



DesktopPlayer for Windows

Release Notes

Version 2.3.0

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About this release

Thank you for purchasing DesktopPlayer for Windows 2.3.0, 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.

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
- **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 LTSC
- **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. If that account does not have administrator privileges then the user will have to provide admin credentials during the installation. To run the product from another Windows-user account, you must first uninstall the product from the account in which it was installed and then re-install under the new account.
- If you have installed 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 installer to abort.
- To gain access to the product, you have to authenticate using the same credentials used to register to Synchronizer. If your administrator has permitted users to save their credentials then you can save your password by selecting the "Remember Password" checkbox when registering or when authenticating after registration.
- You must reboot the host machine after installing DesktopPlayer for Windows.

Fixed issues

The following issues have been fixed in this release:

- If a host is configured with redirected user data (for example Windows junction point), the client will fail during a VM update.
- Registration fails when using certain NVME SSD hard drives.
- When Windows clears the screen of a VM, the second display disappears and the host screen is seen. The screen display should go black.
- Guest video playback may hang and then resume later when a Bluetooth headset is removed from the host.
- When McAfee anti-virus software is installed in master image, Windows 10, except version 1507 – buid 10240, may not boot properly.

Known issues

The following issues are known at this release:

- In certain cases, OTA updates will fail to start on a Windows 10 host. To resolve this issue, reboot the host and manually upgrade.
- Over-the-Air upgrades from Synchronizer are placed in the user's %temp% directory and executed from there. Some antivirus configurations may not allow execution from this directory, and as a result, that rule must be disabled in the antivirus configuration for OTA upgrades to work properly.
- 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.
- Sometimes there will be no network connectivity in the VM after it is prepared for use. To fix this, log on as a local administrative user, bring up the device manager, select the Ethernet device, delete the device, then scan for hardware.

- USB devices may not be passed to the VM until the Windows host has properly recognized the device. This may require installing the device drivers from the vendor into the host OS.
- SATA/IDE devices in the host are not accessible directly from the VM. However, if the administrator has enabled folder sharing, they can be accessed from a VM by adding a shared folder.
- After upgrading to 2.3.0, some USB device passthrough events may stop working. Uninstall DesktopPlayer with the "remove user data and settings" option unchecked, re-install 2.3.0 to resolve the issue:

