

Sun Ray Software Release Notes

Versions 5.3 and 5.3.x

ORACLE

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Sun Ray Software Release Notes: Versions 5.3 and 5.3.x

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Abstract

This document provides an overview of the new features, deprecated features, and known issues for the Sun Ray Software 5.3 and 5.3.x releases.

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Chapter 1. Sun Ray Software 5.3.2 Release

The Sun Ray Software 5.3.2 release update is available on My Oracle Support.

See <http://www.oracle.com/technetwork/server-storage/sunrayproducts/downloads/index.html> for download details.

1.1. What's New in Sun Ray Software 5.3.2

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. Refer to the [Sun Ray Operating Software Documentation](#) for details.

The following table lists the bugs that have been fixed in the Sun Ray Software 5.3.2 release update.

Table 1.1. Bugs Fixed in Sun Ray Software 5.3.2

Bug ID	Description
12140982	move utadmin.pw to a dir that cannot be read by every user
13530372	vmware view connector does not allow upn format logins
13720688	uttsc crash upon opening an excel file in excel2002/2003
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
13924760	uttsc does not work with the rdp broker when nla is enabled
14038958	unprivileged user can terminate tomcat
14095763	uttsc crash when using -r scard:on and oberthur's middleware
14106819	srs web gui does not allow a zero second timeout for terminating kiosk sessions
14120439	utaudio upsampling mistake caused siren-like sound
14151988	copying of files from remote windows host not working with -r disk option
14306429	srs drivers have to be rewritten for ol6u3
14338206	menu items flicker when theming and fontsmoothing is used on window
14377215	navigation keys do not work on korean keyboard, with caps lock on
14470935	usb storage disks fail to mount on oel 5.8
14481283	desktop contents seen briefly before session cleaned up after dtu poweroff
14494505	utaudio processes consuming lots of cpu with linux 64 bit servers
14525228	unable to set the some desire resolution using utresadm command
14538384	"uttsc -r disk"-large files copy operation fails
14600026	utauthd crashes when logging in with nscm invalid user
14683696	artifacts are seen on scrolling .odt doc using openoffice
14690054	external usb smart card redirection is broken by usb redirection
14710539	usb storage stick fails to mount on ubuntu desktops
14779351	isabel middleware doesn't show insert smartcard popup window
14791412	srs 5.3.1 - vmware view manager 1.4 shows 1.2 version
14827632	vmware view connector doesn't allow "domain\username" format logins
14848587	screen redraw issue on windows desktop after upgrading to sgd 4.70

Bug ID	Description
15916226	xnewt, x11 window corruption from underlying window
15931580	possible keystore vulnerability
15988789	claimed devices informed to device manager clients
15991798	vdi global hotdesking: user redirection broken
16021201	repaint issue is seen at windows pull down header
16249658	srs should not bundle an outdated, insecure version of apache tomcat
16328622	server hangs on removing the mass storage device on oel 6.3 + srs 5.4_43
16476789	add new stopclass option to uttscpd
16521532	"stopping sun ray services, .." messages seen multiple times in utsetup logs
16545492	memory corruption in libutsc update_cached_reader
16600934	xnewt process goes into loop, using 100% cpu and hanging
16745695	bundle jre version 6u45
16932625	screensaver not blanking dtu monitor correctly at nscm login

1.2. Upgrading to Sun Ray Software 5.3.2

This procedure describes how to upgrade to Sun Ray Software 5.3.2.

1. If the Sun Ray server is already running a version of the Sun Ray Software 5.3 release, run the following command on the Sun Ray server to make sure this update is needed.

```
# /opt/SUNWut/sbin/utrelease
```



Note

Upgrades from Sun Ray Software 5.1 and later are supported with Sun Ray Software 5.3. You can upgrade directly to Sun Ray Software 5.3.2, which means you do not have to upgrade to Sun Ray Software 5.3 first before upgrading to Sun Ray Software 5.3.2.

2. Download the Sun Ray Software 5.3.2 release update from My Oracle Support.

See <http://www.oracle.com/technetwork/server-storage/sunrayproducts/downloads/index.html> for details.

