

# RES Workspace Manager 2012 SR4 Release Notes



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## 1. Enhancements and Improvements

### Applications: Targeted items now editable for Microsoft App-V 4.x applications

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At **Composition > Applications**, when configuring Microsoft App-V 4.x applications, on the **User Settings > Properties** tab of the application, the **Zero Profile mode** is automatically set to **Capture targeted items on application end** and the **Capturing** tab becomes available. On the **Capturing** tab, the Advanced User Setting **Capture** is automatically set to **User package generated by App-V on application end** and a default targeted item to capture is created for "All users" and "All workspace containers".

On the **Capturing** tab, it is now possible to edit this default targeted item for "All users" and "All workspace containers" and to create additional **Targeted items to capture**. Previously, this targeted item was non-editable.

Please note that the folder to be captured for App-V packages, `%APPDATA%\SoftGrid Client\<SGAPPGUID>` (specified in the **Data** column on the **Capturing** tab after selecting **Show details**), is predefined and cannot be changed.

### Citrix XenApp Publishing: Improved performance when starting an application

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The performance of starting a Citrix XenApp published application has been improved.

### Console: Filtering enhancement

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Filtering in the Console has been enhanced. If the option **Exclusive filter** is selected for a filter, the results will no longer show items related to indirect memberships, such as nested groups and indirect group memberships. If the option **Exclusive filter** is NOT selected for a filter, items that would be affected if the option was checked are marked with an "i" (informational) in the program icon.



#### Note

When filtering on Organizational Unit (OU), nested groups or users across OU boundaries are not taken into account.

## Console: Performance improvements loading RES Workspace Manager configurations

---

Several improvements have been made to reduce the time that is needed to load RES Workspace Manager configurations in the Management Console. The improvements have been realized in the following areas:

- Automation tasks
- Environment Variables
- Execute Command
- Drive Substitutes
- Folder Redirection
- Folder Synchronization
- User Home Directory
- User Profile Directory
- Microsoft ConfigMgr
- User Registry

## Directory Services: New option for configuring Active Directory and Microsoft Windows Domains

---

At **User Context > Directory Services**, when adding or editing a directory service, the new option **Get group membership using local tokens (faster)** has been added for configuring Active Directory and Microsoft Windows Domains. When this option is selected for a directory service, the RES Workspace Composer will resolve the user's group membership from its logon token.

This option is especially interesting for multi-domain environments, in which resolving cross domain group membership does not work properly or causes performance degradation.

Please note the following:

- Any change in the user's group membership will only be effective after the user logs off and on again. A refresh of the user workspace will not suffice.
- This option should only be used in environments that have a Global Catalog server.
- It is advised to enable this option for all defined directory services in the RES Workspace Manager Console.

## Drive and Port Mappings: Improved performance when loading network mappings

---

At **Composition > Actions By Type > Files and Folders > Drive and Port Mappings**, the loading of mappings in the Console has been improved. It now takes less time to load mappings. This is especially noticeable if a large number of mappings were configured.

## Error Log: Warning message if RES Service has insufficient permissions to start elevated processes

---

When the RES Service is running under an Active Directory account (instead of Local System), in order for it to be able to start elevated processes in a user session, its Active Directory account must be local administrator and have the following additional permissions:

- Act as part of the operating system

AND

- Replace a process level token.

The permissions **Act as part of the operating system** and **Replace a process level token** are security policy settings and can be set on the user system itself.

If the account does not have the necessary permissions, a warning message will now be logged in the common error log (in the Console at **Diagnostics > Errors**) containing information to assign these permissions.

## Execute Command: New option for Microsoft App-V applications

---

At **Composition > Applications**, on the **Configuration > Actions** tab of a Microsoft App-V application, when configuring an **Execute Command**, the option **Run outside App-V virtual environment** has been added. This allows the command that was configured for the application to run outside the App-V bubble of that application.

## Folder Synchronization: Enhanced behavior

---

Configuring a Folder Synchronization (at **Composition > Actions By Type > Files and Folders > Folder Synchronization**, on the **Synchronizations** tab) with a **Local folder** or a **Remote folder** that includes the User Settings folder, now no longer has to wait for the entire Folder Synchronization to finish if the User Settings folder is excluded on the **Filters** tab. In this situation, the logon time will be faster. If necessary, a separate Folder Synchronization can be configured for the User Settings folder.

## Folder Synchronization: Enhancement when using a remote folder

---

Folder Synchronization has been improved for situations in which a **Remote folder** is specified. Before starting the actual Folder Synchronization, now first a check is done to make sure the remote folder is still available. Previously, if the remote folder was not available, one of the `.meta` files could become corrupt causing the Folder Synchronization to fail.

## Installation: Installation files with extension ".dll\_new" now also replaced at logoff

---

During the upgrade of RES Workspace Manager, if existing installation files cannot be replaced (e.g. because they are in use), these new installation files are saved with the extension `.dll_new`. RES Workspace Manager will now also try to replace these installation files with extension `.dll_new` when a user logs off. Before, these files were only replaced when the RES Service was (re)started.

