

Sun Ray Software

Release Notes for Release 5.4.x

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Abstract

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

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Preface

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

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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 Administration Guide*
- *Sun Ray Software Release Notes*
- *Sun Ray Software 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.

Chapter 1 What's New in Sun Ray Software

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

1.1 Release 5.4.5

This section provides information about what's new in the Sun Ray Software 5.4.5 release.

Supported Installation Platforms

For the latest information about supported installation platforms, see [knowledge document ID 1632400.1](#) on My Oracle Support.

Sun Ray Operating Software 11.1.7

The Sun Ray Operating Software 11.1.7 for Sun Ray Clients was released at the same time as Sun Ray Software 5.4.5 and includes an important bug fix.

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.

Bugs Fixed

The following table lists the bugs that have been fixed in Sun Ray Software 5.4.5.

Table 1.1 Bugs Fixed in Sun Ray Software 5.4.5

Bug Number	Subject
20197502	hotdesking delay fix
21682849	authd race condition and memory fix
22351293	webadmin progress bar
23192936	apache tomcat upgrde

1.2 Release 5.4.4

This section provides information about what's new in the Sun Ray Software 5.4.4 release.

Supported Installation Platforms

For the latest information about supported installation platforms, see [knowledge document ID 1632400.1](#) on My Oracle Support.

Sun Ray Operating Software 11.1.5

The Sun Ray Operating Software 11.1.5 for Sun Ray Clients was released at the same time as Sun Ray Software 5.4.4 and includes important bug fixes.

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.

Bugs Fixed

The following table lists the bugs that have been fixed in Sun Ray Software 5.4.4.

Table 1.2 Bugs Fixed in Sun Ray Software 5.4.4

Bug Number	Subject
20781316	upgrade tomcat to 6.0.43, java to jre-6u95
20484081	webadmin ignore path fix
18404801	utkioskoverride session_config should not get deleted after token change
19075353	usb dictation device support
20373978	Xorg security notification, GL bug
20524468	Xorg security advisory, information leak in xkbsetgeometry
20695168	Xorg security advisory, BDF file parsing issues in libxfon

1.3 Release 5.4.3

This section provides information about what's new in the Sun Ray Software 5.4.3 release.

Supported Installation Platforms

For the latest information about supported installation platforms, see [knowledge document ID 1632400.1](#) on My Oracle Support.

Sun Ray Operating Software 11.1.4

The Sun Ray Operating Software 11.1.4 for Sun Ray Clients was released at the same time as Sun Ray Software 5.4.3 and includes important bug fixes.

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.

Bugs Fixed

The following table lists the bugs that have been fixed in Sun Ray Software 5.4.3.

Table 1.3 Bugs Fixed in Sun Ray Software 5.4.3

Bug Number	Subject
14569731	only 17 interfaces could be created on sun ray aggr + tagvlan
17269398	pcscd reports err contacting instance :display#. abandoning
17336874	choppy audio when connecting via vrdp
17428101	uttsc-bin crash and client reboot at 5 seconds interval
17451162	26b errors when utaudio goes 100% cpu and makes server unresponsive
17696288	audio (utaudio) quality poor after installing 5.4.2 with vdi 3.5
17696288	integrate 4.5_patch: pbr 7239 utaudio fix for choppy audio over uttsc/vrdp
17796362	serverselect auth module should pass the 'subcause' key/val pair on redirection
17843379	add sssd-client.i686 32bit rpm to utpkgcheck for oel6 install

Bug Number	Subject
18062002	need srs 5.4 xserver (xnewt) updated with fix from 16794838 (10u11 tx)

1.4 Release 5.4.2

This section provides information about what's new in the Sun Ray Software 5.4.2 release.

New Features

The following are the new features in this release.

- **Support for Oracle Linux 6 update 4**

Oracle Linux 6 update 4 (64-bit) is a supported installation platform.

- **Support for VMware View 5.2**

VMware View 5.2 is a supported platform for the VMware View connector.

Sun Ray Operating Software 11.1.3

The Sun Ray Operating Software 11.1.3 for Sun Ray Clients was released at the same time as Sun Ray Software 5.4.2 and includes important bug fixes.

