NComputing

NComputing® N-series Firmware 2.4.2

Product: NComputing N-series Firmware

Version: 2.4.2

Supported Citrix Environments

- XenDesktop 5.6
- XenApp 6.5, 7.5 and 7.6
- XenDesktop 7.1, 7.5 and 7.6 (Desktop and Server OS VDAs)
- VDI-in-a-box 5.0, 5.1, and 5.2

Supported Hardware

- N400
- N500
- N500w

Supported vSpace Management Center Version

- vSpace Management Center 3.7.17

Updating Firmware:

NOTE: If your devices are running firmware 1.3.7 or older, please refer to the following KB article and apply the patch contained therein before proceeding:

http://kb.ncomputing.com/index.php?View=entry&EntryID=439

All firmware updates to version 2.4.2 are performed as a complete, standalone install that will install over the currently installed firmware on an N-Series device. Version 2.4.2 can be used to update a device that is several versions behind the current release version in a single step without the need to make incremental updates through each previous version in the order of their release.

Identifying the new firmware files:

The N-Series 2.4.2 firmware is packaged as a single compressed file that is used for all updates to version 2.4.2:

- **Nxxx_FW_ver_2_4_2_1.tar.gz**

Installing 2.4.2 via N-series GUI

To install 2.4.2 on a device for the first time using the device GUI, follow these steps:

1. Ensure the 2.4.2 firmware file has been uploaded to an FTP accessible folder.
2. From the N-series GUI, under the Management -> Update tab, select the URL (Manual) update type and fill out the URL field, using the FTP address of the firmware file. The FTP URL must be pointed at the 2.4.2 file. In the event that DHCP tags are being used, ensure that the DHCP tags have been updated to point at this same file.
3. Once the URL field has been populated, you can start the firmware update by clicking the Update button. .

Installing 2.4.2 via USB Drive*

When installing 2.4.2 on a device for the first time using a USB memory device, follow these steps:

1. Copy the **catalog.txt** and **Nxxx_FW_ver_2_4_2_1.tar.gz** file to the USB storage peripheral and connect it to the N-series access device.
2. From the N-series GUI, under the Management -> Update Tab, select the USB (Manual) update type and fill out the URL field, using the directory location of the **Nxxx_FW_ver_2_4_2_1.tar.gz** file from step 1.
3. Once the URL field has been populated, you can start the firmware update by clicking the Update button.

*NOTE: USB update requires firmware 1.4.1 or newer. Feature not present in older versions.

Installing 2.4.2 via VMC

Before updating via VMC, verify that all VMC servers within the environment have been updated to VMC 3.7.17, and then follow these steps.

For devices currently running v1.4 and above:

1. Ensure that the firmware files (**Nxxx_FW_ver_2_4_2_1.tar.gz**) has been uploaded to vSpace Management Center via the Administration -> Manage Firmware -> Upload firmware menu.
2. Initiate a firmware update from vSpace Management Center to 2.4.2 using the Device Management -> Update Firmware menu.

For devices currently running v1.3.7 and below:

1. Apply the patch found at the following URL, then proceed to steps 1 and 2 above.
   http://kb.ncomputing.com/index.php?View=entry&EntryID=439

Optional Patches Available:

The following patch files are available for use with N-series firmware 2.4.2, and are <u>entirely optional</u>. Once 2.4.2 has been successfully installed, administrators may install any of the following patches using the same method employed to install 2.4.2.

Note: **Nxxx_OldFirmware-1.0.tar.gz** is an exception to this rule, and – if used - should be installed before 2.4.2. Consult the respective KB links for further information on each patch.

Nxxx_OldFirmware-1.0.tar.gz

This optional patch provides administrators with a straightforward means of updating devices running firmware 1.3.7.2 or older. After applying this patch, any such devices can be updated directly to firmware 2.4.2 using the firmware update process outlined in the Updating Firmware section of these release notes. More information on this patch as well as the patch file itself can be found at the following URL:

http://kb.ncomputing.com/index.php?View=entry&EntryID=439

Nxxx_volume-control-1.1_2042_4_2_16.tar.gz

This optional patch can improve the audio output of N-series devices when using monitors with built-in speakers. Note that using this patch with standard analog speakers or USB speakers may generate undesired background noise. More information on this patch as well as the patch file itself can be found at the following URL:

http://kb.ncomputing.com/index.php?View=entry&EntryID=450

Nxxx_roaming-2.0_2012_4_2_2.tar.gz

This optional patch provides the ability to move from one N-series device to another, while maintaining the same Citrix environment sessions between the two. More information on this patch as well as the patch file itself can be found at the following URL:

http://kb.ncomputing.com/index.php?View=entry&EntryID=451

Nxxx_vnc_notification-1.2_2022_4_2_4.tar.gz

Certain international laws require notification and acceptance by the user of any device when an administrator attempts to view or control their session. This patch enables by default a feature that notifies users of administrative activity in compliance with those laws. More information on this patch as well as the patch file itself can be found at the following URL:

http://kb.ncomputing.com/index.php?View=entry&EntryID=452

What's New?

The following new features have been added as of this release:

- **Citrix Receiver 13.2.1 Support:** The Citrix Receiver version used by N-series devices has been updated to 13.2.1.
- **TLS 1.0, 1.1, 1.2 support:** TLS 1.0 was available in the Linux Receiver 13.1 release (N-series firmware version 2.3.6). Use of weak SSL encryption methods has been blocked, instead support the newer TLS encryption methods (v1.0, 1.1 and 1.2) has been added. This includes prevention of the POODLE SSL fallback exploit.

