NComputing
“Tech Talk” Webinar

February 12, 2013

NComputing™

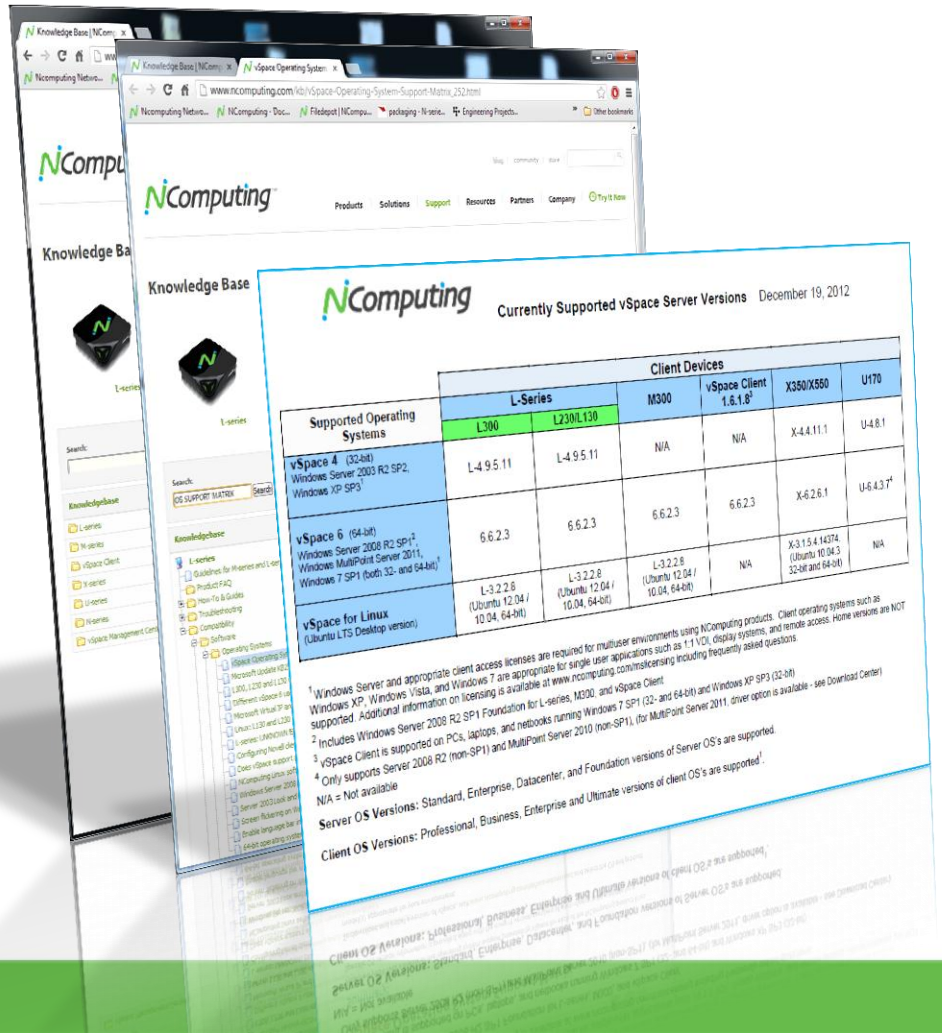
Due to high volume of registrations, participants will be MUTED.
Questions can be submitted to the Organizer via GoToWebinar’s “Question & Answer” feature.

Agenda

Host:	**Todd Moegerle** QA Engineer	
Panelists:	**Daniel Langenberg** Technical Support Engineer	**Technical Support "Top 5"** The Top 5 most common support requests
	John Rippen QA Engineer	**Product Spotlight:** **N-series, vSpace Management Center** A look at NComputing's new access device for Citrix, and stand-alone vSpace Management Center software
	Shailesh Deshmukh Technical Product Marketing	**On the Horizon** vSpace 7, vSpace Client for Android and vSpace Client for iOS
	Alex Fontaine Manager, Engineering QA	**Questions & Answers** Throughout the Webinar, submit your Questions via GoToWebinar's Question & Answer feature. Questions will be answered during the last segment, within the time remaining.

Technical Support “Top 5”

1 “What Operating Systems are supported by NComputing products?”



The OS Support Matrix provides detailed information on supported Operating Systems and compatible NComputing products.

