

Sun Ray Software

Release Notes for Release 5.4

ORACLE

E35308-05
June 2013

Sun Ray Software: Release Notes for Release 5.4

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Oracle Virtual Desktop Client software is an included component of Oracle's Sun Ray Software and Oracle Virtual Desktop Infrastructure software products that must be separately downloaded from Oracle Software Delivery Cloud (<https://edelivery.oracle.com>). Use of Oracle Virtual Desktop Client is subject to the Oracle software license agreement provided with and/or applying to Sun Ray Software and Oracle Virtual Desktop Infrastructure.

Abstract

This document provides an overview of the new features, changes, and known issues for the Sun Ray Software 5.4 release.

Document generated on: 2013-06-27 (revision: 2528)

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Preface

This document provides information for the Sun Ray Software 5.4 product.

Audience

This document is intended for users with system administration experience. It is assumed that readers are familiar with Web technologies and have a general understanding of Windows and UNIX platforms.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Related Documents

The entire set of documentation for this product is available at:

<http://www.oracle.com/technetwork/server-storage/sunrayproducts/docs>

The documentation set includes the following manuals:

- *Sun Ray Software 5.4 Administration Guide*
- *Sun Ray Software 5.4 Release Notes*
- *Sun Ray Software 5.4 Security Guide*
- *Oracle Enterprise Manager System Monitoring Plug-in Installation Guide for Sun Ray Software*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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1.1. What's New in Sun Ray Software 5.4

The following sections describe the major changes since the Sun Ray Software 5.3 release. Many of these features require the Sun Ray Operating Software 11.1.1 release to be installed on the Sun Ray Clients. See [Appendix B, Sun Ray Operating Software 11.1.1 Release](#) for details.

1.1.1. Platform Support

The following operating systems are now supported on the Sun Ray server. See [Product Requirements](#) for details.

- **Oracle Linux 5.8**
- **Oracle Linux 6.3**
- **Oracle Solaris 10 8/11 or later**
- **Oracle Solaris 10 8/11 or later with Trusted Extensions**
- **Oracle Solaris 11.1**

The `utpkgcheck` command has been updated to help install the necessary packages for both Oracle Linux and Oracle Solaris 11.

1.1.2. Remote Desktops

The following remote desktops have been added to the list of previously supported desktops for Sun Ray Software.

- **Windows 8**
- **Windows Server 2012**

See [Product Requirements](#) for the complete list of supported remote desktops and features. Note that the video acceleration and smart card services features are not supported on Windows 8 and Windows Server 2012.

1.1.3. Multimedia

- **Improved video playback on Windows 7 and Windows Server 2008 R2**

Video playback using Windows Media Player has been improved when using Windows 7 and Windows Server 2008 R2 desktops on Sun Ray 3 Series Clients. This improvement includes support for up to 720p videos in MPEG-2, H.264, and VC-1 video formats. See [Video Acceleration](#) in the Administration Guide for details.

1.1.4. Smart Card Services

- **Smart card services for Oracle Linux**

Smart card services for desktop clients are now available on Sun Ray servers running Oracle Linux. Smart card services, such as smart card authentication, are provided through the PC/SC-lite API. The CCID IFD handler, which provides access to external CCID-compliant USB smart card readers connected to desktop clients, is not supported on Sun Ray servers running Oracle Linux. See [Smart Card Services](#) in the Administration Guide for details.

- **Windows authentication with external USB smart card readers**

When using the Windows connector, external CCID-compliant USB smart card readers now get redirected through the Windows RDP smart card channel when using the `-r scard:on` option of the `uttsc` command. This allows Windows authentication with external CCID-compliant USB smart card readers. See [Smart Card Services](#) in the Administration Guide for details.

1.1.5. User Experience

- **Audio output through PulseAudio for Oracle Solaris 11 and Oracle Linux 6**

The PulseAudio sound server is used to provide audio output for desktop client sessions when using Oracle Solaris 11 and Oracle Linux 6 Sun Ray servers. See [Audio Output Troubleshooting \(Oracle Solaris 11 and Oracle Linux 6\)](#) in the Administration Guide for details.

- **Dynamic session resizing**

Dynamic session resizing allows the remote desktop to be resized automatically to fit the optimized size of your local desktop client session. The `-l` option of the `utsscreenresize` command has been added to better enable dynamic session resizing during the lifetime of a session. Dynamic session resizing has also been expanded for Oracle Virtual Desktop Clients to automatically detect the new screen configuration and resize the remote desktop accordingly after rotating a tablet or resizing the window while in window mode. See [Dynamic Session Resizing](#) in the Administration Guide for details.

- **Screen rotation for Sun Ray Clients**

You can now configure a Sun Ray Client's firmware to specify how the monitors are oriented (for example, portrait vs. landscape). This orientation configuration is used by the various screen configuration commands to help automatically provide the user the proper screen orientation. See [How to Configure Screen Rotation](#) for details.

- **Accurate listing of monitor modes**

When using the `xrandr` command to view monitor information, only the supported dimensions for the monitor are listed and the information about the secondary heads in a multihead group is accurate.

- **Dutch/Netherlands locale for Sun Ray Software Administration GUI**

The Dutch/Netherlands locale is now available for the Admin GUI. And, all locales for the Admin GUI are automatically installed on the Sun Ray server during the Sun Ray Software installation.

