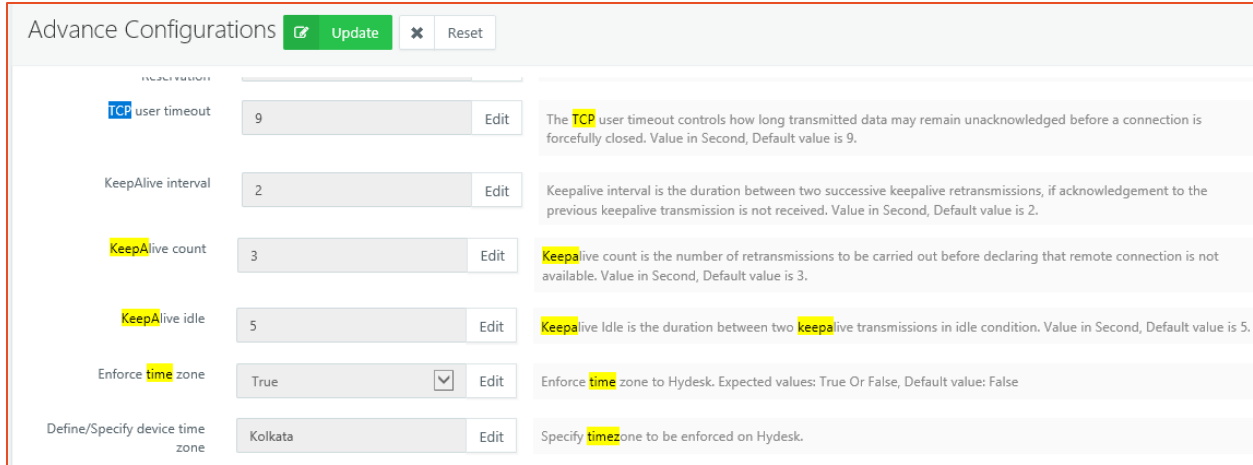
*[#7112] Advanced configurations for TCP timeout and time zone settings on HyDesk Hy4000 v321154*

Hy4000 v321154 is having multiple configurations available as supporting lossy network configurations, these configurations can be controlled from HyWorks Management Console -> Advanced Configurations. Few such configurations are:

- **KeepAlive interval:** Keepalive interval is the duration between two successive keepalive retransmissions, if acknowledgement to the previous keepalive transmission is not received. Value in Second, Default value is 3.
- **KeepAlive count:** Keepalive count is the number of retransmissions to be carried out before declaring that remote end is not available. Value in Second, Default value is 2.
- **KeepAlive idle:** Keepalive Idle is the duration between two keepalive transmissions in idle condition. Value in Second, Default value is 5.
- **TCP user timeout:** The TCP user timeout controls how long transmitted data may remain unacknowledged before a connection is forcefully closed. Value in Second, Default value is 9.

Time zone settings:

- **Enforce time zone:** Enforce time zone to HyDesk. Expected values: True or False, Default value: False
- **Device time zone code:** Specify time zone to be enforced on HyDesk.



**Note:**

- The TCP Timeout configurations can affect the user experience and session connectivity and hence should not be modified unless advised by Accops Team.
- The configurations are only supported on latest Hy4000 v321154 client only and support will be extended to other Linux based clients in future.

**Bug-Fixes and details of changes in HyWorks Session Host**

*[#7042] False logout detected by session host [Internal]*

In some random cases, HyWorks session host was getting the session status as logged-out though it was running. Using hotfix1 session host will recheck the session status before removing it from database and notifying HyWorks Controller.

*[#7112] Support for configurable TCP timeouts*

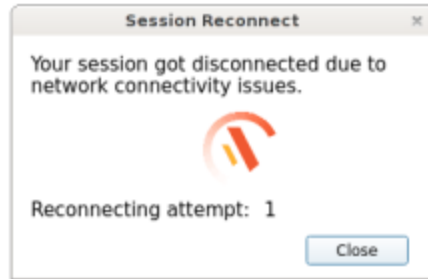
HyDesk Hy4000 will support automatic reconnections, in case of network disruptions. To support this automatic reconnection, session host has been improvised.

**Bug-Fixes and details of changes in HyDesk Hy4000 v321154 Client**

HyDesk Hy4000 v321154 client is having following changes implemented:

*[#7088] Automatic reconnect support*

With flag **+auto-reconnect** and **/auto-reconnect-max-retries:20**, HyWorks client will show a dialog of reconnection on identification of network disruptions. The dialog will be shown as per timeouts configured in HyWorks Controller advanced configurations.



The dialog will get automatically dismissed on network restore.

### *[#7088] Configurable TCP timeouts*

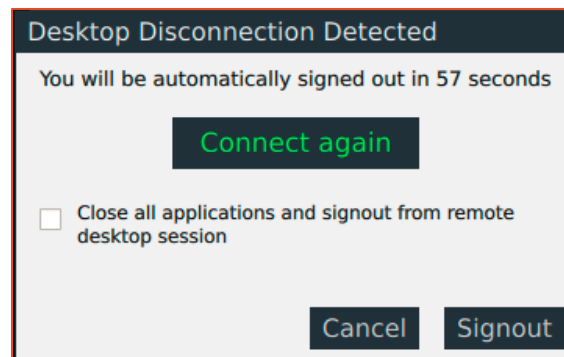
HyDesk Hy4000 will support configurable TCP timeouts for RDP10 protocols. These configurations can be set from HyWorks Controller Management Console -> System -> Advanced Configurations. The timeouts can be modified to support remote sessions in lossy network or other relevant network conditions.

### *Option to Connect Again Closed FreeRDP Session*

In previous client versions, sign-out dialog being displayed was not having any option to reconnect to closed session. V3.2-SP2 client will have an additional button, which can be clicked to reconnect to any closed remote session.

Earlier users were prompted with dialog and were needed to cancel that to reconnect to disconnected sessions.

The dialog will also change button to **Signout** dynamically based on selection of checkbox "Close all applications running inside session"



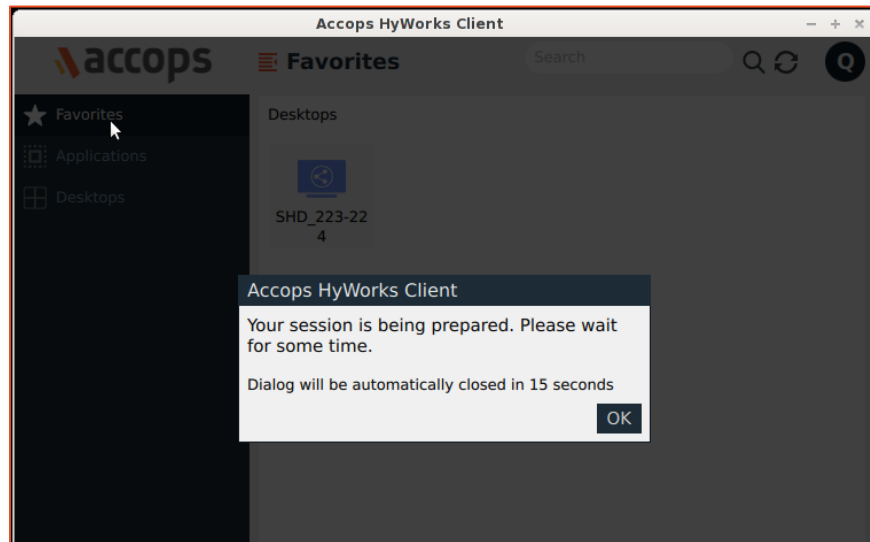
### **Important Note:**

- **Connect Again** will allow fetching the existing SHD session only when the earlier session has closed. If previous session is signed-out or the SHD server is not reachable then it will provide a new session.

### *Enhancement# 2: Disabling multiple clicks when session launch is in progress*

If client or user has already initiated the session and user again tries to re-click on same application or desktop icon, message will be displayed suggesting, the session launch is in progress.