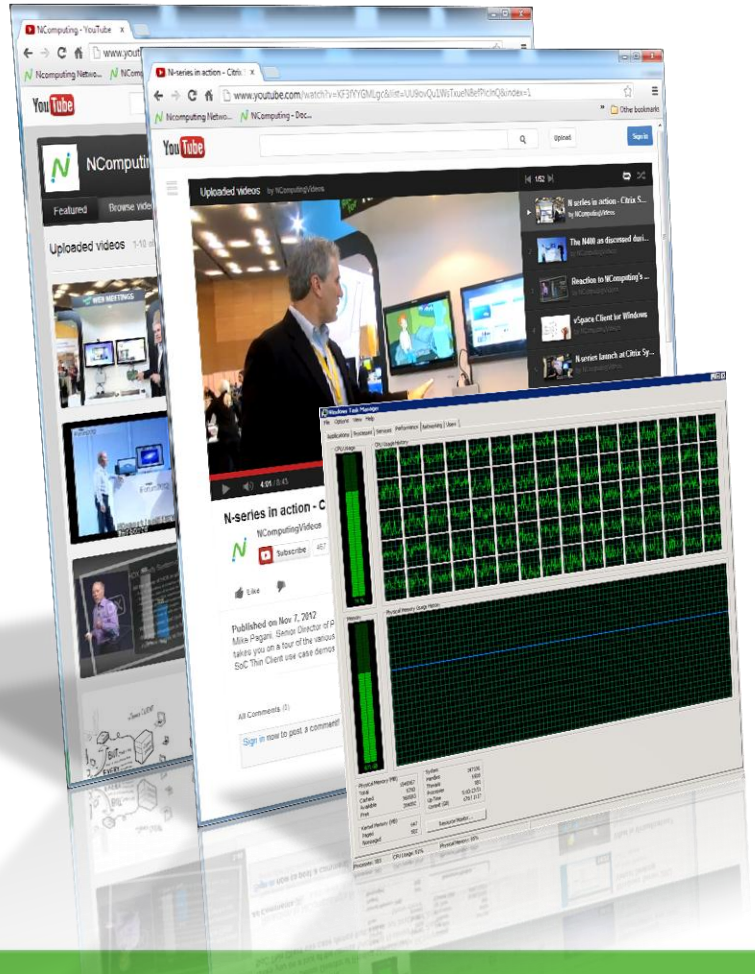
- OS Support Matrix available in the Knowledge Base
- Keywords: “OS Support Matrix”
- Updated with each new software release

Knowledge Base (KB) link:
http://www.ncomputing.com/kb/vSpace-Operating-System-Support-Matrix_252.html

Panelist: Daniel Langenberg

Technical Support “Top 5”

2 “I’m encountering reduced performance when browsing Flash sites, how can I resolve this?”



Unfortunately there is no “one size fits all” answer to this question. That said, we have outlined many of the contributing factors to Flash performance in our Knowledge Base.

- Info article with multiple verified troubleshooting steps available in Knowledge Base
- Keyword: “Flash”
- Updated based on ongoing user feedback and validation by QA

KB link:

http://www.ncomputing.com/kb/INFO-Performance-and-stability-issues-when-browsing-Flash-sites_383.html

Panelist: Daniel Langenberg

Technical Support “Top 5”

3 “I’m receiving an “Unknown Error” message on my M300…”

This issue has been resolved by way of a firmware update for the M300. The firmware and instructions for its use can be found in the Knowledge Base.

- Resolved in firmware v2.0.54
- Solution and associated firmware available in Knowledge Base
- Keywords: “unknown error”

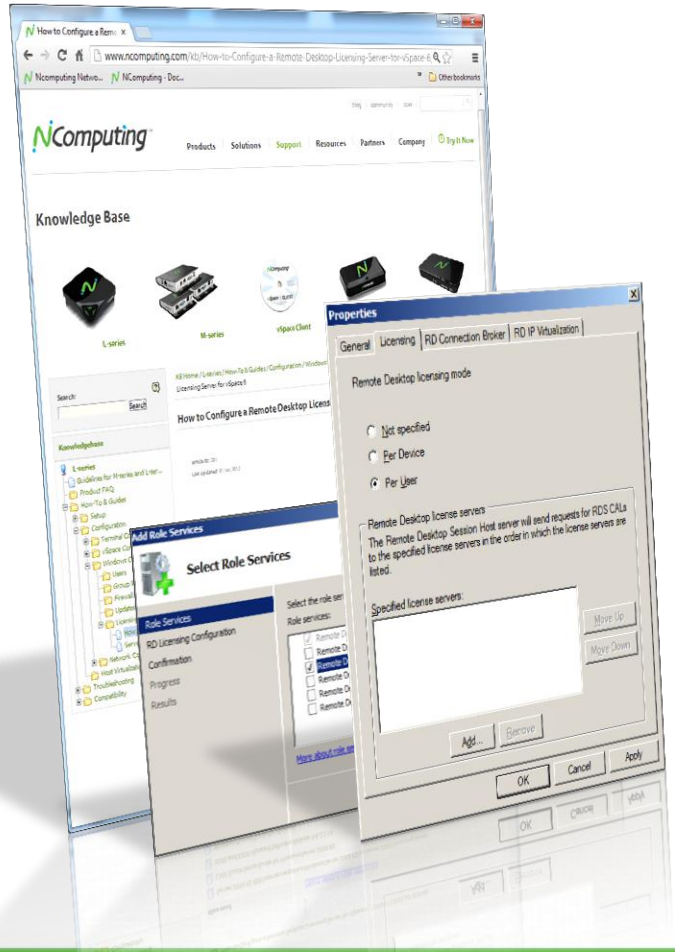
KB link:

http://www.ncomputing.com/kb/SOLUTION-Unknown-Error-message-on-M300-connection_380.html

Panelist: Daniel Langenberg

Technical Support “Top 5”

4 “Do I need a Remote Desktop Licensing Server for vSpace 6? How do I set that up?”



Yes, a Remote Desktop Licensing Server an associated licenses are required for use with vSpace 6

- Detailed guide for configuring Remote Desktop Licensing is available in Knowledge Base
- Keywords: “remote desktop licensing server”
- Also see www.ncomputing.com/mslicensing for more information on Microsoft licensing requirements

KB link:

http://www.ncomputing.com/kb/How-to-Configure-a-Remote-Desktop-Licensing-Server-for-vSpace-6_281.html

Panelist: Daniel Langenberg

Technical Support “Top 5”

5 “My N-series device is reporting an ‘Unknown Connection Broker’ error…”

This error message indicates that either invalid or incorrect XenDesktop services site information has been entered into the N-series configuration menu.

- Can be resolved by entering correct XenDesktop information
- Further details available in Knowledge Base
- Keywords: “unknown connection broker”

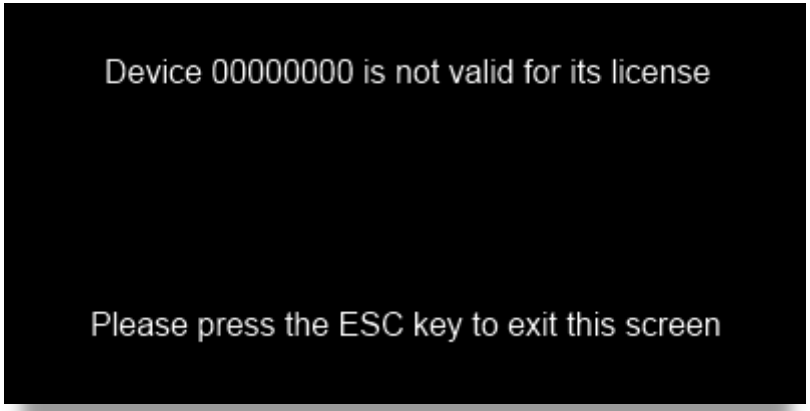
KB link:

http://www.ncomputing.com/kb/SOLUTION-Resolving-Unknown-Connection-Broker-errors_379.html

Panelist: Daniel Langenberg

Technical Support “Top 5”

6* “I’m receiving a ‘Device is not valid for its license’ error…”



The root cause for this issue has been identified and the issue should resolve itself automatically in most cases. Technical Support can assist customers with devices that continue to experience this issue.

- Per-device solution exists for devices that continue to display this error
- Further details available in Knowledge Base
- Keywords: “device not valid”

KB link:

http://www.ncomputing.com/kb/SOLUTION-Device-Not-Valid-For-Its-License_399.html

Panelist: Daniel Langenberg

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N-Series Firmware 1.3

NEW **Features Overview**

CITRIX® ready

NComputing™

Feature Highlights – Firmware 1.3

User Productivity

- ✓ Auto-login
- ✓ Session roaming
- ✓ App & desktop switching
- ✓ Password reset upon expiration