- **Certain touchscreen displays now work on Sun Ray 3 Clients and Sun Ray 3 Plus Clients**

See the [Sun Ray Client and Oracle Virtual Desktop Client Peripherals](#) document for the list of compatible touchscreen displays and the specific requirements to use them.

1.1.6. Security

- **Kerberos authentication through Network Level Authentication (NLA) security**

Kerberos authentication is now an option through the Network Level Authentication (NLA) security when accessing RDP clients through the Windows connector. See [Enhanced Network Security](#) in the Administration Guide for details.

- **Improved network security through IPsec**

IPsec is now provided to improve IPv4 traffic security between Sun Ray Clients and Sun Ray servers. See [IPsec Support](#) in the Administration Guide for details.

- **Sun Ray Software Security Guide**

Sun Ray Software 5.4 now provides a separate [Security Guide](#) to cover all security-related information in one place.

1.1.7. Monitoring

- **Sun Ray Software environment monitoring through Oracle Enterprise Manager Cloud Control**

Enterprise Manager for Sun Ray Software is now available, which extends [Oracle Enterprise Manager Cloud Control](#) through a plug-in to help manage your Sun Ray Software environment. You can improve your service levels by proactively monitoring the performance and availability of the Sun Ray Software infrastructure, services, and sessions. See [Oracle Enterprise Manager System Monitoring Plug-in Installation Guide for Sun Ray Software](#) for details.

1.2. System Requirements

See [Product Requirements](#) in the Administration Guide for the system requirements, including the operating system requirements for the Sun Ray server and Windows remote desktop support.

1.3. Changes from the Previous Release

The following platform support and features from the previous Sun Ray Software release are no longer available or have changed. This list also provides deprecated features for this release.

- 32-bit Oracle Linux is no longer supported on the Sun Ray server.
- Oracle Linux 5.6 and Oracle Linux 5.7 are no longer supported on the Sun Ray server.
- Oracle Solaris 10 9/10 is no longer supported on the Sun Ray server.
- The Swedish locale is no longer available for the Sun Ray Software Administration GUI.
- The smart card services feature now uses TCP port 4120 instead of TCP port 5999.
- For the `uttsc` command, the `-D` option has been deprecated and replaced with the `-B off` option.
- The Java Desktop System (JDS) integration package, which includes the `uttscwrap` command, has been deprecated and will be removed in a later release.

- The scbus v1 smart card bus protocol has been deprecated and will be removed in a later release.

Chapter 2. Sun Ray Software 5.4 Known Issues

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The latest known bugs and other issues are listed here, along with appropriate workarounds when they are available.

2.1. Performance Update

There are some known issues that affect scalability for large numbers of sessions (more than 80 simultaneous sessions per server) on Oracle Linux 6 and Oracle Solaris 11 systems. These limits are a result of default configurations and low file descriptor resource caps configured in the system Dbus and gdm processes. The following workarounds can be applied to extend scalability.

Oracle Linux 6

1. Become superuser on the Sun Ray server.
2. Change the default Dbus resource limits by creating a `/etc/dbus-1/system-local.conf` file with the following lines:

```
<!DOCTYPE busconfig PUBLIC "-//freedesktop//DTD D-Bus Bus Configuration 1.0//EN"
"http://www.freedesktop.org/standards/dbus/1.0/busconfig.dtd">
<busconfig>
  <!-- default for this is 2048 -->
```

```
<limit name="max_completed_connections">32768</limit>
<!-- default for this is 256 -->
<limit name="max_connections_per_user">4096</limit>
</busconfig>
```

3. Change the system GDM daemons file descriptor resource cap by adding a `ulimit` command to the `/etc/X11/prefdm` file.

After the line `PATH=...`, add the following line:

```
ulimit -n 16384
```

4. Reboot the system for the changes to take effect.

Oracle Solaris 11

1. Become superuser on the Sun Ray server.
2. Change the default D-Bus resource limits by creating a `/etc/dbus-1/system-local.conf` file with the following lines:

```
<!DOCTYPE busconfig PUBLIC "-//freedesktop//DTD D-Bus Bus Configuration 1.0//EN"
"http://www.freedesktop.org/standards/dbus/1.0/busconfig.dtd">
<busconfig>
  <!-- default for this is 2048 -->
  <limit name="max_completed_connections">32768</limit>
  <!-- default for this is 256 -->
  <limit name="max_connections_per_user">4096</limit>
</busconfig>
```

3. Change the system D-Bus daemons file descriptor resource cap by adding a `plimit` command to the `/etc/init.d/utsyscfg` file.

After the line `start`) (line 320), add the following lines:

```
if [ -x /bin/plimit ]; then
  DPID=$(pgrep -f "dbus-daemon --system")
  if [ -n "$DPID" ]; then
    plimit -n 16384 $DPID
  fi
fi
```

4. Force the system `gdm` process to use the Solaris Extended File Facility by replacing a line in the `/lib/svc/method/svc-gdm` file.

Replace the line `/usr/sbin/gdm $arg &` with the following two lines:

```
ulimit -n 16384
LD_PRELOAD_32=/usr/lib/extendedFILE.so.1 /usr/sbin/gdm $arg &
```

5. Reboot the system for the changes to take effect.

2.2. Preventing Missing Sessions (Oracle Linux)

By default, the `/etc/cron.daily/tmpwatch` file may delete directories and files required for existing user sessions to continue to work. This issue can result in the Waiting for Session (26) icon.

