About this Release

Citrix has officially released XenClient Enterprise Version 5.0. This document provides information about XenClient Enterprise Version 5.0; it includes an overview of the functionality available at this release, and information about fixed and known issues.

About the XenClient Enterprise Solution

XenClient Enterprise is a distributed desktop virtualization solution that makes managing thousands of desktops and laptops as easy as managing one. The first product in the industry to combine centralized desktop management with distributed execution on a bare-metal (Type 1) client hypervisor, XenClient Enterprise offers IT professionals and desktop consumers a single, unified product that extends the benefits and convenience of local desktop virtualization with the efficiency and control of central, policy-driven management; the best of both worlds.

The XenClient Enterprise solution uses two main components to provide end-to-end virtualization, XenClient Engine and XenClient Synchronizer:

- XenClient Engine – runs on each computer and runs virtual machine (VM) images. It includes a bare-metal hypervisor, allowing the VMs to operate the computer’s hardware; the Engine does not require an OS loaded directly on the computer, however, it does require one or more valid OS license for any VMs loaded on it.
- XenClient Synchronizer – runs on a Windows 2008 R2 or Windows 2012 server, providing the administration to support each Engine. A single Synchronizer can administer hundreds of Engines and laptops or desktops.
About the Engine
An Engine is installed on individual computers, and provides a virtual platform to run each VM image. An image contains a Virtual Machine (VM) of an operating system plus any included applications. The Engine may have more than one image on a computer. The image definition includes its RAM and storage requirements. Memory management is performed by the Engine.

More than one VM can be running at once, and the user can switch between VM images, or between an image and the Engine in a single key press.

The Engine also performs the security and management tasks on the computer:

- Checks that the user password is correct (otherwise no access to the computer).
- Provides optional disk encryption services.
- Establishes network connections (wireless and/or wired).
- Communicates securely (through SSL) with Synchronizer and checks for updated VMs, changes to Policies, and Engine updates.
- Downloads and prepares new versions of VMs and the Engine.
- Uploads (and tracks) backups to Synchronizer.

While the Engine does communicate securely with Synchronizer, that communication is not a requirement for operating. The Engine runs independently on an individual computer to run one or more loaded VM image. Citrix recommends pairing the Engine with the centralized management paradigm provided by Synchronizer to experience all the benefits afforded by the XenClient Enterprise Solution.

About Synchronizer
Synchronizer performs all the administrative tasks for the XenClient Enterprise. It builds the VMs, manages users and groups, handles integration with Active Directory, and assigns VMs to users or computers. When contacted by an Engine, it sends down (updated VMs, policies, and restored user data) or accepts (backups) appropriate files and holds them as needed.

Synchronizer can restore a user's data from backup onto the same or a new computer. It can be backed up and restored using conventional backup tools. Using Synchronizer, the Administrator can request information about the computer running a VM (disk use, hardware available, and diagnostics).

Upgrading to XenClient Enterprise Version 5.0
The following sequence is recommended when upgrading existing installations to this release.

⚠️ This release has specific upgrade considerations for systems running previous XenClient versions. Before upgrading to this release, review the procedures outlined in the following pages.
Compatibility Considerations
Before upgrading, consider the following:

- A Version 5.0 Engine can run VMs published by 4.5 Synchronizer.

The table below illustrates compatibility between the Engine and Synchronizer at this release:

<table>
<thead>
<tr>
<th>Synchronizer</th>
<th>4.1.x</th>
<th>4.5.x</th>
<th>5.0</th>
</tr>
</thead>
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<tr>
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<td>X</td>
</tr>
<tr>
<td>Engine 5.0</td>
<td>X</td>
<td>X</td>
<td>✓</td>
</tr>
</tbody>
</table>

⚠️ Upgrading from XenClient Enterprise Technical Preview to Version 5.0 is not supported.

Download the Latest Version
The latest version of XenClient Enterprise is available on the My Citrix Website. This site provides access to the Engine, the Synchronizer, and the latest PV drivers in various bundled installation packages.

Upgrade the Engine
When upgrading, consider the following:

- First, ensure that current VM backups are on Synchronizer for any computer being upgraded.
- Upgrades to this release can be centrally administered via Synchronizer. Simply import the Engine update kit into the software library and assign it to the computers identified for upgrade.
- Verify that all upgraded devices have been installed and rebooted.