IT Controls

- ✓ Kiosk mode

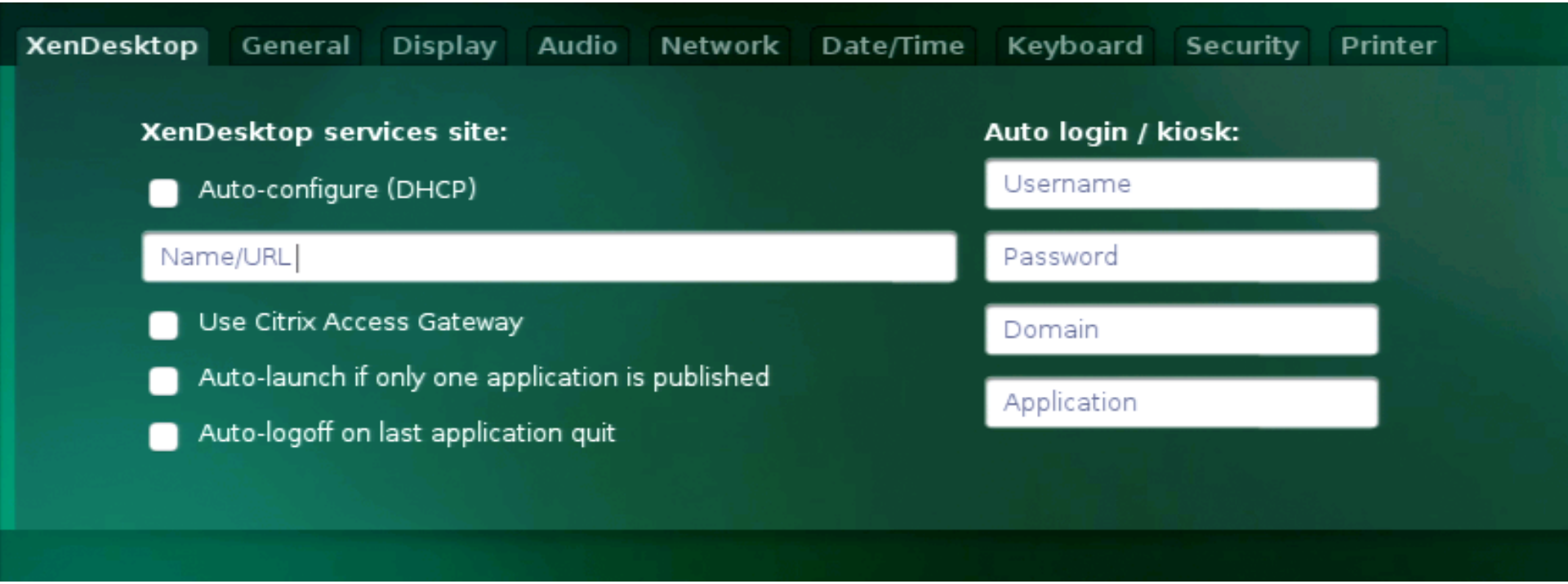
Peripherals Support

- ✓ Advanced printer configuration for XenApp
- ✓ Serial/parallel devices via USB Adapter
- ✓ USB Microphones
- ✓ Multi-media keys for keyboards

Customization & Branding

- ✓ Wallpapers for customizing login & configuration screens

User Productivity
Auto Login



Features

- ✓ Auto-login with pre-populated credentials
- ✓ Auto-launch pre-specified application

Benefits

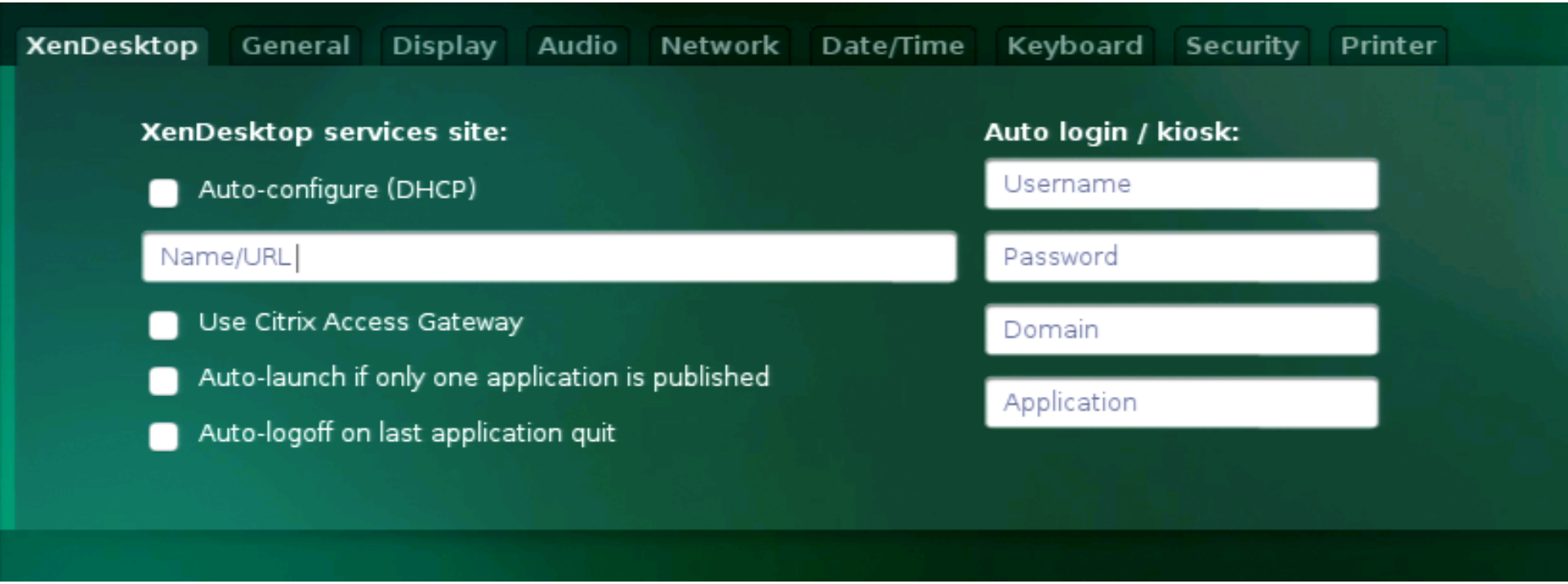
- ✓ Enhanced user experience with faster logins and access to specified apps
- ✓ Enables public computer scenarios (libraries, classrooms)