To fix this issue, you can either disable the `tmpwatch` file or update the `tmpwatch` file to prevent the required session directories and files from being deleted. If you disable the `tmpwatch` file, be aware that you may need another way to purge the contents in the `/tmp` directory.

Both solutions require you to become superuser on the Sun Ray server.

Disabling `tmpwatch` File

```
# chmod a-x /etc/cron.daily/tmpwatch
```

Updating `tmpwatch` File

Edit the `/etc/cron.daily/tmpwatch` file. Add the `s` flag to the `flags` variable and add three new options for the `tmpwatch` command (both changes are highlighted in bold):

```
#!/bin/sh
flags=-umcs      # Added s for SUNWut
/usr/sbin/tmpwatch "$flags" -x /tmp/.X11-unix -x /tmp/.XIM-unix \
-x /tmp/.font-unix -x /tmp/.ICE-unix -x /tmp/.Test-unix \
-x /tmp/SUNWut -X '/tmp/orbit-*' -X '/tmp/pulse-*' \ # Added options for SUNWut
-X '/tmp/hisperfdata_*' 10d /tmp
/usr/sbin/tmpwatch "$flags" 30d /var/tmp
for d in /var/{cache/man,catman}/{cat?,X11R6/cat?,local/cat?}; do
  if [ -d "$d" ]; then
    /usr/sbin/tmpwatch "$flags" -f 30d "$d"
  fi
done
```

2.3. Performance with IPsec

If you enable IPsec on a Sun Ray Client, the standard Sun Ray Software performance may be impacted due to the increased processing requirements for IPsec on both the server and the client. The performance impact can be due to a number of factors, including server hardware, encryption acceleration on the server hardware, the choice of Sun Ray Clients, and user activity. Multimedia performance issues are typically impacted, which includes playing Adobe Flash content or playing videos through Windows Media Player.

See [IPsec Support](#) in the Administration Guide for details.

2.4. Installation Issues

2.4.1. DHCP service not restarted after upgrade

The `utpreserve` script stops the `dhcpcd` service while upgrading Sun Ray Software, and the service is not restarted on the Sun Ray server after the upgrade finishes. This problem affects only Sun Ray servers that provide DHCP services.

Workaround: Manually start the DHCP service on the Sun Ray server after the upgrade.

Reference: CR 16050120

2.4.2. `utpreserve` does not restore the `utwc` (Windows connector) group during upgrade

If you use the `utpreserve` script to back up and restore the Sun Ray server configuration during an upgrade (because of an operating system upgrade), the `utwc` group is not backed up and restored. The `utsetup` script requires the `utwc` group on the server to complete an upgrade. If not available, the following error is displayed: `Invalid groupname : utwc. Please specify an existing groupname.`

Workaround: Before running the `utsetup` script to upgrade a Sun Ray server, you must create the `utwc` group on the Sun Ray server. Here is an example command for Oracle Linux:

```
# groupadd utwc
```

Reference: CR 14763147

2.5. Admin GUI Issues

2.5.1. Self-Registration GUI

If the wrong username or password is entered, the self-registration GUI does not allow text to be entered.

Workaround: Press the **Exit** button to relaunch the self-registration GUI.

Occasionally, use of the self-registration GUI can result in a Java core dump, although registration continues to work as expected, and no other adverse side effects are observed. However, if `coreadm` is configured to name core dumps uniquely, disk space usage should be monitored.

Reference: CRs 12195258, 12196361

2.5.2. Multiple authentication (Oracle Solaris)

Sometimes, multiple authentications are required when the session is disconnected using a hot key sequence (the default is Shift-Pause).

Reference: CR 12249130

2.6. Session Issues

2.6.1. Session access is very slow when using IPv6 (Oracle Solaris 11)

Sun Ray sessions are very slow when using a Sun Ray server running Solaris 11 with IPv6 enabled.

Workaround: On the desktop client, lower the MTU to 1280.

Reference: CR 14774245

2.7. Login Issues

2.7.1. Login greeter not centered after rotating tablet

If dynamic session resizing is enabled on Oracle Virtual Desktop Client running on a tablet, the GNOME login greeter or the NSCM login greeter is not centered after rotating the tablet.

Reference: CR 15872787 and 15872764

2.7.2. QuickLogin menu does not work on NSCM login greeter (Oracle Solaris 11)

When using Oracle Solaris 11, the **Options > QuickLogin** menu on the NSCM login greeter does not work.

Reference: CR 14703949

2.7.3. Sun Ray Clients hang at 26D when choosing a remote host name from Choose Host From List option in the dtlogin screen

When trying to log in to a remote system from the dtlogin window, choosing a remote host name from the **Options->Remote Login->Choose Host From List** option causes the client to hang at 26D.

Workaround: Enter a remote host name using the **Enter Host Name** option instead of choosing a remote host name from the list.

Reference: CR 12310031

2.8. Screen Issues

2.8.1. Sun Ray session uses default display of 640x480 when monitor is connected to DVI-2

When a monitor is connected to DVI-2 on a Sun Ray 2FS Client or Sun Ray 3 Plus Client and there is no monitor connected to DVI-1, the Sun Ray session uses the default display of 640x480.

Workaround: When connecting a single monitor to a Sun Ray 2FS Client or Sun Ray 3 Plus Client, connect it to the DVI-1 port.