3. Follow the instructions in [How to Upgrade Sun Ray Software](#) in the Administration Guide.
4. Verify that the update has been installed.

```
# /opt/SUNWut/sbin/utrelease
Sun Ray Software 5.3.2
```

Chapter 2. Sun Ray Software 5.3.1 Release

The Sun Ray Software 5.3.1 release update is available on My Oracle Support.

See <http://www.oracle.com/technetwork/server-storage/sunrayproducts/downloads/index.html> for download details.

2.1. What's New in Sun Ray Software 5.3.1

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. Refer to the [Sun Ray Operating Software Documentation](#) for details.

The following table lists the bugs that have been fixed in the Sun Ray Software 5.3.1 release update.

Table 2.1. Bugs Fixed in Sun Ray Software 5.3.1

Bug ID	Description
13035731	pin login doesn't display after sun ray client reset
13259344	'editres' does not render display properly on sun ray 3 plus clients
13436611	windows login screen is displayed instead of pin authentication when sun ray client is rebooted
13787920	uttsc hangs after resetting the sun ray 3i client + scbusv2 + activclient
13801799	threads intermittently wedging in libpcsclite.so.1
13802514	uttsc hangs when hotdesking to the same sun ray client multiple times with activclient
13840232	uttsc hangs when using safesign gui and hotdesking
13875446	utpkgcheck doesn't work on rhel
13925551	uttsc hangs when windows is refreshed about 4-5 times at pin login + active client card
14008367	device manager doesn't pass sc.ver kvp to clients
14126256	clientname for location awareness not updated

Chapter 3. Sun Ray Software 5.3 Release

This chapter provides what's new and the deprecated features for the Sun Ray Software 5.3 release.

3.1. What's New in Sun Ray Software 5.3

The following sections describe the major changes since the Sun Ray Software 5.2 release.

Many of these features require the Sun Ray Operating Software 11.0 release or later to be installed on the Sun Ray Clients. 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. Refer to the [Sun Ray Operating Software Documentation](#) for details.

3.1.1. Installation

- **Sun Ray Operating Software**

The Sun Ray Client firmware is no longer part of the Sun Ray Software media kit and must be downloaded and installed separately through the Sun Ray Operating Software release. The Sun Ray Client firmware is now officially called Sun Ray Operating Software, but the term "firmware" will continue to be used throughout the documentation. Refer to the [Sun Ray Operating Software Documentation](#) for details.

- **Improved Sun Ray Software installation on Oracle Linux**

A new `utpkgcheck` command is now provided to help install pre-requisite RPMs on the Sun Ray server. See [Additional Oracle Linux Requirements](#) in the Administration Guide.

3.1.2. Multimedia

- **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.

3.1.3. Oracle Linux Features

- **VMWare View connector for Oracle Linux**

VMWare View connector support is now available for Sun Ray servers running Oracle Linux. See [VMware View Connector](#) in the Administration Guide.

- **Hotdesking without smart cards for Oracle Linux**

Non-smart card mobility (NSCM) is now available on Sun Ray servers running Oracle Linux. See [Hotdesking Without Smart Cards](#) in the Administration Guide.

3.1.4. User Experience

- **Clipboard sharing between an Oracle Virtual Desktop Client session and local desktop**

Oracle Virtual Desktop Client users can now copy and paste text between an application running in an Oracle Virtual Desktop Client session and an application running on the local desktop. For the copy and paste functionality to work, the clipboard service must be enabled on the Sun Ray server and clipboard sharing must be enabled on the Oracle Virtual Desktop Clients. See [How to Enable the Clipboard Service for Oracle Virtual Desktop Clients](#) in the Administration Guide.

- **Location awareness when hotdesking Windows sessions**

Location awareness is now available when hotdesking Windows sessions, which includes the ability to obtain the unique client's name in a Windows session and to set up actions through commands or scripts when a Windows session hotdesks. This enables and facilitates such capabilities as follow-me printing. See [Location Awareness](#) in the Administration Guide.

- **Automatic desktop resizing during hotdesking**

Sun Ray session desktops can now be configured to automatically resize when hotdesking to a Sun Ray Client or Oracle Virtual Desktop Client with a different monitor configuration. To configure desktop resizing for Windows sessions, see [Desktop Resizing](#) in the Administration Guide.

3.1.5. Security

- **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.

3.2. 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.