User Productivity

Session Roaming | App & Desktop Switching | Password reset

Features	Benefits
✓ Session Roaming resumes a session on a different N device or on the same device	✓ Enhanced user experience and productivity for users who access their sessions from different locations (e.g. in hospitals, call centers)
✓ Keyboard shortcuts for App & Desktop switching: CTRL+ALT+UP, CTRL+ALT+DOWN	✓ Simplifies multi-tasking for users who access multiple apps and desktops in a session
✓ Password reset upon expiry	✓ Improves user experience & productivity; allows them change passwords upon expiry, without locking them out ✓ Lowers IT costs by reducing helpdesk calls

IT Controls
Kiosk Mode



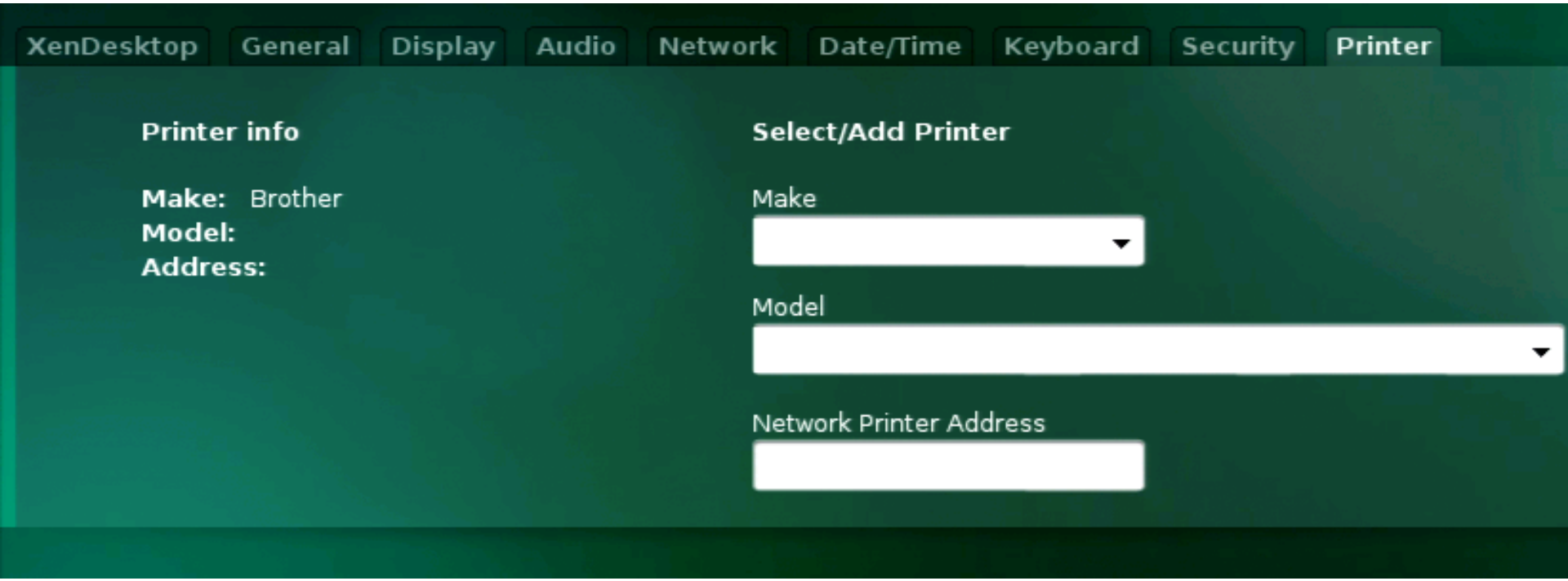
Features

- ✓ Auto-launch pre-specified application in XenApp or XenDesktop, with or without explicit login