Reference: CR 16310166

2.8.2. GNOME may crash after hotdesking when dynamic session resizing enabled (Oracle Linux 5)

When hotdesking an Oracle Linux 5 desktop with dynamic session resizing enabled, GNOME may crash. If GNOME crashes, all the windows are terminated and a new session is created. This issue does not affect desktop resizing when using kiosk mode.

Workaround: Disable dynamic session resizing.

Reference: CR 13424198

2.8.3. Screen flickers on Sun Ray 3 and Sun Ray 3i Clients when viewing Configuration GUI

When a Sun Ray 3 or Sun Ray 3i Client is at full resolution (1920x1200 or 1920x1080), the screen may flicker when the Configuration GUI is displayed with STOP-M.

Reference: CR 13702574

2.8.4. No screen lock for second Oracle Linux session

A user who creates two Oracle Linux sessions cannot create a screen lock for the second session. When Sun Ray Software needs to lock the screen, it uses `xlock` for the second session. When the user tries to lock the screen from the menu, nothing happens.

Workaround: Start a `screensaver` daemon for the second session manually, which enables screen locking and stops Sun Ray Software from using `xlock`.

```
# /usr/X11R6/bin/xscreensaver -nosplash &
```

2.9. Multimedia Issues

2.9.1. Windows session may crash when closing Windows Media Player that is currently playing an H.264 video (Oracle Solaris)

This problem is limited to Sun Ray 2 Series Clients or Sun Ray 3 Series Clients, Windows Server 2003 R2, and a Sun Ray server running Oracle Solaris. On Sun Ray 2 Series Clients, the client may also reset when closing Windows Media Player.

Workaround: Stop playing the video before closing Windows Media Player. This workaround may only work on the first attempt.

Reference: CR 14309965

2.9.2. Windows desktop background may become black when playing videos in Windows Media Player and refreshing the desktop

This problem can occur on Sun Ray 3 Plus Clients when using video acceleration.

Workaround: Refresh the desktop again by right-clicking on the desktop and choosing Refresh.

Reference: CR 13081974

2.9.3. When reducing the size of a video, the video starts playing inside the image of the previously set higher video size

Reference: CR 12300252

2.9.4. RealPlayer rendering (Oracle Solaris)

If you reset the Sun Ray Client (Ctrl-Power) while using XVideo to play a video clip in RealPlayer, the RealPlayer application sometimes fails to render for a long period of time.

Workaround: Click **Pause** followed by **Play** to start the video clip playing again.

Reference: CR 12249128

2.9.5. Video image problems when hotdesking from two screens to one screen

Video image problems may occur when a user hotdesks a Sun Ray session from a Sun Ray 2FS Client with two screens to a Sun Ray 2 or Sun Ray 270 Client if the `uttsc` or video window is not near the left-most border of the desktop and the video is being scaled up.

Workaround:

- Keep the video near the left-most border of the desktop.
- Make sure that scaling does not occur by using the application menus or command keys to set video image size to 100%.

Reference: CR 12248506

2.9.6. Scaling down using XVideo

In this release, video playback using XVideo does not support scaling down.

Reference: CR 12247940

2.9.7. Sometimes VC-1 (WMV9) video does not play on the first attempt in Windows Media Player

Workaround: Relaunch the video clip.

Reference: CR 12237505

2.9.8. Slow maximized XVideo playback in RealPlayer

When video is played in an enlarged size (RealPlayer maximized mode), the user's X session responds very slowly, especially to menu requests.

Reference: CR 12220430

2.10. Keyboard Issues

2.10.1. Plus "+" symbol on keyboard does not work when `xset led` is enabled (Oracle Solaris 11)

Workaround: Disable the LEDs on the keyboard using the following command:

```
xset -led
```

Reference: CR 16191463

2.10.2. Shift-Props and Shift-Pause hot keys do not work when NumLock is on (Oracle Solaris 11 and Oracle Linux 6)

On Oracle Solaris 11 and Oracle Linux 6, the Shift-Props hot key does not open the `utsettings` GUI when NumLock is on. On Oracle Solaris 11, the Shift-Pause hot key does not detach a Sun Ray Client when NumLock is on.

Workaround: Turn off NumLock or launch the `utsettings` GUI from the command line:

```
/opt/SUNWut/bin/utsettings
```

Reference: CR 13645049

2.10.3. XKB (Oracle Linux)

The following message is displayed after enabling the XKB feature; however, the feature works as expected.

```
Error activating XKB configuration.  
Probably internal X server problem.
```

2.10.4. Numeric keypad mapping (Oracle Linux)

Numeric keypad mapping does not work properly in Java-based Sun Ray Software commands such as `utsettings`, `utmhconfig`, and the registration GUI.

Workaround: Set the environment variable `_AWT_USE_TYPE4_PATCH` to false, as follows:

```
# setenv _AWT_USE_TYPE4_PATCH false
```

2.10.5. Keyboard layout (Oracle Linux)

`setxkbmap` cannot be used to set layouts for keyboards on Sun Ray Clients.

2.11. Kiosk Issues

2.11.1. Set kiosk application type correctly

Some Kiosk session types allow additional applications to be launched. Within the Admin GUI, you can specify a new Kiosk application either by entering a path to an executable or by specifying a path to an application descriptor (a file that lists the various properties for the application).

The Admin GUI cannot automatically determine the type (executable vs. descriptor), so you must specify the type correctly in the Admin GUI when adding a new application.

