



Product Release Notes: NComputing vSpace[®] Software for the L-series 5.01.003

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 vSpace for L-Series devices

Version: 5.01.003 (or 5.1.3) for 32-bit versions of Microsoft Windows 2008, Windows 7, or Vista

Thank you for using NComputing[®] products. These release notes contain important information regarding the current release of vSpace software for the L230 and L130 running on Windows Server 2008, Windows Vista, and Windows 7.

Notes on this release include:

- This 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. Windows Vista and Windows 7 are also supported in 1-to-1 single user scenarios (for licensing details, see www.ncomputing.com/mslicensing and www.ncomputing.com/mslicensing/vdi).
- A vSpace Windows Server 2003 software license can't directly transfer to Server 2008; so, if you upgrade an existing Windows Server 2003 installation to Server 2008, first uninstall vSpace from the Server 2003 environment, and install this version of vSpace after the host is upgraded to Windows Server 2008. The vSpace Registration Wizard must then be run on the upgraded system to register the vSpace software under Server 2008.
- Supports only Genuine NComputing L230 and L130 devices
- Prerequisites:
 - Virtual desktops do not have dedicated hardware support for 3D graphics function calls; therefore, the Aero interface is not supported in hardware
 - Windows Server 2008, Vista, and Windows 7 use 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 the host. NComputing advises that these hosts include 4GB of memory.

- This vSpace release (and future versions) includes trial license enforcement to ensure this software is used with NComputing Genuine L230 and L130 devices
 - Trial mode limits unregistered L130/L230 devices 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. If vSpace on the host computer is not registered, this Trial mode host behavior will last for 30 days, and thereafter, no virtual desktop sessions can be launched. Only the host's vSpace registration wizard is functional after the trial period expires.
 - All L130 and/or L230 devices MUST be newly registered under vSpace versions 4.5.1 or newer (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 access 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 can be done if TCP port 80 or 3630 is open to the internet. Off-line registration can be done by email at registration@ncomputing.com
- The supported Microsoft operating systems require User Group assignments; so 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.
 - It is advised to use only the default cursor. Some cursors and all color cursors are not supported.
 - Windows Server 2008 and Vista do not support 24-bit color mode, therefore 16-bit color is the maximum depth available for L230/L130 devices on those operating systems.
- Performance suggestions:
 - Windows 2008, etc. 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 Explorer (IE) and therefore are recommended for virtual desktop

environments 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 the following modifications to settings under the performance section of the operating system's Computer System Properties Advanced tab:
 - Increase your virtual memory settings if you are seeing sluggish performance or all of your memory is being utilized.
 - Select the "Adjust for Best Performance" option under Visual effects to remove desktop visual effects that can negatively impact performance.

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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