Benefits

- ✓ Control user access for self-service scenarios (check-ins at airports, hotels, hospitals)

Broader Support of Peripherals
Advanced Printer Configuration for XenApp



Features

- ✓ New Printer configuration tab
- ✓ USB or network printers for XenApp
- ✓ Commonly used printers list
- ✓ Manual entry of printer models

Benefits

- ✓ Enhanced user experience for self-service scenarios (check-ins at airports, hotels, hospitals)

Broader support of Peripherals

USB Microphones | Serial & Parallel Devices

Features	Benefits
✓ USB Microphone support	✓ Enables use of existing standalone and integrated USB headsets with XenApp and XenDesktop
✓ Multi-media keys on keyboards (volume up, volume down, mute)	✓ Controls audio playback using multi-media keys on local keyboards
✓ Serial/parallel devices via USB Adapter	✓ Enables the use of and leverages customers current investment in serial/parallel devices

Branding & Customization

Wallpapers for Login & Configuration Screens of N-Series

Features

- ✓ Custom image import via local device UI
- ✓ Remote push via vSpace Management Center

Benefits

- ✓ Customize and brand login screen and settings menu on N devices

vSpace Management Center 3.2

NEW **Features Overview**

vSpace™ MANAGEMENT CENTER

NComputing™

Remotely Manage N-series
Device Profiles & Security

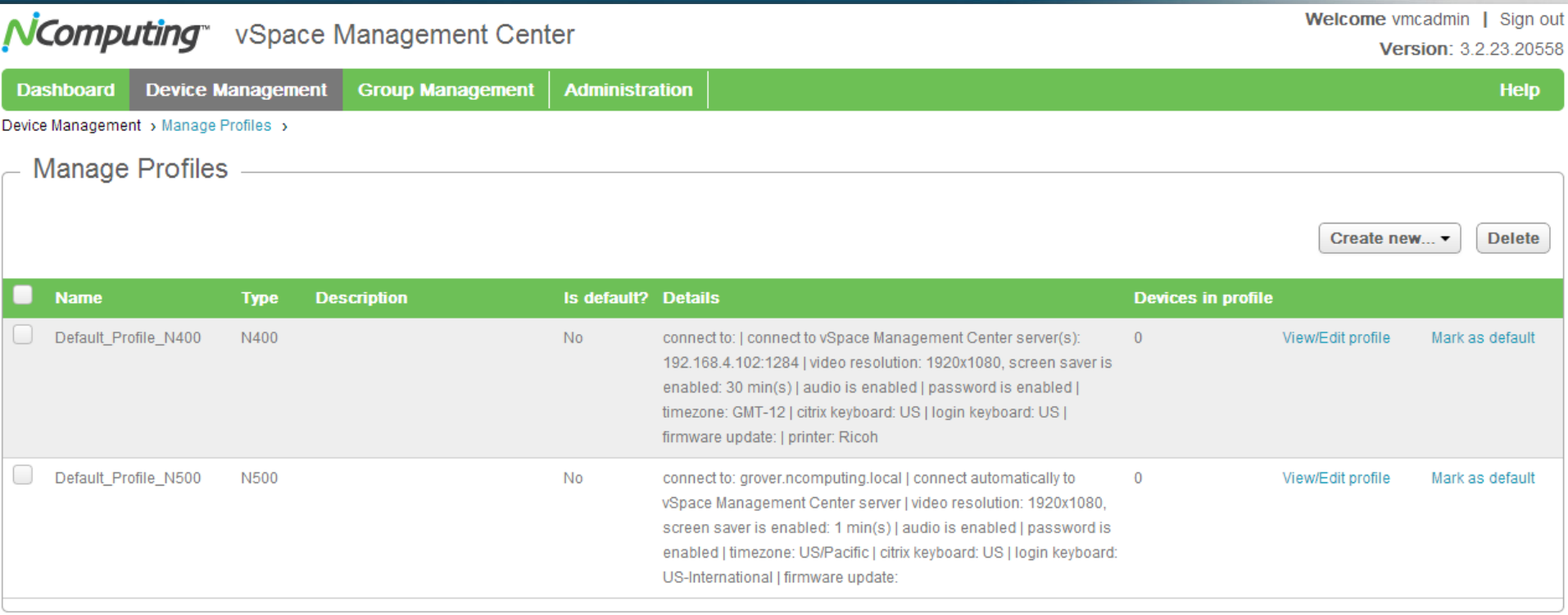
- ✓ Centralized remote management
  - ✓ Default profile provisioning for N-Series
  - ✓ Wallpapers for branding login and configuration screens of N-Series

- ✓ Enhanced Search & Monitoring
  - ✓ 3-level sort for browsing & monitoring devices

N400

N500

Device Profile Management
Default Profiles



Features

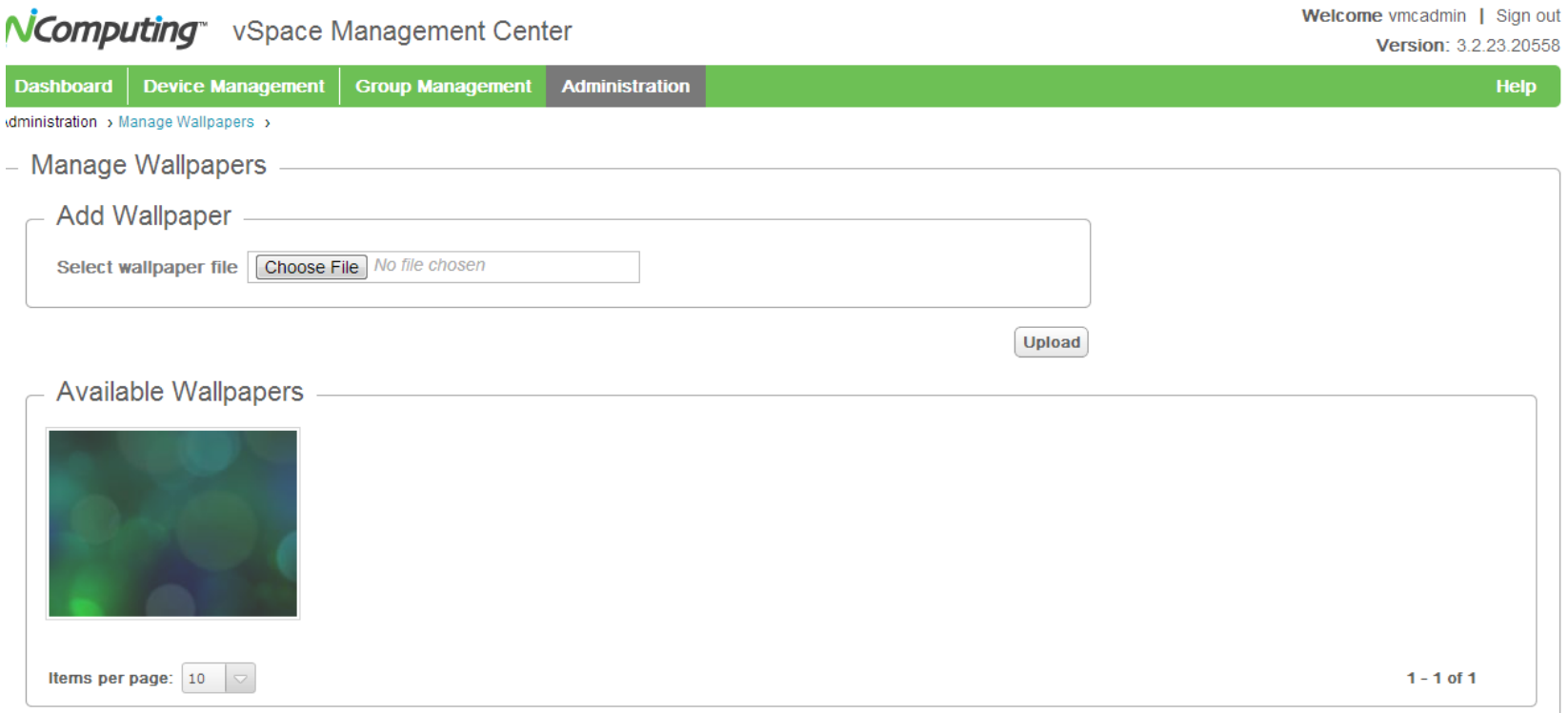
- ✓ Default Profile for N-Series devices: Create, Update, Delete
- ✓ Automatic Profile Push to N devices on registration, based on model

Benefits

- ✓ Zero-touch remote provisioning and configuration
- ✓ Saves time and accelerates roll-out of new N-series devices
- ✓ Frees up IT to focus on strategic projects