If you specify an incorrect type, the Kiosk session cannot start up correctly, and the affected clients will hang, typically with a 26D error.

Workaround: Check the specified types in the Admin GUI and correct the settings, if necessary.

Reference: CR 12195273

2.12. Mass Storage Issues

2.12.1. Memorex TravelDrive 1GB not working on Sun Ray 2FS Client

The Memorex TravelDrive 1G flash disk does not work when connected directly to a Sun Ray 2FS Client.

Workaround: Connect the flash disk to an external hub, such as a USB port on an Oracle-based keyboard.

Reference: CR 12271355, 12256277

2.13. Oracle Solaris Trusted Extensions Issues

2.13.1. Windows connector exits on `X_WarpPointer` error after launching ActivClient utility (Oracle Solaris 11)

On exiting, an error message like the following is displayed.

```
X Error of failed request: BadWindow (invalid Window parameter)
Major opcode of failed request: 41 (X_WarpPointer)
Resource id in failed request: 0x2000024
Serial number of failed request: 11334
Current serial number in output stream: 11334
```

There is no workaround.

Reference: CR 16424577

2.13.2. User without admin_high/admin_low clearance fails to log in (Oracle Solaris 11)

When trying to log in, a [Permission Denied](#) error message is displayed.

Workaround: Remove the following line from the `/etc/pam.d/gdm`, `/etc/pam.d/utnsclogin`, and `/etc/pam.d/uthotdesk` files.

```
account required pam_tsol_account.so.1 allow_unlabeled
```

Reference: CR 16416236

2.13.3. Sun Ray interconnect configuration

The following entry should be made available in `/etc/security/tsol/tnrhdb`:

```
0.0.0.0/32:admin_low
```

Reference: CR 12247254

2.13.4. Multihead role assumption

In a multihead Trusted JDS session, role assumption does not work until `utmhscreen` is removed.

Reference: CR 12240048

2.13.5. Flash disk allocation

Allocating flash disk with UFS file system second time does not work.

Workaround: Hot-plug the device.

Reference: CR 12202377

2.13.6. Multiple slices/partitions

Sun Ray mass storage handles only a single slice or partition for use by the Trusted Extensions device allocation framework.

Reference: CR 12195719

2.13.7. `xscreensaver` Links (Oracle Solaris 10)

Verify that following links are created so that `xscreensaver` can work correctly:

```
# ln -s /usr/openwin/bin/xscreensaver /usr/bin/xscreensaver
# ln -s /usr/openwin/bin/xscreensaver-command /usr/bin/xscreensaver-command
# ln -s /usr/openwin/bin/xscreensaver-demo /usr/bin/xscreensaver-demo
```

2.14. Localization Issues

2.14.1. Portuguese locale not installed (Oracle Solaris 10 and Oracle Linux)

On Oracle Solaris 10 and Oracle Linux platforms, the Sun Ray Software installation program does not install the `SUNWpkio` (Portuguese localization) package.

Workaround: Install the package manually, which is provided in the media pack image:

- Solaris 10 x86 - [Components/10-SRSS/Content/Kiosk_Mode_4.5/Solaris_10+/i386/Packages/SUNWpkio](#)
- Solaris 10 SPARC - [Components/10-SRSS/Content/Kiosk_Mode_4.5/Solaris_10+/sparc/Packages/SUNWpkio](#)
- Oracle Linux - [Components/10-SRSS/Content/Kiosk_Mode_4.5/Linux/Packages/SUNWpkio-4.5-*.rpm](#)

Reference: CR 16034057

2.14.2. nl_NL Dutch locale support not provided by default (Oracle Solaris 11)

Some Sun Ray Software GUI applications, including the Login GUI and the `utselect` command, require locale support. The nl_NL Dutch local support is not installed by default on Oracle Solaris 11 and must be installed if needed.

Workaround: Install the nl_NL Dutch local on the Sun Ray server using the following command:

```
# pkg change-facet 'facet.locale.nl=true' 'facet.locale.nl_NL=true'
```

Reference: CR 14703414

2.14.3. Localized text is not displayed properly in the `utselect` GUI (Oracle Solaris 11)

There is no mechanism to load the `sys.resources` used by some CDE-based applications on Oracle Solaris 11.

Workaround: Before starting the application, load the `sys.resources` file for the appropriate locale:

```
% xrdp -merge /usr/dt/config/locale/sys.resources
```

Reference: CR 14703466

2.14.4. `utselect` and `utwall` (Oracle Linux)

In the Simplified Chinese, Traditional Chinese, and Korean locales, `utselect` and `utwall` do not work properly in the Oracle Linux distributions.

Workaround: Remove the `utselect` and `utwall` catalog files from the appropriate locale sub-directory. This brings up `utselect` and `utwall` in English.