Engine policies can be used to automate the procedure of rebooting individual clients. Refer to the Synchronizer Online Help for more information.

Upgrade Synchronizer
When upgrading Synchronizer, consider the following:

- For information regarding supported versions, refer to Compatibility Considerations.
- Any modifications made to files in the Synchronizer\conf folder must be manually reapplied after upgrading Synchronizer.

To upgrade Synchronizer:

1. First upgrade the central server to this release before installing remote servers. Remote Servers and central servers must all be at the same version (i.e. all servers must be running version 5.0).
All remote servers should be shutdown before upgrading the primary (central) server to avoid database problems.

2. Upgrade or install this version on all remote servers.

**Important upgrade considerations for XenClient Enterprise 5.0**

Use the following procedure when upgrading to XenClient Enterprise 5.0:

1. Bring all in-use 4.5.x shared VMs on the server up to date by applying any Windows or application updates.
2. Republish and re-deploy all the 4.5.x clients as the *current* version of the VM.

All 4.5.x clients should be running these new VM versions before upgrading the Engine or Synchronizer.

3. First upgrade all clients (Engines) to this release. For more information, refer to the *XenClient Enterprise Upgrade Guide Version 5.0* for more information.
4. Upgrade Synchronizer to this version. For more information, refer to the *XenClient Enterprise Upgrade Guide Version 5.0* for more information. When upgrading Synchronizer, consider the following:
   a. Upgrade the central server to this release before installing remote servers. Remote Servers and central servers must all be at the same version.
   b. Upgrade or install this version on all remote servers.
5. Republish as *staged* all the VMs previously published as current (as described in step 2 above).
6. As needed, upgrade any remaining 4.5 clients (Engines), and assign them the *staged* version of the VM.
7. Once all clients (Engines) are upgraded to this release they can be assigned the *current* version of the VM (i.e., only after the staged version has been re-deployed as the current version).

**About this Release**

This release provides new features and improvements focusing on personalization of user applications, support for Windows 8 and better user experience. It includes:

- Personal vDisk (PvD) Technology
- Improved display support for Windows 8 shared VMs
- Improved wireless roaming
- Support for new hardware platforms (those with 4th Generation Intel® Core™ Processors)

This release has been qualified on a small number of pre-production 4th Generation Intel® Core™ Processor-based platforms. Please work with Citrix support to qualify new hardware with XenClient Enterprise 5.0. Refer to the *XenClient Specifications and Compatibility* site for more information.
- Support for USB2 devices in USB3 controllers
- Improvements and updates to Synchronizer, including:
  - support for the latest Tomcat and 64-bit JVM releases
  - support for SQL 2013
  - an improved UI with greater Browser support (Chrome, Firefox and Safari)
  - simplified UI elements to support localization
  - support for Windows Server 2012 (this support does not extend to the Engine as a VM operating system)
  - improved online Help interface

In addition to these new features, a number of enhancements were made to XenClient, each of these are noted in the following pages.

**Citrix Personal vDisk (PvD) Technology**
This release of XenClient Enterprise integrates PvD technology into the XenClient Enterprise 5.0 solution. By leveraging this technology, the end user can install apps that persist across reboots without compromising the Administrators ability to update the VM. The implementation of PvD:

- Enables computers to retain user-installed applications and desktop settings.
- Allows Administrators to update and maintain the base VM image centrally from Synchronizer.
- Enables departmental applications installed via GPO’s or AppV to persist across reboots.

**Important considerations**
When leveraging the PvD technology in this release, the following limitations apply:

- PvD VMs are only supported on XenClient Enterprise version 5.0 and forward.
- The Engine and Synchronizer must both be running the same XenClient Enterprise version.
- Microsoft Windows 7 is the only fully supported OS on PvD VMs.
- Microsoft Windows 8 on PvD is in ‘Technical Preview’, where only ‘desktop mode’ works; Metro applications currently do not function properly in a PvD VM.
- Once the PvD VM download to the user device is complete, the initial NxPrep process will take an average of ten to twenty minutes depending on disk type (HDD or SSD) and disk speed.
- Users may experience increased boot times when leveraging PvD VMs on XenClient Enterprise Engines (in some cases, 30-60% increased boot times).
- Whenever possible, Administrators should consider using solid state drives with mobile users.
- PvD VMs must be created (or cloned) then published by Synchronizer to run on the latest 5.0 version of the Engine.

