



## Product Release Notes: NComputing vSpace<sup>®</sup> Software for the U-series 4.08.001

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

**Product:** NComputing vSpace for U-Series or U170 Device

**Version:** 4.08.001 (or 4.8.1) for 32-bit versions of Microsoft Server 2003 SP2, or Windows XP Professional SP3\*.

This version is the initial release of vSpace for the U170 and the release notes contains extra details on how to set up and config a U170 multi user environment correctly. We recommend that you read both the User's Guide and the document "Configuring a U170 Multi User Environment" for important insight on the new U170 product.

\* Please see <http://ncomputing.com/MSlicensing> or the vSpace EULA for use cases and their licensing requirements.

### Notes on this release include:

- Download the latest version of vSpace from [www.ncomputing.com/downloads](http://www.ncomputing.com/downloads)
- Please install vSpace on a clean install of the host OS.
- Never mix L, X, or U versions of vSpace on a single OS image.
- Please read the User Guide for complete install procedures; including how to limit interaction with the "Found New Hardware Wizard" windows. The User Guide also defines supported topology configurations.
- Please install vSpace BEFORE connecting any U170 devices to the host PC. This insures appropriate USB drivers will be available when the U170 gets connected to the system.
- Only install on hosts with a dual core processor or better. Installing on a single processor/single core host will appear to complete properly, but the multiuser services will not start, and no user connections can be made. One way to identify this situation is to hover the mouse over the vSpace system tray icon to check if a "Connecting to multiuser service" message appears.
- Notebooks are not recommended for use with the U170; since, many have power management schemes that can interfere with

U170 operation. (For instance, some power schemes may limit the power allowed to USB ports.)

- The U170 only works with USB 2.0 ports.
- Please configure the host so the USB ports never sleep; the OS cannot recover sessions after USB ports go into sleep mode.
- Virtual machines do not support direct USB connections; therefore, VM's are not compatible with the U170.
- Some Microsoft operating systems require User Group assignments; so administrators will need to adjust user account settings to add them into the "Remote Desktop Users" groups.
- Although the U170 can run with 1GB of host memory, the user experience will be better with 2GB or more of memory.
- A U170 with an attached keyboard and mouse uses most of the power available from a single host USB port. Therefore only connect one U170 per host USB port. Also, note that your keyboard should not take consume than 150 mA of power.
- Use POWERED hubs when daisy chaining U170's or when adding any additional USB devices downstream to a U170.
- The U170 vSpace software must be registered to allow sessions to operate beyond a one hour time limit.
- Cable quality is IMPORTANT! Use only high-quality USB 2.0 compliant (not compatible) cables. We recommend a minimum size of 24 awg (power) and 28 awg (signal). Cheap cables can cause excessive voltage drops that can lead to system stability issues.
- In some cases, hot plugging and unplugging of the U170 or its associated hub(s) may cause the OS not to re-enumerate the U170 (run the "Found New Hardware Wizard" windows again). If the U170 does not re-enumerate, simply reboot the system and device re-enumeration should take place.
- In general, it is always a good idea to reboot after hot-plugging the U170 device(s).
- The USB specification limits the number of USB hubs on a single port to a maximum of 5 (these are called "hops"), see the supported topologies in the User Guide for more information.
- Hardware acceleration (Display properties → Setting → Advanced → Troubleshoot) should always be turned on for both host graphics and the U170 devices. This is the default setting for vSpace.
- Known errata:
  - Full screen flash video windows (i.e., YouTube videos) are not supported. Launching a flash video in full screen mode will result in the video freezing while the sound continues to play. To exit full screen mode, simply press "Esc" and view the flash video at a smaller size.
  - Sound: in the initial set up it may take a second reboot for the sound driver to enumerate properly and play sound.
  - Vertical lines on the screen. If you view vertical lines on the screen with poor display quality, remove power from the U170 device by unplugging the USB cable for about a minute.
  - QuickTime video performance on a U170 will not match that of the host.



- Most USB devices are automatically assigned to their upstream U170 devices; webcam's and some USB rotating hard drives will not.
  
- Performance suggestions:
  - When using 4 or 5 or more U170 devices on a host, it is best to split them over two USB buses. Some mid-range and better host PC motherboards have TWO built-in internal USB 2.0 buses or you can add an additional USB 2.0 bus by inserting a PCI or PCI Express USB 2.0 card into an open slot on the PC motherboard.
  - USB 2.0 buses are identified in the Windows "device manager" listed as "Standard Enhanced PCI to USB Host Controller". If two of these enhanced controllers appear, there are two USB 2.0 buses.

#### **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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