The message will automatically disappear in predefined time of 30 seconds and will allow user to click again after 30 seconds.



### **Important Note:**

- 'Multiple clicks' has been identified as one of the reasons for session disconnect and mismanaged sessions on SHD servers.

### *Enhancement#3: Integration of FreeRDP v2.0.0-RC4 addressing issue of "Failed to connect to desktop post disconnection"*

Few users have faced the issue that after experiencing the remote session disconnection, clicking on desktop icon again, was showing an error "**Failed to connect to your desktop**". The issue was related to security protocol negotiation between client and server.

FreeRDP 2.0.0-RC4 is having enhancements over previous versions and will help addressing this problem.

### **All About HyWorks v3.2-SP2 Release**

Please refer release notes document available on Accops Support Portal to know the detailed features and bug fixes in HyWorks v3.2-SP2 release.

The following article contains all the relevant details:

<http://support.accops.com/solution/articles/12000051698-hyworks-v3-2-ga-release>

## Patcher Installation Known Issues

#	Subject
<b>HyWorks Patcher</b>	
<b>7157</b>	Patcher will fail to install, if server is having old version of HyWorks Controller and SP2 session host [Workaround] Apply patch manually. Please contact Accops support team to acquire patch contents
<b>7161</b>	Older version of session host server will also get upgraded if server is running HyWorks Controller v3.2-SP2 [Workaround] Revert back the changes from backup taken by patcher for session host server
<b>7165</b>	Patcher is failed to install due to dependency version check when only management console is installed on server. [Workaround] Apply patch manually. Please contact Accops support team to acquire patch contents

#	Subject
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## Appendix-A: How to Install HyWorks Patch on HyWorks Controller Server

To apply hotfix1 patch on HyWorks Controller server v3.2-SP2, follow the below steps:

1. Download HyWorks hotfix2 patcher from download link specified in section [HyWorks Components being Released in HyWorks V3.2-SP2-Hotfix1](#)
2. Copy the hotfix1 setup '**HyWorks\_Patcher\_3.2.0.8928\_20190520.exe**' on HyWorks Controller server
3. Right click on setup and select option **Run as Administrator**
4. Follow the installation wizard to complete the installation
5. Patcher-setup will automatically detect the installed components and will apply relevant fixes to different components

## Appendix-B: How to Install HyWorks Patch on HyWorks Session Host Server

Follow the same process, as described in section [Appendix-A: How to Install HyWorks Patch on HyWorks Controller Server](#) to run the Hotfix patch on HyWorks Session Host server.

## Appendix-C: How to configure and apply HyDesk Hy4000 Upgrade How to Upgrade

Follow the below steps to upgrade HyDesk Hy4000 devices:

1. Open HyWorks Management Console
  - a. Go to Endpoints – >Open Default Settings –> Upgrade Settings
  - b. Uncheck the option to “Auto update client”

**Note: Please make sure, individual devices or groups are not using auto upgrade settings. (Step# 1.b and this step is to avoid accidental upgrade of all clients)**

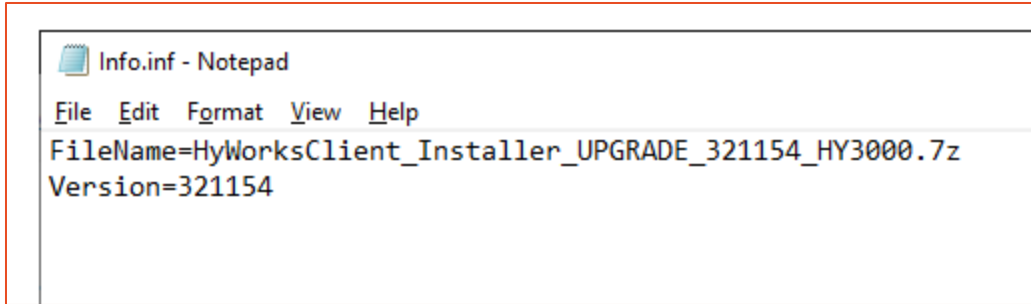
2. Download and copy upgrade patch at following location:

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

3. Update settings in info.ini file at following location:

C:\Program Files (x86)\Accops\HyWorks\Service\Contents\Firmware\ETCC01XC0620

- a. Set FileName= <name of downloaded file> e.g. FileName= HyWorksClient\_Installer\_UPGRADE\_321154\_HY3000.7z
- b. Set Version= <version of file> e.g. Version=321154, please see the below screenshot for reference



```
Info.inf - Notepad
File Edit Format View Help
FileName=HyWorksClient_Installer_UPGRADE_321154_HY3000.7z
Version=321154
```

4. From HyWorks Controller Management Console -> Endpoints section, identify few clients for which upgrade should be tested
  - a. Note down the devices and enable "Auto update client"
5. These clients should get upgraded and should now run the newer version.
6. Test these clients and observe the behavior, if improvement is observed or seen then take a decision to enable auto-upgrade from **Default Settings**

## Appendix-D: Install HyWorks Client Upgrade Manually on HyDesk Hy4000

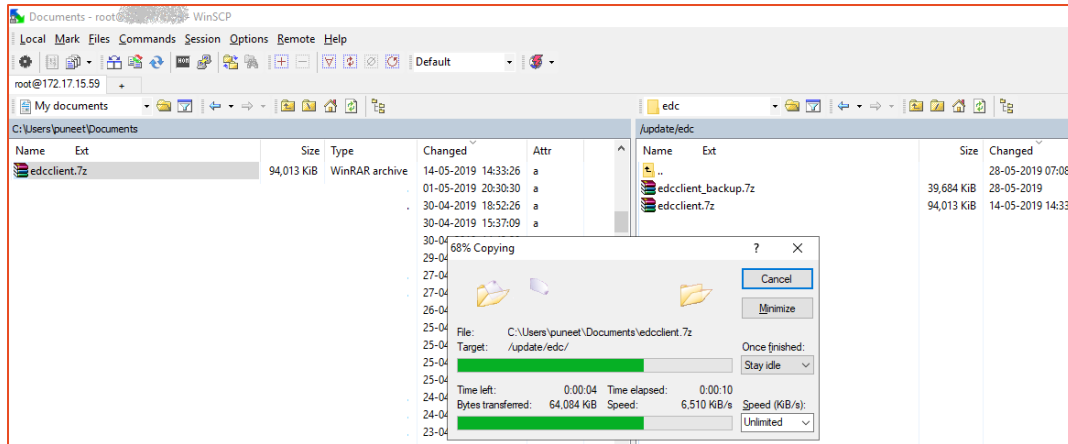
### Prerequisite:

- Appropriate 7zip packages are installed on HyDesk Hy4000 (By default HyDesk Hy4000) running with 3.x version has 7zip packages installed)

### Steps to Install:

- Download the upgrade patch and save it on Windows Desktop with name edcclient.7z  
E.g. **HyWorksClient\_Installer\_UPGRADE\_321154\_HY3000.7z** rename it to **edcclient.7z**
- Enable SSH on thinclient (HyWorks Controller Management Console -> Monitoring -> Endpoints -> Default Settings -> Advanced Settings
  - Enabled Remote Shell – Select this option to enable SSH
- Open WinSCP from Windows Desktop on which upgrade file is available and connect to endpoint using its IP address
- Copy the upgrade patch to **/update/edc** directory
  - If prompted to replace the existing file, confirm replace operation

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**Note:** File name must be kept as edclient.7z in **/update/edc** directory without any exception.

- Initiate SSH connection using putty and run following commands
  - `cd /update/edc` (Go to /update/edc directory, where upgrade file has been copied)
  - `7z x edcclient.7z` (Extract the upgrade patch, this will create a directory edcinstaller)
  - `cd edcinstaller` (Go to edcinstaller directory)
  - `./install_edcclient.sh` (Execute the installer)
    - Client will get installed and will automatically reboot



## Support

Contact Accops Support team ([support.accops.com](https://support.accops.com)) for any assistance or queries.

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