**About XenClient Disk Management Models**
Shared image disk mode enables the admin to control applications installed on the user’s virtual machine and also update it. Applications installed by the user do not persist across reboots due to ‘snapback’ that restores virtual machine to its original pristine state. This disk mode ensures that virtual machines of all users are up-to-date and protected.
With Custom image disk mode, the Administrator can allow the user can install and persist applications across reboots. This gives the ability to the Administrator and/or the user to personalize the virtual machine but at the same time both are responsible for keeping the virtual machine up-to-date and in good state.

With both image disk modes, the user’s data is persisted and stored in a ‘User VHD’. The Administrator has the option to back-up the user’s data centrally to the XenClient Enterprise Synchronizer.

With the integration of Personal vDisks in XenClient Enterprise, Administrators gain the benefits of both image disk modes. Administrators can update the virtual machine centrally like a Shared image keeping it up-to-date and at the same time the Administrator and/or the user can personalize the virtual machine by installing applications that persist across reboots like a Custom image.

What is PvD?

With PvD VMs, in addition to ‘User VHD’ layer of Shared image mode, a new layer called the ‘Application VHD’ is introduced. The ‘Application VHD’ stores any Administrator and/or user installed application. The ‘Application VHD’ does not snapback thus the user installed applications and user data persist across reboots.

PvD provides a number of benefits, including:

- support for Administrator and/or user-installed drivers and applications.
- elimination of per-boot save/restore change actions.
- elimination of ‘snap forward’ behaviour, which could lead to loss of user installed applications during updates to the base image.
- support for non-volume licensing, because activation information is preserved and not snapped back.
How is PvD implemented?

XenClient implements PvD functionality in both the Engine and Synchronizer.

The Engine is responsible for creating the PvD disk; when a VM is published, Synchronizer sends an update for the VM, which results in the VM undergoing the preparation process. During this time, only updates to the VM are sent to the Engine – this process may take a few minutes, and is dependent on the number of files in the application disk.

Once a PvD VM is created, the disk mode for that VM **cannot** be changed; if a Shared PvD VM is created, it **cannot** be switched to a Custom or Shared VM. The decision to create a PvD VM is made when the VM Wizard is initiated – it cannot be changed. You can, however, create a PvD VM from a shared (or custom) VM by cloning it.

The Engine implements PvD in such a way that user applications are retained on the ‘Application VHD.’ It’s important to note that in general, boot time for PvD-based VMs may see an increased boot time 30-60% overhead.

In the Engine, PvD information is displayed in the Virtual Machine Control Panel: four disk labels are provided (System, User, Local and Application Disks). The image below illustrates PvD-related elements in the Engine:

Synchronizer implements PvD functionality by providing a policy to control user installed applications. Further control is provided by the Snapback feature, which allows the Administrator to reset the VM to a clean state; this process will remove all installed applications and user data.
Use Synchronizer’s VM creation Wizard to preserve user installed applications when the VM is restarted. After specifying the VM name, select the appropriate radio button to preserve applications:

### Reporting PvD related problems
To assist Citrix Support, use the following procedure to report PvD related issues:

1. Use the Problem Reporting Control Panel in the Engine (or Synchronizer).
2. Clearly label any PvD-related problems by appending a prefix “PvD” in the subject line.


**Resolved Synchronizer Issues**

This release provides a number of fixes and enhancements to Synchronizer, including:

- numerous localization improvements
- updates to the VM creation Wizard to support PvD

In addition to new functionality, the following issues were resolved at this release.

**Some interface elements not internationalized**

This release contains a number of localization improvements, including:

- Calendar date selector updated
- Enhancements to field validation error messages, for example, when a user enters a numeric value outside the valid range; these messages are now localized.

**Tables not refreshed properly when navigating through accordions**

In the previous release, viewing an item in the workspace area of the management console, then selecting another item in the navigation tree could result in the workspace displaying *No users* (or, *No objects*). This issue has been resolved.

**Unable to import fixed VHDs**

Creating a fixed size VHD (for example, using Hyper-V VMs) then importing it into the Synchronizer Software Library resulted in the Engine’s inability to use the VM. The Engine does not support fixed size VHDs; an error message now appears in such cases informing Administrators that only dynamic VHDs can be imported into Synchronizer.