Branding & Customization

Wallpapers for Login & Configuration Screens



Features

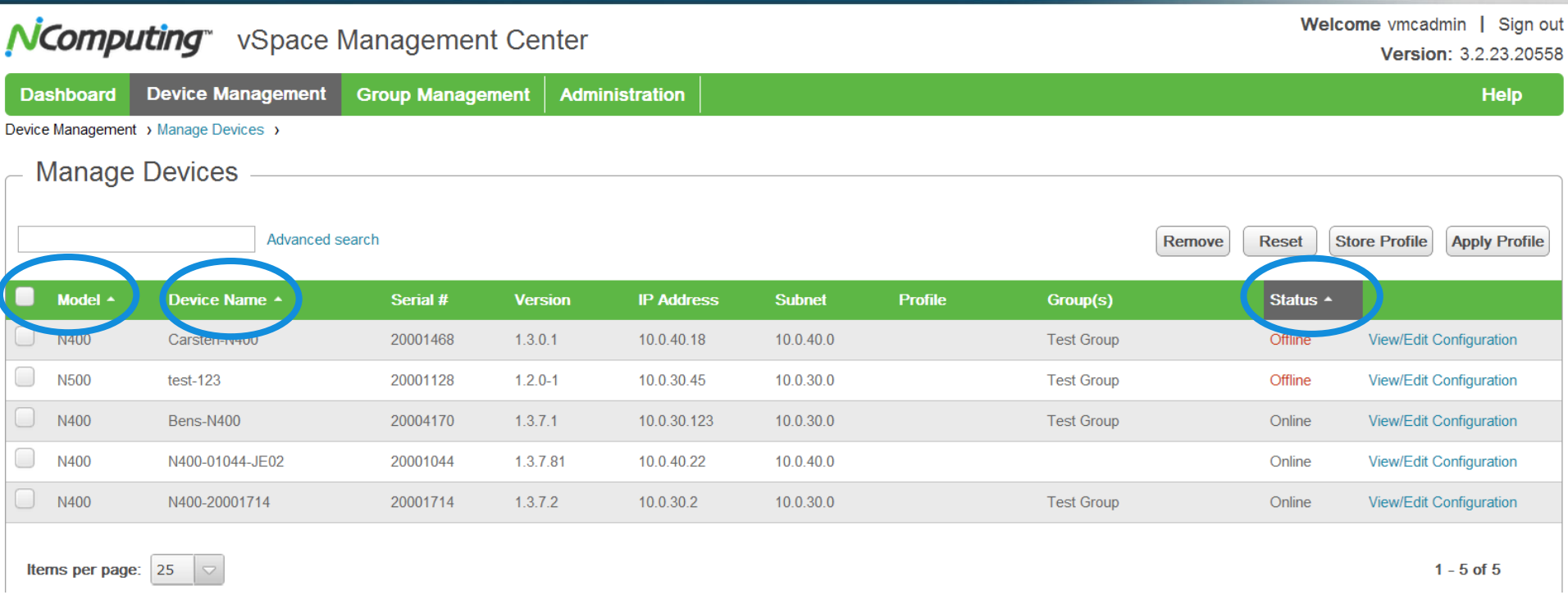
- ✓ Wallpaper upload and store for specific N devices or N device profiles

Benefits

- ✓ Customize and brand login screen and settings menu on N devices

Enhanced Search & Monitoring

3-Level Sort for Browsing & Monitoring



Features

- ✓ 3-level sort for browsing & monitoring devices by model, name, version, group, status, network, etc.

Benefits

- ✓ Allows administrators to quickly search and monitor devices in large deployments

Management Scalability

Features	Benefits
✓ Management scalability for 2,000+ N-series devices	✓ Save time and reduce costs by centrally managing large deployments

Resources

- Download from http://www.ncomputing.com/support/software-downloads

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On the Horizon

- vSpace Management Center for L300, M300, and vSpace 7.

  vSpace Management Center and vSpace 7 will add powerful new administrative tools to L300 and M300 deployments, allowing administrators to remotely manage thousands of devices across multiple locations from a centralized, web-based application.

vSpace™ SERVER

NComputing™ vSpace Management Center

- vSpace Client for Android and iPad.

  vSpace Client for Android and iPad will allow our users to access their favorite Windows apps and a desktop experience from the convenience of their tablet devices.

- vSpace Server for Windows Server 2012 and Windows Multipoint Server 2012.

  vSpace Server for Windows Server 2012 and Windows Multipoint Server 2012 will bring the power and savings of NComputing's vSpace to Microsoft's latest OS lineup.

Windows Server 2012

Panelist: Shailesh Deshmukh

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Question & Answer (Q&A)

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Have a question about future Technical Webinars?
Would you like to see a topic added?

Email your feedback to
TechTalkCommunications@NComputing.com

Panelist: Alex Fontaine

Thank You