



Citrix DesktopPlayer for Windows

Version 2.1.7

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About this release

Thank you for purchasing DesktopPlayer for Windows 2.1, one of the most advanced client virtualization technologies in the market. This document is intended for IT administrators who want to install, configure, and explore the new features in DesktopPlayer for Windows.

DesktopPlayer for Windows enables you to remotely manage virtual machines deployed to mobile and office users. Due to the large number of configurations that these endpoints may experience, it is important that you read these notes carefully to understand the requirements and limitations for a successful deployment.

New features in version 2.1.7

Release 2.1.7 provides the following new features:

- Support for Windows 10 VMs.
- SHA256 checksums to verify VM disk integrity during downloads.
- Single Sign-On from DesktopPlayer to the guest when enabled via Synchronizer policy.
- Removed support for less secure encryption technologies (SSLv3 and RC4).

New features in version 2.1

Release 2.1 provides the following new features:

- Encryption of the virtual machines' hard disks while stored in the host.
- Over-the-Air client upgrades via Synchronizer.
- Support for USB 3.0 devices in USB 3.0 ports.

Platform (host) requirements

For the best user experience possible, DesktopPlayer for Windows should be installed in a system that meets these minimum requirements; it is possible to run DesktopPlayer for Windows in less-equipped systems, but the performance may suffer significantly. Citrix does not support such configurations.

- **Processor:** Intel Core i5/i7 Series 3rd Generation (IvyBridge) or newer, with VT-X-enabled in BIOS
- **OS:** Only 64-bit versions of the following Windows versions are supported:
 - Windows 7 Pro/Enterprise
 - Windows 8.1 Pro/Enterprise
 - Windows 10 (TH1 and TH2)
- **Memory:** 8 GB minimum required, 16 GB highly recommended
- **Disk:** 100 GB free space (minimum) on boot partition (Drive C)

Solid-state drives (SSD) are highly recommended. Low performance rotational drives, such as those found in laptops, should be avoided or replaced.

- **Displays:** Up to two displays (including internal LCD display) are supported.

Virtual machine (VM) requirements

DesktopPlayer for Windows only supports virtual machines deployed from the Synchronizer, with the following VM requirements:

- **OS:** The following Windows versions are supported:
 - Windows 7 Pro/Enterprise
 - Windows 8.1 Pro/Enterprise
 - Windows 10 Build 10240 (TH1 or LTSB) with Microsoft KB 3140745 applied (<https://support.microsoft.com/en-us/kb/3140745>)
 - Windows 10 (aka TH2 or CB)
- **Memory:**
 - 2 GB minimum for 32-bit OS
 - 4 GB minimum for 64-bit OS

DesktopPlayer for Windows requirements

Requirements for DesktopPlayer for Windows include:

- DesktopPlayer for Windows is installed for one specific Windows user account. That account must have administrator privileges assigned. To run the product from another Windows-user account, you must first uninstall the product from the same account in which it was installed.
- If you have previously installed a DesktopPlayer for Windows tech preview version, you first must uninstall it, taking care to select the checkbox "Remove user data and settings". Failure to do so will cause the DesktopPlayer 2.1 installer to abort.
- To gain access to the product, you have to authenticate using the same credentials used to register to the Synchronizer. You can save these credentials by selecting the "Remember Password" checkbox; verify this procedure with your administrator.
- You must reboot the host machine after installing DesktopPlayer for Windows.

Fixed issues

The following issues have been fixed in this release.

- Running Microsoft PowerPoint in full screen mode during a GoToMeeting session may display black video, or hang the application.
- Windows Media Player may show video shifted by one pixel producing a diagonal line.
- DesktopPlayer may become unresponsive after connecting to an external display.
- Rare VM hang due to sound handling lockup.
- Network connectivity in the VM may be lost when transferring large files into the VM.
- Some webcams may not work when passed through to a Windows 8 VM.
- VM may shutdown soon after booting.
- Minor improvements to the DesktopPlayer UI.

- DesktopPlayer for Windows now supports special characters (such as an apostrophe) on for the Windows account on the host machine.
- Improved handling of default configuration settings when a Synchronizer policy or user has not modified a configuration setting.

Known issues

The following issues are known at this release:

- In a multi-monitor setup, both DesktopPlayer guest windows may show up on one monitor. To resolve this issue, exit and enter full screen mode in the guest.
- Over-the-Air upgrades from the Synchronizer are placed in the user's %temp% directory and executed from there. Some antivirus configurations may not allow execution from this directory, and thus, that rule must be disabled in the antivirus configuration for OTA upgrades to work properly.
- Audio from the guest may suffer performance degradation under heavy CPU utilization.
- USB audio devices should not be assigned to the guest. Instead, leave the host to handle audio and use the guest's built-in audio devices.
- SATA/IDE DVD devices in the host are not accessible from inside the virtual machine. USB-based DVDs may be passed through and used in the virtual machine.