**Duration of currently running tasks may be incorrect**

The duration field, located in the tool tip for a running task, could be incorrect if your Web browser was running on a system that resided in a different time zone than the management server on which the task ran, or if its clock was not synchronized with the clock on the management server.

**Current Known Synchronizer Issues**

This Synchronizer release has undergone significant testing. The following issues have been identified and will be addressed in a subsequent release.

**Setting a restore point breaks domain trust**

After setting a restore point on Synchronizer, AD (Active Directory) users must explicitly restore domain trust.
Tasks not started until Synchronizer initialized
If modifications to the device blacklist (C:\Program Files\Citrix\Synchronizer\conf\DeviceBlackList.csv) are made while Synchronizer’s Apache Tomcat service is stopped, the Administrator must log into the Synchronizer UI at least once after it is started before changes to the blacklist are available to clients.

Domain user logon fails after first provision of Windows 8 VM
If you are deploying domain-joined Windows 8 VMs, configure Synchronizer to use SSL connections for communication with the AD Domain Controller. Failure to do this may result in a user’s inability to initially logon to their VMs.

Reactivate appliance mode when upgrading to Windows Server 2012
When upgrading from Windows Server 2008 to Server 2012, you must rerun Activate Appliance. If you are running Synchronizer Version 4.5, and are upgrading to this release:

1. Login to Synchronizer.
2. Shutdown all running VMs.
4. Upgrade the previous Synchronizer version to this release.
5. Login to Synchronizer and click **Activate Appliance** in the Actions Panel:

Publishing Windows XP VM may fail if Hyper-V Integration Services is not detected
Publishing a Windows XP VM may fail. Windows XP VMs must have Hyper-V Integration Services installed prior to publishing.
**Hype-V 2008 cannot host Server 2012 Synchronizer VM**
If Synchronizer is installed in a VM running Windows Server 2012, Synchronizer must be configured to use Hyper-V 2012, and not Hyper-V 2008.

**Windows XP VM publish fails if Hyper-V 2012 is not upgraded**
XP VMs must have their installations of Hyper-V Integration Services upgraded if Synchronizer is upgraded to 5.0 and then reconfigured to use Hyper-V 2012 rather than Hyper-V 2008.

**Database upgrade failure when specifying a MS SQL named instance**
A database upgrade may fail when using a MS SQL named instance.

- This issue will only occur if the JDBC URL has been modified to use nomenclature not initially used, nor supported by, Synchronizer.

**Importing an ISO with obscure foreign characters may fail**
On some occasions, importing ISO files with obscure foreign characters in the filename may fail.

**Internet Explorer Enhanced Security Configuration prevents VM authoring**
If you are running Synchronizer through Internet Explorer on a Windows 2008 server with Enhanced Security enabled, the virtual machine Active-X control will not install; no error message will be displayed, and you will be unable to author the VM through that browser. To resolve this issue:

1. Run Synchronizer from a browser on another (non-server) computer (for example, a computer running Windows 7).
2. Turn off Internet Explorer Enhanced Security Configuration; run Server Manager, select the top node in the left hand panel (tree), click on the **Configure Internet Explorer Enhanced Security Configuration** link in the **Security Information** section of the UI – turn off the feature for administrators, regular users, or both.

**Installation on a server with foreign characters in the hostname fails**
Synchronizer cannot be installed on a server with a hostname containing foreign characters. Valid hostname characters are A-Z, a-z, 0-9 and hyphen.

**Some interface elements not internationalized**
The following Synchronizer elements do not have full international language support:

- Event summary and detail screens
- Task log
- OS Profile Definition name and description
- Legacy objects created in versions 4.1 or earlier (e.g., policy names and descriptions)
- Base key names (up, down, escape, etc.) and modifiers (Alt, Ctrl, Shift, etc.) used to define hot key sequences; these elements are localized in the Engine, but are not in Synchronizer.

**Problems with national characters**
The XenClient Enterprise solution preserves files and directories specified in OS profile definitions. The default and sample profiles are based on English file and directory names. If a non-English version of
Windows is used, directory names may be in a foreign equivalent. This will prevent data from being preserved across snapback.

To preserve user data across snapback, you must create a localized version of the OS profile definition User Folders.