3.3. Deprecated Features

The following features are no longer available in this release.

- **Sun Ray Client firmware no longer included with Sun Ray Software media pack**

Prior to Sun Ray Software 5.3, firmware for the Sun Ray Clients was included with the Sun Ray Software media pack and you could install and configure the firmware as part of the Sun Ray Software installation. With Sun Ray Software 5.3 and later, the firmware, now called Sun Ray Operating Software, is available separately and must be downloaded from [My Oracle Support](#). The Sun Ray Operating Software must be installed separately, although it can still be configured as part of the Sun Ray Software installation process.

See [Installing Firmware Before Sun Ray Software Installation](#) in the Administration Guide for more details.

- **Firmware updates no longer available for Sun Ray 1 Series Clients**

The Sun Ray Operating Software 11.0 release does not include updates for Sun Ray 1 Series Clients. The [CoronaP1](#) through [CoronaP7](#) firmware entries listed in the `utfwadm` output will show "No firmware present". However, you can still manage the firmware behavior on the Sun Ray 1 Series Clients through their `.parms` files.

Chapter 4. Known Issues

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

4.1. Installation Issues

4.1.1. `uttsc` does not work after upgrade

This problem occurs if you use a preserve file as part of the upgrade process.

Workaround: Run `utconfig -c` to configure the Windows connector and complete the upgrade.

Reference: CR 16708016

4.1.2. `utpkgcheck` does not work with Red Hat Enterprise Linux

Fixed in the Sun Ray Software 5.3.1 release update.

The `utpkgcheck` command does not work with Red Hat Enterprise Linux to install the additional RPMs for the Sun Ray Software installation, as described in [Additional Oracle Linux Requirements](#) in the Administration Guide.

The following RPMs must be manually installed when using Red Hat Enterprise Linux:

- `dhcp`
- `gcc`
- `gdbm.i386`
- `glibc-devel`
- `glibc-headers`
- `kernel-devel`
- `kernel-headers`
- `libfontenc.i386`
- `libXfont.i386`
- `libXmu.i386`
- `libXp.i386`
- `libXpm.i386`
- `libXv.i386`
- `openldap-clients`
- `openmotif.i386`

4.2. Admin GUI Issues

4.2.1. Unable to log in to Admin GUI after upgrade (Oracle Linux)

If you enabled Admin GUI access for additional UNIX users beyond the default `admin` account, access for those users is not preserved during an upgrade. The Sun Ray Software upgrade program does not preserve PAM configurations, and it reconfigures the default setting for `admin` during the upgrade.

Workaround: Modify the PAM configuration as follows based on the operating system running on the Sun Ray server:

- For Oracle Linux, modify the `/etc/pam.d/utadmingui` file by replacing the current `utadmingui` PAM stack with the following `auth include system-auth` entry:

```
#%PAM-1.0
# BEGIN: added to utadmingui by SunRay Server Software -- utadmingui
auth include system-auth
# END: added to utadmingui by SunRay Server Software -- utadmingui
```

- For Oracle Solaris, modify the `/etc/pam.conf` file by replacing the current `utadmingui` PAM stack with the following entries:

```
# BEGIN: added to utadmingui by SunRay Server Software -- utadmingui
utadmingui auth requisite pam_authtok_get.so.1
utadmingui auth required pam_dhkeys.so.1
utadmingui auth required pam_unix_cred.so.1
utadmingui auth required pam_unix_auth.so.1
```

Reference: CR 14340529

4.2.2. Multiple authentication (Solaris)

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

Reference: CR 12249130

4.2.3. Admin GUI Upgrade

Due to changes with the Admin GUI, Apache Tomcat 5.5 (or higher) has to be installed on the system, and the `utconfig` script was extended to ask for the location of an existing Tomcat instance.

If you perform an upgrade from a previous Sun Ray Software version when using a preserve file, you must run `utconfig -w` after completing the upgrade. The `utconfig -w` command will prompt you for the Admin GUI settings, including the location of the Tomcat installation, and the Admin GUI will be started automatically.