For the Simplified Chinese locale:

```
# rm /opt/SUNWut/lib/locale/zh_CN/LC_MESSAGES/utselect.mo
# rm /opt/SUNWut/lib/locale/zh_CN/LC_MESSAGES/utwall.mo
# rm /opt/SUNWut/lib/locale/zh_CN.utf8/LC_MESSAGES/utselect.mo
# rm /opt/SUNWut/lib/locale/zh_CN.utf8/LC_MESSAGES/utwall.mo
```

For the Traditional Chinese locale:

```
# rm /opt/SUNWut/lib/locale/zh_TW/LC_MESSAGES/utselect.mo
# rm /opt/SUNWut/lib/locale/zh_TW/LC_MESSAGES/utwall.mo
```

For the Korean locale:

```
# rm /opt/SUNWut/lib/locale/ko_KR.utf8/LC_MESSAGES/utselect.mo
# rm /opt/SUNWut/lib/locale/ko_KR.utf8/LC_MESSAGES/utwall.mo
```

2.15. VMware View Connector Issues

2.15.1. Authentication fails on VDM login screen when launching Windows 7 using Network Level Authentication (NLA)

Sun Ray Software is capable of supporting Windows Network Level Authentication (NLA), but VMware View does not support NLA on non-Windows based View clients. You must use the standard RDP authentication with VMware View.

Workaround: To configure RDP authentication, enable RDP authentication on the guest OS and add the `-N off` option to the `uttsc` arguments field in the Kiosk Mode tab within the Sun Ray Software Admin GUI.

2.16. Smart Card Issues

2.16.1. Smart card LED blinks for approximately 40 seconds when installing Sun Ray Operating Software

When installing the Sun Ray Operating Software on Sun Ray 3 Series Clients, the smart card LED will blink for approximately 40 seconds as the smart card controller firmware is being updated.

This is normal.

2.17. Windows Connector Issues

2.17.1. Segmentation fault occurs when a Windows Server 2003 R2 desktop automatically resizes during hotdesking

This problem can occur when using the `-f` option of the `uttsc` command.

Workaround: Use the following procedure:

1. Install the following hotfix on the Windows Server 2003 R2 system:

```
http://support.microsoft.com/kb/942610
```

2. Use the `regedit` command to ensure that the following `AllowHigherColorDepth` registry key is set to 1. If it is set to 0, change it to 1.

