



DesktopPlayer for Windows

Release Notes

Version 2.7.10

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About this release

Thank you for purchasing DesktopPlayer for Windows 2.7.10, one of the most advanced client virtualization technologies in the market. DesktopPlayer for Windows helps remotely manage virtual machines (VMs) deployed to mobile and office users. This release includes fixes and no new features.

Due to the large number of configurations that the endpoints might experience, it is important that you read this document carefully to understand the requirements and limitations for a successful deployment. This document is intended for IT administrators who want to install, configure, and explore the new features in DesktopPlayer for Windows.

Platform (host) requirements

For the best user experience possible, DesktopPlayer for Windows must 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 can suffer significantly. Citrix does not support such configurations.

- **Processor:** Intel Core i5/i7 Series 3rd Generation (IvyBridge) or later, 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 1607 and 1903. Releases older than 1903 may work, but are not tested. This release does not support versions newer than 1903.
- **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 in laptops, must be avoided or replaced.

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

Virtual machine (VM) requirements

DesktopPlayer for Windows supports only 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 1607 long term servicing branch (LTSB) version. Newer LTSBs are not supported.
- **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 the administrator privileges, then the user must 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 the product under the new account.
- To gain access to the product, you need authentication using the same credentials used to register with the Synchronizer. If your administrator has permitted users to save their credentials, you can save your password by selecting the **Remember Password** check box during registration or authentication afterwards.
- You must restart the host machine after installing DesktopPlayer for Windows.

Fixed issues

Fixed issues in this release:

- Some newer USB HID devices required an update to Virtual Box along with the included PV drivers used to pass the HID devices to the guest device. Note that in general, HID devices should not be assigned to the VM unless applications running in the VM require a visible specific HID device.
- Sound quality with USB audio devices has been improved. Note that USB audio devices must NOT be assigned to the VM but should be handled by the host OS.
- Windows 10 1903 Host support
- The DesktopPlayer UI would sometimes report “Waiting for Background Services” constantly. This could happen if the user had selected a non-standard location for user data.
- The underlying hypervisor and other common packages have been updated to the latest available versions including many bugfixes and security updates. VirtualBox is now running the 5.2 release.

Known issues

Known issues in this release:

- In certain cases, OTA updates fail to start on a Windows 10 host. To resolve this issue, restart the host and manually upgrade.
- Over-the-air upgrades from the Synchronizer are placed in the user’s %temp% folder and executed from there. Some antivirus configurations might not allow execution from this folder, and as a result, that rule must be disabled in the antivirus configuration for OTA upgrades to work properly.
- USB audio devices must not be assigned to the guest. Instead, leave the host to handle audio and use the guest’s built-in audio devices.

- Sometimes there is no network connectivity in the VM after it is prepared for use. To fix this issue, log on as a local administrative user, bring up the device manager, select the Ethernet device, delete the device, and then scan for hardware.
- USB devices might not be passed to the VM until the Windows host has properly recognized the devices. This might 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.
- When a guest VM is locked, you cannot shut down the VM by clicking the **X** button at the upper right corner of the DesktopPlayer window. Instead, you can shut down the VM by clicking the **Shut down** icon on the VM logon screen.
- Domain trust might be lost with low probability. You can repair domain trusts by clicking **Repair Domain Trust** on Synchronizer.