



Citrix DesktopPlayer for Windows

Version 2.2.0

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About this release

Thank you for purchasing DesktopPlayer for Windows 2.2, 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 2.2.0

Release 2.2.0 provides the following new features:

- Bridge mode networking for wired connection.
- Allows non-administrator user to run DesktopPlayer and manage VM operation.
- Import VM from a USB drive

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
- **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 the 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.

- In a multi-monitor setup, both DesktopPlayer guest windows will not show up on one monitor.
- Improvements in webcam, especially external USB devices
- Improvements in multi-monitor handling
- Administrator can disable activities on all unknown networks

Known issues

The following issues are known at this release:

- 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.
- 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.
- Audio from the guest may suffer performance degradation under heavy CPU utilization.
- Win8.1 VMs sometimes crash in early boot but will work when restarted.
- Sometimes there will be no network connectivity in the VM after it is prepared for use due to a Microsoft issue preparing Windows10. To fix this, log on as a local administrative user, bring up the device manager, select the ethernet device and choose install drivers

- When windows blanks the screen of a VM, the second display disappears and the host screen is seen. It should go black.
- Some USB devices may not 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.
- Guest video playback may hang and then resume later when Bluetooth headset removed from host
- Occasionally, network and USB devices will fail to show up in the VM. The devices can be seen by rescanning the system from the Device Manager.
- When McAfee anti-virus software is installed in master image, Windows 10, except version 1507 – buid 10240, may not boot properly.
- 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.