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.

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.

Bugs Fixed

The following table lists the bugs that have been fixed in Sun Ray Software 5.4.2.

Table 1.4 Bugs Fixed in Sun Ray Software 5.4.2

Bug ID	Description
15988988	utaction process belongs to pcsd left over after pcsd dies
16103053	user sees certificates from other users logged in with smartcard
16683003	"hanja" conversion not working thru any dtu within Oracle vdi 3.5
16808821	esc: audio fails when hotdesking in srs 5.4 using -h autoreconnect
16923415	insert card yuv painted over linux console
16935056	add dac_lockdown_on_fail parameter to pc/sc-lite
17007274	pin login doesn't prompt correctly after timeout val
17014132	uttsc crash after 5 consecutive rdp connection attempts
17032040	need to fix \$sun_libusb_follow_session kvp in /etc/smartcard/pcscd-sunray.conf
17218229	when trying to play audio/video on 5th uttsc session seg fault happens

Bug ID	Description
17278694	esc: some motif application fonts not displaying correctly with srs 5.4
17323240	esc: utauthd cores after several failed login attempts
17346060	esc: audio fails to resume after monitor wakeup event
17647197	utpreserve broken in srs 5.4.x on linux

1.5 Release 5.4.1

This section provides information about what's new in the Sun Ray Software 5.4.1 release.

New Features

The following new feature has been added in this release.

- **Access management for smart card readers**

In previous Sun Ray Software releases, smart card readers attached to Sun Ray Clients were available to all users and there was no way to limit access on a per-user basis. Sun Ray Software now enables you to configure device access policies by using the `utdevpolicy` command. In this release, you can configure user access to smart card readers based on the zones configured on the Sun Ray server. Specifically, you can configure which smart card readers are accessible in which zones.

This feature is available only on Sun Ray servers running Oracle Solaris Trusted Extensions and for internal or external smart card readers attached to Sun Ray Clients. See [Configuring Access to Smart Card Readers](#) in the Administration Guide for details.

Sun Ray Operating Software 11.1.2

The Sun Ray Operating Software 11.1.2 for Sun Ray Clients was released at the same time as Sun Ray Software 5.4.1 and includes important bug fixes.

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.

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.

Bugs Fixed

The following table lists the bugs that have been fixed in Sun Ray Software 5.4.1.

Table 1.5 Bugs Fixed in Sun Ray Software 5.4.1

Bug ID	Description
12140982	move utadmin.pw to a directory which cannot be read by every user
14652867	esc - ovdc takes 2 minutes to search for smart cards even with --nosmartcards
14710539	usb storage stick fails to mount on ubuntu desktops
14848587	screen redraw issue on windows desktop after upgrading to sgd 4.70

Bugs Fixed

Bug ID	Description
15916226	xnewt, x11 window corruption from underlying window
15931580	possible keystore vulnerability
16356330	uttsc exits on xwarppointer when activclient utility is launched in tx11
16545492	memory corruption in libutsc update_cached_reader
16600934	xnewt process goes into loop, using 100% cpu and hanging the session
16659733	pcscd crashes when external smartcard reader is hotplugged
16708705	version of the package sunwuti is shown incorrectly in srs 5.2.6
16731373	unable to save window documents with uttsc mounted devices
16745695	bundle jre version 6u45
16866914	smartcard redirection mode cause pcscd broken pipe error and system overload
16921452	libusb doesn't synchronize between svclib detach callback and usb_close()
16932625	screensaver not blanking dtu monitor correctly at nscm login

Chapter 2 Known Issues

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 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 DBus 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 `dhcpd` 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 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

2.13.2 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

2.13.3 Multihead Role Assumption

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

Reference: CR 12240048

2.13.4 Flash Disk Allocation

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

Workaround: Hot-plug the device.

Reference: CR 12202377

2.13.5 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

2.13.6 `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 is 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.

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.

Chapter 3 Feedback and Support

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

Reporting Problems and Providing Feedback

To provide feedback or to ask a general question, you can post to the [Virtual Desktop Infrastructure and Sun Ray Clients Community](#). Posting to the Community 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 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.