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\TerminalServer\AllowHigherColorDepth
```



Caution

Always back up the registry on the Windows system before modifying registry keys.

Reference: CR 13402062

2.17.2. `uttrace` command used to troubleshoot USB redirection feature does not work

Reference: CR 13086346

2.17.3. Windows connector may hang at the Windows welcome screen when connecting to a Windows 7 and Windows Server 2008 R2 system

This hang is due to the multi-monitor enumeration process that occurs between the server and the Windows connector, and it is caused by the Windows server not sending monitor layout data to the Windows connector.

Workaround: Disable the multi-monitor enumeration process using the `uttsc -X off` command or set the custom text size (DPI) for the desktop to 100%.

Reference: CR 12304470

2.17.4. Color gradients are not displayed correctly in Windows 7 when theming enabled

Color gradients, such as background colors of menus, are not displayed correctly when theming is enabled with the `-E theming` option of the `uttsc` command. Color gradients are shown more like strips and not as smooth transitions.

Workaround: Do not enable theming with the `-E theming` option.

Reference: CR 12301115

2.17.5. Black mouse cursor is displayed in Windows Server 2008 R2 session when XRender is disabled

If Xrender extension is disabled on a client, a black mouse cursor is displayed instead of a white mouse cursor in a Windows Server 2008 R2 session.

Workaround: See [How to Enable or Disable XRender](#) in the Administration Guide.

Reference: CR 12293338

2.17.6. Scanning does not work when using scanner button

With some scanners, scanning does not work when initiated by the button on the scanner. You can still scan documents by initiating the scan from the software.

Reference: CR 12279842

2.17.7. Explore window not launched automatically after inserting flash disk

The Explore Window (disk contents) is not launched automatically after inserting a flash disk. The program must be manually launched. This is a different behavior than the Windows behavior on a console session.

Reference: CR 12270188

2.17.8. Smart cards cannot authenticate users to a Windows Terminal Server

To use smart cards to authenticate users to the Windows Terminal Server, install the Base Smart Card Cryptographic Service Provider Package update from <http://support.microsoft.com/kb/909520/en-us>.

This update improves screen unlocking behavior in the Sun Ray environment.

Copying a large file from Windows onto PCFS-formatted removable media does not work, due to known Oracle Linux limitations

2.17.9. Copying a large file from Windows onto PCFS-formatted removable media does not work, due to known Oracle Linux limitations

Workaround: Use other file systems than PCFS, such as UFS, ext3, or etc.

Chapter 3. Feedback and Support

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This chapter provides information about how to provide feedback and contact support for the Sun Ray Software product.

3.1. Reporting Problems and Providing Feedback

To provide feedback or to ask a general question, you can post to the Oracle VDI and Sun Ray Software Community Forum at the [Virtual Desktop Infrastructure and Sun Ray Clients General Discussion](#). Forums are community-monitored and posting to the Oracle VDI and Sun Ray Software Community Forum does not guarantee a response from Oracle. If you need to report an issue and have an Oracle Premier Support Agreement, you should open a case with Oracle Support at <https://support.oracle.com>.

If you are reporting an issue, please provide the following information where applicable:

- Description of the problem, including the situation where the problem occurs, and its impact on your operation.
- Machine type, operating system version, browser type and version, locale and product version, including any patches you have applied, and other software that might be affecting the problem.
- Detailed steps on the method you have used, to reproduce the problem.
- Any error logs or core dumps.

3.2. Contacting Oracle Specialist Support

If you have an Oracle Customer Support Identifier (CSI), first try to resolve your issue by using My Oracle Support at <https://support.oracle.com>. Your Oracle Premier Support CSI does not cover customization support, third-party software support, or third-party hardware support.

If you cannot resolve your issue, open a case with the Oracle specialist support team for technical assistance on break/fix production issues. The responding support engineer will need the following information to get started:

- Your Oracle Customer Support Identifier.
- The product you are calling about.

For Sun Ray Operating Software, specify *Sun Ray HW* for the Product and *Firmware* for the component.

- A brief description of the problem you would like assistance with.

If your CSI is unknown, find the correct Service Center for your country (<http://www.oracle.com/us/support/contact-068555.html>), then contact Oracle Services to open a non-technical service request (SR) to get your CSI sorted. Once you have your CSI, you can proceed to open your case through My Oracle Support.

Available support for the Sun Ray products is as follows:

- If you need Sun Ray Software (SW) support, you must have an Oracle Premier Support for Software (SPS) contract with Sun Ray Software as an asset.
- If you need Sun Ray Hardware (HW) support you must have a Hardware Warranty (HWW) or Premier Support for Systems (PSS) contract for parts replacement of Sun Ray Clients, keyboards, mice, and monitors.
- If you need Sun Ray Operating Software support, you must have a Premier Support for Systems (PSS) or Premier Support for Operating Systems (PSoS) contract with Sun Ray as an asset.

Appendix A. Changelog

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This section provides the list of bugs that have been fixed in the Sun Ray Software 5.4 and Sun Ray Operating Software 11.1.1 releases.

A.1. Sun Ray Software 5.4 Bug Fixes

The following table lists the bugs that have been fixed in Sun Ray Software 5.4.

Table A.1. Bugs Fixed in Sun Ray Software 5.4

Bug ID	Description
11958563	sound is not mute when keyboard volume is max and the audiocontrol vol is mute
12079615	want audio mixer functionality
12115063	utdevadm -e/-d -s all cordumps from non-root user
12194648	display self registration gui/dtlogin/nscm on the primary/secondary
12267236	sunwpcsc & sunwpcscdtu packages porting to linux
12285015	port pc/sc-lite 1.2 to oracle enterprise linux (oel)
12288379	ld_preload=/.../libc_ut.so causing firefox 3.6 to hang on redhat linux
12302123	errors from utxinit session types are silently discarded
12303819	arbitrary output mode creation for xrandr
12307565	java path should be displayed with appropriate message on running
12309163	support of alsa on sun ray software for linux
12309716	uttsc exits sometimes with segmentation fault while playing youtube
12691789	xrandr rotation features in srs 5.2 and have run into a performance issue
12952773	srs integration with ol 6.x - gdm
12991962	unable to hear audio when a clip is opened in youtube on oel sun ray session
13019040	utlog -o broken on oel and s11
13024820	number '5' selected successfully in pop-up gui options even when numlock is off
13252094	kiosk mode does not work with new gdm (solaris 11 or ol 6)
13259344	'editres' does not render display properly on sr3+ model
13530372	vmware view connector does not allow upn format logins
13619885	user cannot access mass storage device on solaris 11
13647621	minimizing windows task manager causes video blank on win2003
13656508	gdm-remove-dpy.sh is too aggressive
13682960	session fails to get created with sun ray 2fs on aoc 22" tft22w90ps monitor
13718991	vdi/sun ray servers freeze periodically
13720688	uttsc crash upon opening an excel file in excel2002/2003
13773710	resizing of youtube pop-out window not working as expected

Bug ID	Description
