Abstract

This document provides an overview of the new features and changes for the Sun Ray Operating Software 11 releases.

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Chapter 1 Sun Ray Operating Software Overview

The Sun Ray Operating Software is the firmware required for the Sun Ray 2 Series Clients and Sun Ray 3 Series Clients. The latest Sun Ray Operating Software is available from My Oracle Support.

This guide provides information on all the Sun Ray Operating Software 11 releases available at publication date. To benefit from all the latest Sun Ray Software features and to 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.

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 Contacting Oracle Specialist Support for more details.

Updating the Sun Ray Operating Software on Sun Ray Clients

This procedure describes how to update the Sun Ray Operating Software on Sun Ray Clients.

1. Download the latest Sun Ray Operating Software release from My Oracle Support.


2. Update the Sun Ray Operating Software on the Sun Ray Clients as part of the Sun Ray Software installation or upgrade or update it outside the Sun Ray Software installation process.

   Refer to the Installing chapter of the Sun Ray Software Administration Guide for details.

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.
Chapter 2 What's New in Sun Ray Operating Software

This chapter provides information about what's new in each in Sun Ray Operating Software release.

2.1 Release 11.1.5

The following table lists the bugs that are fixed in Sun Ray Operating Software 11.1.5.

Table 2.1 Bugs Fixed in Sun Ray Operating Software 11.1.5

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>19850166</td>
<td>upgrade openssl version included</td>
</tr>
<tr>
<td>19075353</td>
<td>usb dictation device support</td>
</tr>
</tbody>
</table>

2.2 Release 11.1.4

The following table lists the bugs that are fixed in Sun Ray Operating Software 11.1.4.

Table 2.2 Bugs Fixed in Sun Ray Operating Software 11.1.4

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18917896</td>
<td>MULTIPLE SECURITY BUGS - UPGRADE OPENSSL</td>
</tr>
</tbody>
</table>

2.3 Release 11.1.3

The following table lists the bugs that are fixed in Sun Ray Operating Software 11.1.3.

Table 2.3 Bugs Fixed in Sun Ray Operating Software 11.1.3

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>16906790</td>
<td>EHCI driver can panic if isoc endpoint closed more than once</td>
</tr>
<tr>
<td>16910531</td>
<td>Sun Ray Client VPN hangs at 28H after upgrade to SROS 11.1.1</td>
</tr>
</tbody>
</table>

2.4 Release 11.1.2

The following table lists the bugs that are fixed in Sun Ray Operating Software 11.1.2.

Table 2.4 Bugs Fixed in Sun Ray Operating Software 11.1.2

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>13971029</td>
<td>sun ray 3 plus reboots spontaneously in normal use</td>
</tr>
<tr>
<td>16673416</td>
<td>need to add support for excludedev parameter</td>
</tr>
<tr>
<td>16851014</td>
<td>removal and reconnect of usb audio device can sometimes fail</td>
</tr>
</tbody>
</table>

2.5 Release 11.1.1

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 `-1` 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.

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

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>13781046</td>
<td>sun ray clients tend to pause (freeze) via ipv6 but not with ipv4 or ovdc</td>
</tr>
<tr>
<td>14232913</td>
<td>clicks in sun ray 3plus built-in audio playing</td>
</tr>
<tr>
<td>14541062</td>
<td>more cursor optimizations for the sr3 plus</td>
</tr>
<tr>
<td>15973664</td>
<td>802.1x authentication fails on sun ray client with 20h reason=1 depth=4</td>
</tr>
</tbody>
</table>

### 2.6 Release 11.0.2

The following table lists the bugs that are fixed in Sun Ray Operating Software 11.0.2.

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14503766</td>
<td>need to optimize setting cursor shape on sun ray 3 plus client</td>
</tr>
</tbody>
</table>
2.7 Release 11.0.1

The following table lists the bugs that are fixed in Sun Ray Operating Software 11.0.1.

<table>
<thead>
<tr>
<th>Bug ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>13339991</td>
<td>printer gets cloned under &quot;printers and faxes&quot; when printer power cycled</td>
</tr>
<tr>
<td>13903041</td>
<td>usb redirection not working for ingenico pin pad</td>
</tr>
<tr>
<td>14093227</td>
<td>sun ray 3 client display can flicker</td>
</tr>
</tbody>
</table>

2.8 Release 11.0

The Sun Ray Operating Software 11.0 release for Sun Ray Clients is required for the following Sun Ray Software 5.3 features:

• **Improved video playback on Sun Ray 3 Series Clients**

  Video playback using Windows Media Player has been improved on Sun Ray 3 Series Clients, including high definition video playback on Sun Ray 3 Plus Clients. See Video Acceleration in the Administration Guide.

• **Improved Adobe Flash playback**

  Adobe Flash playback using Internet Explorer on Windows 7 and Windows 2008 has been improved, including larger resolutions and scalability of deployments. High definition Adobe Flash playback is now available on Sun Ray 3 Plus Clients. These improvements require the Adobe Flash acceleration component to be installed on the Windows system. See Video Acceleration in the Administration Guide.

• **802.1x authentication support on Sun Ray Clients**

  802.1x authentication is now available for Sun Ray Clients, which can be configured through a Sun Ray Client's firmware. See 802.1x Authentication in the Administration Guide.

• **Enhanced smart card services**

  A new Sun Ray Software smart card bus protocol, called scbus v2, provides extended APDU support (ISO-7816-4 2005 rev), smart card services for Oracle Virtual Desktop Clients, protocol and parameters selection (PPS) for Sun Ray 3 Series Clients, and compliance with the PC/SC 2.0 IFD Handler API. See Smart Card Services in the Administration Guide.

**Note**

The Sun Ray Operating Software 11.0 release provides faster USB mass storage performance and a broader choice of USB peripherals, which was also included in the Sun Ray Software 5.2.5 release. Improvements include mass storage read/write speeds up to 5x faster than previous releases on Sun Ray 3 Series Clients, access to an unprecedented broad range of USB devices (listed at http://www.oracle.com/technetwork/server-storage/sunrayproducts/docs/index.html), and a tuned and optimized USB and network stack to minimize network latency.
Chapter 3 Feedback and Support

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

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.

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 Sun Ray Hardware or Sun Ray Operating Software 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.