Reference: CR 12204639

4.2.4. 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

4.3. Login Issues

4.3.1. 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

4.4. Screen Issues

4.4.1. 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

4.4.2. Gnome crashes on Oracle Linux after hotdesking when desktop resizing enabled

When hotdesking an Oracle Linux desktop with desktop resizing enabled, Gnome crashes and all the terminal windows are terminated. Then, a new session is created. This issue does not affect desktop resizing when using kiosk mode.

Workaround: Disable desktop resizing that has been set up though the [utaction](#) command.

Reference: CR 13424198

4.4.3. No screen lock for second Linux session (Linux)

A user who creates two 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 &
```

4.5. Multimedia Issues

4.5.1. 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

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

Reference: CR 12300252

4.5.3. Some Adobe Flash settings dialog controls are not responsive

With the Adobe Flash acceleration component installed, some or all control elements of the Adobe Flash settings dialog might not react to mouse or keyboard events. This may include the button to close the dialog.

Workaround: Reload the entire web page in the browser.

Reference: CR 12257770

4.5.4. RealPlayer rendering (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 the video clip playing again.

Reference: CR 12249128

4.5.5. 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

4.5.6. Scaling down using XVideo

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

Reference: CR 12247940

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

Workaround: Relaunch the video clip.

Reference: CR 12237505

4.5.8. 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

4.6. Keyboard Issues

4.6.1. XKB (Linux)

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

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

4.6.2. Numeric keypad mapping (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
```

4.6.3. Keyboard layout (Linux)

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

4.7. Kiosk Issues

4.7.1. 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

4.8. Mass Storage Issues

4.8.1. 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

4.9. Solaris Trusted Extensions Issues

4.9.1. 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

4.9.2. Multihead role assumption

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

Reference: CR 12240048

4.9.3. Flash disk allocation

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

Workaround: Hot-plug the device.

Reference: CR 12202377

4.9.4. 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

4.9.5. Audio

Remove the `setuid-0` bit on the `utaudio` binary.

```
# chmod u-s /opt/SUNWut/bin/utaudio
```

4.9.6. `xscreensaver` Links

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
```

4.10. Localization Issues

4.10.1. `utselect` and `utwall` (Linux)

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

4.11. VMware View Connector Issues

4.11.1. 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 4.5 does not support NLA on non-Windows based View clients. You must use the standard RDP authentication with VMware View 4.5.

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 SRS Admin GUI.

4.11.2. Character input is not working with international keyboards

There are problems when typing some characters into Java 5 dialogs on the Sun Ray server.

Workaround: Install Java 6 on the Sun Ray server and modify the kiosk script to use Java 6 to execute the VMware View connector GUI.

4.12. Smart Card Issues

4.12.1. 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.

4.13. Windows Connector Issues

4.13.1. Segmentation fault occurs when a Windows 2003 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 2003 server:

<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

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

Reference: CR 13086346

4.13.3. Windows login chime is distorted when using Windows connector on Oracle Linux 5.5

The Windows login chime is distorted when using the `uttsc` command to log in to a Windows system. This happens on Sun Ray servers running Oracle Linux 5.5.

Reference: CR 12305002

4.13.4. Windows connector may hang at the Windows welcome screen when connecting to a Windows 2008 R2 server

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.

Reference: CR 12304470

4.13.5. 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

4.13.6. Black mouse cursor is displayed in Windows 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 2008 R2 session.

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

Reference: CR 12293338

4.13.7. 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

4.13.8. 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

4.13.9. 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.

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

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

Chapter 5. Feedback and Support

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

5.1. Reporting Problems and Providing Feedback

To report a bug in the software or to ask a question, please contact the Sun Ray Software Team and Community at the [Virtual Desktop Infrastructure and Sun Ray Clients General Discussion](#). Posting on the Sun Ray Software Team and Community does not guarantee a response. If you need a fix for a bug, and have an Oracle Software Premier Support Agreement, you should open a case with Oracle Support at <https://support.oracle.com>.

If you are reporting a bug, 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.

5.2. 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 can't 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 Software Premier Support (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 Systems Support (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 Systems Support (PSS) or Premier Support for Operating Systems (PSOS) contract with Sun Ray as an asset.

Appendix A. Sun Ray Operating Software

The Sun Ray Operating Software 11.0 release for Sun Ray Clients is required for many of the Sun Ray Software 5.3 features. 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.

Refer to the [Sun Ray Operating Software Documentation](#) for details.