**Cannot update a custom virtual machine to work with new Windows Settings policies**
The Grant Admin Rights feature within the Windows Settings VM policy will not work for custom VMs that were installed and run at a client Engine prior to the introduction of this feature. If this feature is required for previously assigned custom VMs, the only recourse is to unassign the VM, delete its archived history (including backups), and then reassign the VM. Ensure any user data is backed up using a backup solution independent of the Synchronizer.

**Resolved Engine Issues**

This release provides a number of fixes and enhancements to the Engine, including:

- enhanced display manager functionality and enhancements to resolve conflicts from using multiple monitors
- improved USB device handling
- improved video and sound synchronization
- updated wireless networking paradigm to improve stability
- enhanced UI to improve localization

This release also enhances the user experience by:

- Providing support for new Windows 8 WDDM driver. The new Windows 8 WDDM driver improves the display experience by:
  - providing multi-monitor support
  - supporting native resolutions across the different monitors
  - enabling AERO within the VMs
  - enabling multi-touch within the VM
- supporting devices with Intel®’s 4th generation processors
- improving video and sound synchronization
- implementing faster boot times
- improving support for USB2 devices plugged into USB 3.0 ports

In addition to new features, the following issues were resolved at this release.

**Localization improvements**

In previous releases, some popup messages were not properly localized. This release provides a number of localization improvements, including warning messages and general information screens.
Unable to install personal VMs via PXE server
Installing a personal VM using a PXE server would cause the platform to freeze. This issue has been resolved.

Windows 7/8 PvD did not display the drive letter below the computer icon
A Windows 7/8 PvD VM would not display the C: drive designation below the computer icon; the C: drive was accessible, but the icon was missing from the display.

Some applications used extraneous memory
In some cases, certain applications would use an inordinate amount of CPU resources. For example, selecting a large number of table cells in Microsoft Excel could lead to the CPU consuming a large percentage of system resources. This issue has been resolved.

Change in memory allocation would prevent virtual machines from starting
VMs previously configured to use the maximum available memory could fail to start due to insufficient memory. This issue has been resolved.

Inability to play sounds when running applications in the Dock
In previous releases, the Dock would fail to play audio. This issue has been resolved.

Current Known Engine Issues
This XenClient Engine release has undergone significant testing. The following issues have been identified and will be addressed in a subsequent release.

Domain trust may fail for first time AD users when downloading a PvD VM
Registering an AD user to Synchronizer for the first time, then downloading a PvD VM potentially results in the inability to login to the newly provisioned VM. To resolve this issue, shutdown the VM, then restart it to establish domain trust.

PvD VM fails to boot when some antivirus software is installed
In some cases, a PvD VM may fail to boot properly when McAfee Antivirus is installed; at this release, PvD VMs do not support McAfee antivirus.

Tiles on a PvD Windows 8 VM disappear after committing to a restore point
At this release, PVD Windows 8 VMs can only use desktop mode; the Metro interface is not currently supported.

KMS Activation not functioning for Windows 8 VMs
When deploying a shared or custom Windows 8 VM, do not include the KMS Activation definition in the VM’s OS profile policy. Doing so prevents the Windows Software Protection Service from activating Windows.

Without the KMS Activation definition, Windows will require access to the KMS server at each reboot in order to activate the VM.
Cursor alignment incorrect with touch enabled display in dual monitor mode
When in dual monitor mode, a touch enabled display may erroneously display the location of the cursor. Use of external monitors and touch screens together is not supported at this release.

Removing a primary external display causes black screen
For XP and Windows 7 VMs on a docked laptop, if a user enters the Windows lock screen mode in a dual monitor configuration on a docked laptop and then undocks the laptop, the laptop screen may be all black. The user should use the control-alt-delete key sequence to make the logon dialog visible and then enter the appropriate password. This will restore the correct display configuration.

Engine may crash when disconnecting a USB device during VM installation
In some cases, removing a USB device while installing a VM may cause the Engine to crash and reboot.

Receiver abnormalities
On some occasions, Citrix Receiver may fail to function properly; launching an application may result in an error condition – the application fails to load.

VM fails to prepare properly after upgrading
Upgrading to this version may result in a VM failing to prepare successfully after downloading a newly published version; this process, referred to as NxPrep, may take an inordinate amount of time which may lead to a failure of the process.