Fixed in This Version:

The following known issues have been resolved as of this release:

- Performance issue on XenApp 6.5 and XenDesktop 5.6 (lag of few seconds when dragging a window with contents) [LHDX-1252]

- Chopped window edges while dragging window with contents in XenApp 6.5 and XenDesktop 5.6 sessions [LHDX-1244]
- Citrix Receiver process hangs, leaving the session window in frozen state, when disconnecting from a XenDesktop 7 session [LHDX-1325]
- Multiple issues related to CA certificate management [LHDX-1349, LHDX-1334, LHDX-1308, LHDX-1306, LHDX-1304, LHDX-1302, LHX-1295]
- Problems with loading the Web Interface 5.4 dashboard after logging on to some NetScaler Gateway instances in Access Gateway mode [LHDX-1326]
- Cancelling the logon process while in Store mode or leaving an N-series device at the logon window for long periods of time without logging on a user was causing an empty dashboard to appear on the client [LHDX-1318, LHDX-1305, LHDX-1299]
- Inability to set or unset the Store mode via VMC profile [LHDX-1320]

Additional Information and Errata:

The following section covers addition notes not included in the sections above, and describes any known issues that may exist with this release.

- **Device reboot is necessary to fully apply Audio settings [LHDX-1364]:** After reconfiguring the audio settings (enable/disable speakers or microphone) the device needs to be rebooted for the settings to take effect in Citrix sessions.
- **gst_play.bin window appears for a while when starting a client-side rendered video [LHDX-1355]:** When opening a video file in Windows Media Player running in an N500 or N500w session, the gst_play.bin window appears for a fraction of second, after which the playback starts normally in Windows Media Player.
- **Device settings may be lost if the device is powered off shortly after performing device configuration changes [LHDX-1354]:** When a device is powered off within a few seconds of being reconfigured using the device Setup GUI, the device may revert to its factory defaults after its next re-boot.
  Workaround: It's advisable to wait a minute or so before turning off a device after performing any configuration changes, to allow internal buffers to be saved to persistent flash storage.
- **Unable to launch Citrix session after waking the device up from sleep in PNAgent mode [LHDX-1339]:** After waking a device from sleep it is not possible to launch any Citrix sessions if the device is configured in PNAgent mode. Rebooting the device solves the problem.
- **Unable to print to mapped SMB printers [LHDX-1330]:** Client Printer Redirection doesn't work for SMB printers.
- **Unicode characters contained in root certificate names appear as escaped hex codes [LHDX-1327]:** If the subject names of CA certificates uploaded to the client contain Unicode characters, these characters will be displayed as escaped hex codes on the Security/Certificates list.
- **Application auto-launch doesn't work with XenApp 6.5 server in Store mode [LHDX-1324]:** The Application auto-launch feature does not work for applications published on XenApp 6.5, when the client is configured to communicate with StoreFront server ('Configure as a Store').
- **Grayed out checkboxes are active on device [LHDX-1279]:** Within the 'Citrix' tab of the N-series UI the "greyed-out" checkboxes can still be checked. This is a visual UI error only as checking these boxes has no effect in the device behavior. This issue will be fixed in a future release.
- **N500w Support for hidden WiFi networks [LHDX-1278]:** Hidden WiFi networks are not supported in this release. The N500w will only connect to a WiFi network that broadcasts its SSID.
- **Certificates do not download successfully from some FTP servers [LHDX-1276]:** When using the N-series device UI to specify download of certificates from an FTP server the download may not succeed due to the long response times of some FTP servers.
  Workaround: Always use vSpace Management Center to manage distribution of certificates to devices
- **Audio from the microphone is only recorded to the left audio channel [LHDX-1274]:** The N-series devices support mono audio recording only. Currently the mono audio input is

recorded only to the left audio channel, in a future release the mono audio input will be recorded to both the left and right audio channels.

- **Check boxes are uncheckable when "Use Citrix Access Gateway" is enabled [LHDX-1270]:** This is expected behavior as these checkboxes are invalid when "Use Citrix Access Gateway" is enabled. These checkboxes will be grayed out in a future release.

- **Double-clicking the Windows Media Player movie area does not turn the Player into full-screen mode [LHDX-1260]:** During multimedia playback the mouse double-click action will not be recognized when attempting to enter full-screen mode in Windows Media Player. **Workaround:** Use the keyboard shortcut Alt+Enter to enter full-screen mode.

- **Windows icons are missing in Task Bar and in Session Switcher [LHDX-1250, LHDX-1249]:** A bug in Citrix Receiver ver. 13.2.1 for Linux prevents display of the icons for published application and desktops. Generic icons will be displayed instead.

- **Background is not refreshed when dragging the Citrix Receiver window across the display screen [LHDX-1223]:** After an N-Series device has been configured with the Citrix "Configure as a Store" and the "Connect as a Store" button is clicked the Citrix Receiver window will appear. If the Citrix Receiver window is subsequently dragged across the screen the display background is not refreshed correctly. To avoid this issue users are recommended to not move the Citrix Receiver window.

- **Slow access to mapped client drives [LHDX-1209]:** Copying larger files between Citrix server (especially XenApp) and USB mass storage devices connected to the N-series client might take a long time or never finish. Users should avoid copying files which are larger than 20MB.

Contacting Technical Support and Additional Resources

Visit the NComputing Knowledge Base at http://kb.ncomputing.com for more information, guides, and walkthroughs.

To request Technical Support, please visit the NComputing Support page at http://www.ncomputing.com/support

Notice of Use of Software Library Licensed Under LGPL

The NComputing N-series Firmware utilizes one or more libraries from the QT open source project (http://www.qt.io) which is licensed under the LGPL.

In accordance with the terms of the LGPL, NComputing is required to provide you with access to the corresponding source code of the above referenced QT libraries.

You may download the relevant QT libraries from the 3rd Party Libraries section of the following webpage: http://ncomputing.com/products/nseries/resources

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