



Product Release Notes: NComputing vSpace[®] version 5.4.2 for U170

These release notes contain important information regarding the newest available release for your U170 NComputing desktop virtualization kit(s). NComputing recommends you read the entire document thoroughly prior to installation as it contains additional details on how to properly setup and configure your system. We also recommend that you read the User's Guide for important details on the U170 product.

Product: NComputing vSpace for U170

Version: 5.04.002.3 (or 5.4.2.3) for 32-bit versions of Microsoft Server 2008 Standard, Windows 7* (but NOT SP1), and Vista*

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

What's New in this Release:

This vSpace version 5.4.2 is a maintenance release that includes several improvements:

- Improvements to the U170 registration/activation and power-up license verification processes (with additional fault-tolerance features)
- Added support for legacy single core (non-dual core) processor systems
- Various installation, multi-user service, U170 hot plug, and NCTray improvements

Installation Notes:

- **Install vSpace BEFORE connecting any U170 devices to the host PC.** This ensures appropriate USB drivers will be available when the U170 gets connected to the system.
- Use the *_5.4.2.3_update.exe file to update an existing U170 5.4.1 installation. For installation on a new (or clean OS) system, use the *_5.4.2.3_install.exe file.
- 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 installation procedures; including how to limit interaction with the "Found New Hardware Wizard" windows. The User Guide also defines supported deployment topology configurations.



- Notebooks are not recommended for use with the U170; since, many have power management schemes that can interfere with proper U170 operation (e.g. USB port power limitation).
- 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 users into the "Remote Desktop Users" group in order to enable connections.
- Although the U170 can run with 1 GB of host memory, the user experience will be better with 2 GB 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 consume more 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 cables (cables marked only "compatible" and not marked "compliant" may be of inferior quality). A minimum wire size of 24 awg (power) and 28 awg (signal) is recommended. Poor cables can cause excessive voltage drops that can cause system instability.
- 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 (i.e., automatically 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 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 deployment 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 device(s). This is the default setting for vSpace.
- Windows 7 sets the default value of station sound as "mute" for a new user; therefore, remember to enable sound for each new user.

Known errata:

- On some systems running 2008/Vista, if Microsoft security patch KB 2479628 is installed, a blue screen can occur if hot swapping U170 devices. Work-arounds: either do not hot swap U170 devices while running or uninstall KB 2479628.
- This release does NOT support Service Pack 1 (SP1) on Windows 7.
- Full screen flash video windows (i.e., YouTube videos) are not currently 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.
- Only for initial set up, playing sound may require a 2nd reboot before the driver enumerates properly to enable sound to play.
- 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, and then plug the U170 back in.
- 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 hard drives will not.
- The Auto Logon function is currently not enabled.
- The Running Program (or kiosk mode) is currently not enabled.
- Updating from version 5.4.1 on some host systems may result in a system freeze when powering down the host. A re-install on a clean OS may be required to resolve the power-down issue.

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. Alternatively, 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.
- If needed, video performance can be improved by switching to 16-bit mode.
- Please see “Configuring a U170 Multi User Environment” for more performance tips. Search our Knowledge Base at: <http://www.ncomputing.com/kb/>

Contacting Technical Support and Additional Resources

- Visit NComputing's Knowledge Base at <http://www.ncomputing.com/kb/> 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>

Disclaimer

Information contained in this document may have been obtained from internal testing or from a third party. This information is for informational purposes only. Information may be changed or updated without notice. NComputing reserves the right to make improvements and/or changes in the products, programs and/or specifications described herein anytime without notice.

All NComputing software is subject to NComputing intellectual property rights and may be used only in conjunction with Genuine NComputing hardware and in accordance to the NComputing End User Licensing agreement and Terms of Use.

www.ncomputing.com

©Copyright 2003-2011 NComputing, Inc. All rights reserved. NComputing is the property of NComputing. Other trademarks and trade names are the property of their respective owners. Specifications are subject to change without notice. Performance may vary, depending on the configuration of the shared computer.

5.4.2 Release Notes March 15, 2011