“Follow Display” settings for USB device
If a system has a single mouse and keyboard, and the user changes the assignment of the devices from “Engine” to “Follow the Display” you may no longer be able to interact with the Engine Control Panel and Launcher to revert the change. If this happens, please plug in another set of mouse and keyboard to revert the setting to its original state. At this release, Citrix recommends that you avoid using this functionality.

Installing local virtual machine using USB CD-ROM may fail
When attaching a USB CD-ROM device, the Device Manager recognizes the device as a USB mass storage device. Use the Device Manager Control Panel to assign the USB device to the Engine before using it to install a local VM.
Hibernate not supported for virtual machines
Entering hibernate mode in a Windows XP VM may result in the loss of unsaved data. At this release, hibernating a Windows virtual machine is not supported.

Network failures when using a USB network adapter
USB network adapters are not supported.

Engine fails to connect to WAPs set by policy
A computer may fail to connect to a wireless network if WAP security was defined in a policy. When configuring wireless networks by policy it is necessary to choose the correct security protocol. In particular, WPA and WPA2 are considered distinct in this release of the Engine; as a result, if you configure a wireless network as WPA and the actual network is set to WPA2, the configured information will not be used.

Exporting images using a USB drive may fail
In some cases, using a USB drive to export a virtual machine image would fail. When using a USB device for importing or exporting a VM, first assign the USB device to the Engine using the Device Manager Control Panel, then initiate the import or export operation.

Some systems with Radeon GPUs displays may not function properly in mirror mode
On some systems with Radeon GPU displays the secondary monitor may not function properly when setting up the monitor; click OK or Revert when prompted to resolve the problem.

Hot swapping network devices may cause loss of connectivity
The Engine does not currently support network interfaces connected through USB docks.
Windows 8 limitations
The following limitations should be considered when using Windows 8 virtual machines:

- When using multiple monitors two displays are supported at native resolution (same functionality for Windows 7/XP).
- Paravirtualized driver installation may fail. Windows 8 allows you to login using a Microsoft Live account instead of a local or domain account. If a VM was prepared using these account credentials the PV driver installation may fail. To resolve this issue, Citrix recommends logging in to the VM as the local Administrator (or a domain account) specifically created for image management.
- Windows Store apps (previously referred to as Metro Apps) do not currently function with the Engine.

Enabling a disconnected monitor causes malfunctions
Using the guest Windows Display Manager to enable or disable displays causes malfunctions; at this release, do not use the Windows Display Manager to enable/disable a display.

Changes in Nvidia architecture may cause problems in systems running previous versions
In an effort to support customers using nVidia Optimus technology, Citrix has taken an architectural shift in their drivers used for these graphics cards. As a result, Citrix recommends that existing users with nVidia cards running prior versions of XenClient Engine 4.5 test these devices with the new technology before deploying to production use.

ISOs downloaded by the Windows Installer must be accompanied by a MD5 file
When using the XenClient Engine Windows Installer, if you choose to download the Engine ISO from a Web server, you must also provide the MD5 file. The MD5 file is a checksum file provided by Citrix along with the ISO file; its name is the same as the ISO file, but with a .md5 extension amended to it. If the MD5 file is not present in the Web server, the installer will report the ISO as corrupt and will prevent the installation from proceeding. If you cannot provide the MD5 file, you must download the ISO to the local drive and select the installation option for a local file.

A warning will then be generated but you can continue the installation without the MD5 file.

External monitor sometimes blank when resuming
If you suspend the system with no external monitor and then resume with an external monitor connected (for example, when resuming in a dock), Windows detects the second display device but occasionally the screen stays dark. If you encounter this, unplug the external monitor, wait until Windows detects the event (the laptop screen will refresh) and then plug the external monitor back into the dock.

Slow download speeds
The Engine may experience very slow download speeds (measured in KB/sec instead of MB/sec). Under such conditions, verify that the network adapters on the Synchronizer do not have Large Send Offload processing enabled.
Windows media player does not play with an external display
Windows Media Player does not play videos when the laptop is attached to an external display. Unplug the external display to play the video, or place the monitors in mirror mode using the platform display switch hotkey Fn-F7.

Confirmation dialogs will not move to the external monitor
If a confirmation dialog is displayed when an active display is changed or the laptop lid is closed, the dialog is not displayed on the new active display. To resolve this, move the active display back to the screen where the dialog is displayed (or open the laptop lid) and dismiss the dialog box.