13783976	white borders seen wmp video rendering area while clip is playing win 7 32bit
13789129	xvideo extension usage not enabled for mpeg videos with -m all option
13789529	uttsc-bin won't run on new platforms
13799682	utadm/dhcp configuration broken after upgrade from 5.2.5 to 5.3
13810301	"unable to retrieve tokens - an internal error has occurred" in webgui
13814236	utdevadm -s should display error message when an invalid option is specified
13826717	clean up the osd icon generation mechanism
13867551	xd 5.5 srx assigned desktops are unbrokored and become available in 2 min.
13875446	utpkgcheck doesn't work on rhel
13891563	utscreenresize o/p message needs update when screen number is not in range
13892068	wmp video window got black in full screen mode on windows xp
13902687	video playback stops working with ovdc
13902831	executing 'utreplica' with invalid options proceeds with replica configuration
13981862	ol 6.x - utpkgcheck problems
13981967	no /usr/bin/ksh on ol 6.x
13982213	sunwuttscd installation fails on ol 6.x
14010295	ovdc crash when click stop during playing mpeg stream with wmp
14058622	srs installer falsely reports downrev sros
14077089	msgs aren't logged under /var/opt/sunwut/log/messages for ol6.x with srs 5.3
14081954	wrong firmware package is being delivered in updates
14095763	uttsc crash when using -r scard:on and oberthur's middleware
14099346	scbus v2 ifd handler needs to coordinate with another libutsc event
14106819	srs web gui does not allow a zero second timeout for terminating kiosk sessions
14151988	copying of files from remote windows host not working with -r disk option
14156744	utreplica removing host may cause broken configuration (fqdn vs hostname)
14172976	upgrade from srs 5.2.5 to srs 5.3.1 gives "ldap_simple_bind:" error messages
14188007	add a sun ray plugin to enterprise manager to enable monitoring via em console
14241936	mixed sized monitors do not work correctly in multihead
14338206	menu items flicker when theming and fontsmoothing is used on window
14394366	sun ray 3plus dtu choppy cursor graphics display on srs 5.0
14468590	when using oracle rdp they need to pass the sun ray location ip address
14481283	desktop contents seen briefly before session cleaned up after dtu poweroff
14494505	utaudio processes consuming lots of cpu with linux 64 bit servers
14593824	need to enable sending altdisp controls to secondary units
14595464	utset does not restore original monitor timing if new timing is declined
14595490	fix l10n problems in webadmin
14600026	utauthd crashes when logging in with nscm invalid user
14600066	fix l10n/t13y problems in srss mhconfig and scloggingui
14600222	fix l10n/t13y problems in srss java properties

Bug ID	Description
14690054	external usb smart card redirection is broken by usb redirection
14779351	isabel middleware doesn't show up insert smartcard popup window
14784715	navigation keys do not work on korean keyboard, with caps lock on
14811448	fatal error: could not open default font 'fixed'
15988789	claimed devices informed to device manager clients
16063985	installer does not validate image against platform
16079860	vdi/sun ray servers freeze periodically require reboot to fix

A.2. Sun Ray Operating Software 11.1.1 Bug Fixes

The following table lists the bugs that have been fixed in Sun Ray Operating Software 11.1.1.

Table A.2. Bugs Fixed in Sun Ray Operating Software 11.1.1

Bug ID	Description
13339991	printer gets cloned under "printers and faxes" when printer power cycled
13781046	sun ray clients tend to pause (freeze) via ipv6 but not with ipv4 or ovdc
14093227	sun ray 3 display can flicker
14232913	clicks in sun ray 3plus built-in audio playing
14503766	need to optimize setting cursor shape on sun ray 3 plus
14541062	more cursor optimizations for the sr3 plus
15973664	802.1x authentication fails on sun ray client with 20h reason=1 depth=4

Appendix B. Sun Ray Operating Software 11.1.1 Release

To benefit from all the latest Sun Ray Software features and gain the best user experience, make sure to always install the latest Sun Ray Operating Software on your Sun Ray Clients. Having the latest Sun Ray Operating Software installed is also one of the initial requirements to address any Sun Ray Software or Sun Ray Client support issues.

The Sun Ray Operating Software 11.1.1 release for Sun Ray Clients is required for the following Sun Ray Software 5.4 features:

- **Improved video playback on Windows 7 and Windows Server 2008 R2**

Video playback using Windows Media Player has been improved when using Windows 7 and Windows Server 2008 R2 desktops on Sun Ray 3 Series Clients. This improvement includes support for up to 720p videos in MPEG-2, H.264, and VC-1 video formats. See [Video Acceleration](#) in the Administration Guide for details.

- **Dynamic session resizing**

Dynamic session resizing allows the remote desktop to be resized automatically to fit the optimized size of your local desktop client session. The `-l` option of the `utscreenresize` command has been added to better enable dynamic session resizing during the lifetime of a session. Dynamic session resizing has also been expanded for Oracle Virtual Desktop Clients to automatically detect the new screen configuration and resize the remote desktop accordingly after rotating a tablet or resizing the window while in window mode. See [Dynamic Session Resizing](#) in the Administration Guide for details.

- **Screen rotation for Sun Ray Clients**

You can now configure a Sun Ray Client's firmware to specify how the monitors are oriented (for example, portrait vs. landscape). This orientation configuration is used by the various screen configuration commands to help automatically provide the user the proper screen orientation. See [How to Configure Screen Rotation](#) for details.

- **Accurate listing of monitor modes**

When using the `xrandr` command to view monitor information, only the supported dimensions for the monitor are listed and the information about the secondary heads in a multihead group is accurate.

- **Certain touchscreen displays now work on Sun Ray 3 Clients and Sun Ray 3 Plus Clients**

See the [Sun Ray Client and Oracle Virtual Desktop Client Peripherals](#) document for the list of compatible touchscreen displays and the specific requirements to use them.

- **Improved network security through IPsec**

IPsec is now provided to improve IPv4 traffic security between Sun Ray Clients and Sun Ray servers. See [IPsec Support](#) in the Administration Guide for details.

Both existing and new Sun Ray Clients with older firmware will need to be updated with this new firmware release to gain the new features.



Note

The Sun Ray Operating Software must be installed on a Sun Ray server running Sun Ray Software 5.3 or later. Conflicts will occur if you try to install the Sun Ray Operating Software on a Sun Ray Software release prior to 5.3, because Sun Ray Client firmware is already installed and provided with those releases.

The error message `Error: Unknown firmware module type` may be displayed if you try to install the Sun Ray Operating Software on a Sun Ray Software release prior to 5.3.

To install Sun Ray Operating Software on Sun Ray Clients as part of the Sun Ray Software 5.4 installation, see [Installing Firmware Before Sun Ray Software Installation](#) in the Administration Guide.

To update Sun Ray Operating Software on Sun Ray Clients outside of the Sun Ray Software installation process, refer to [How to Update Firmware on Sun Ray Clients](#) in the Administration Guide.

For support-related questions about Sun Ray Operating Software, refer to [knowledge document 1448410.1](#) on My Oracle Support. If you can't resolve your issue by using My Oracle Support and you need to open an Oracle support case for Sun Ray Operating Software, use your HW-based Customer Support Identifier (CSI) and specify *Sun Ray HW* for the Product and *Firmware* for the component. See [Section 3.2, "Contacting Oracle Specialist Support"](#) for more details.