## Licensing: Enhanced processing of Silver licenses

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At **Setup > Licensing**, on the **Licenses** tab, the processing of Silver licenses has been enhanced.

## Licensing: Enhancement when adding a Silver license edition to a Standard license

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When adding an RES Workspace Manager Silver license edition to an RES PowerFuse Standard license this now results in **Silver** edition.

Previously, when both an RES Workspace Manager Silver license edition and an RES PowerFuse Standard license were present in your RES Workspace Manager Datastore, this resulted in a **Bronze** edition. This was the default behavior because the list of features that each license/license edition supported was different and the **Bronze** edition was the highest edition that contained most features that were supported by both the RES Workspace Manager Silver license edition and the RES PowerFuse Standard license.

The default behavior has been changed to avoid a vital loss of functionality when changing to a **Silver** license edition.

## Licensing: Licensing procedure optimized through automatic activation

---

The licensing procedure of RES Workspace Manager has been optimized. When registering licenses, it is now possible to activate these licenses automatically using the Web.

For this purpose, the register license option has been enhanced and renamed to **Register and automatically activate RES Software license(s)**. When selecting this option, the newly-registered license will be activated immediately. This significantly decreases the amount of time spent on the licensing procedure.

Please note that in certain certain situations, automatic activation of licenses may fail. For example, this may occur when the RES Software license activation server cannot be reached. In these situations, the license(s) still need to be activated manually and an e-mail address needs to be provided.

Also, the License Wizard has been optimized by replacing, for instance, the Customer and Reseller pages by one **Company information** page.

## Location and Devices: Improved behavior if deleting a Zone is not possible

---

At **User Context > Location and Devices**, if deleting a zone is not possible, the option **Show associated applications and other objects** is no longer automatically selected. Now, the user will be asked if he wants RES Workspace Manager to show the associated applications and other objects.

## Lockdown and Behavior: New option "Always hide "Log off" in Start Menu"

---

At **Composition > Desktop > Lockdown and Behavior**, in the **Start Menu and Taskbar** section, the new option **Always hide "Log off" in Start Menu** has been added. When selecting this option, "Log off" will be hidden in the Start Menu or it will be grayed out.

With this new option the option **Always hide "Log off" in context menu** has been changed. Now, when selecting this option, "Log off" will only be hidden in the context menus. Previously, when selecting this option, "Log off" would be hidden both in the context menus and the Start Menu.



### Note

After upgrading to RES Workspace Manager 2012 SR4, the option **Always hide "Log off" in Start Menu** will be added to the Management Console with the same value (selected/not selected) as the option **Always hide "Log off" in context menu**.

## Microsoft App-V 5.0 Integration: Improvements User Settings scenarios

---

Improvements have been made to a number of User Settings scenarios, including the restoring of User Settings.

### Registry Settings: New option to ignore registry redirection on 64-bit operating systems

---

At **Composition > Actions By Type > User Registry**, on the **User Registry** tab, when editing or creating registry settings, the new option **Ignore registry redirection (on 64-bit operating systems)** has been added.

Select **Ignore registry redirection (on 64-bit operating systems)** to map the registry value (new or modified) to the path specified by the user. If this option is not selected, the registry value may be mapped to a location under Wow6432Node on a 64-bit operating system.

### Relay Server: Improved performance

---

The performance of Relay Servers has been improved for situations in which a large number of applications with a lot of custom resources (e.g. .osd files) were managed via RES Workspace Manager. In those situations excessive CPU usage was shown for the Relay Server when polling for changes (even if no changes were made).

### RES Automation Manager Integration: Improved Notification messages

---

The following RES Automation Manager Integration related Notification messages have been improved:

- The Automation Manager Agent is busy. Please try again later.
- Another installation is still busy. Please try again later.

These Notification messages are displayed in the following situations:

- When starting an application with an RES Automation Manager Task while the same application was just started and the RES Automation Manager Task has not yet completed.
- When starting an application with an RES Automation Manager Task while another application was just started and its RES Automation Manager Task has not yet completed.
- When starting an application with an RES Automation Manager Task while the RES Automation Manager Agent is busy with something else.

### Support for Microsoft SQL Native Client 2012

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RES Workspace Manager now supports Microsoft SQL Native Client 2012.

### User Settings: Additional registry types now supported

---

Saving and restoring special registry types, such as `OutputReport`, `ReportStyle`, `REG_NONE`, is now supported.

## User Settings: Enhancement of Settings tab

---

The **Settings** tab of User Settings has been enhanced. The **Central storage location** can now be specified in one single field **Path**.

The default **Central Storage Location** is the hidden folder `\Personal Settings` on the user's homedrive. Its location can be customized to:

- A mapped network drive letter and folder name.
- Any path in UNC format.

Previously, if the user wanted to customize the central storage location, he needed to select **Drive** or **Full path** and enter the location in the corresponding field(s).



### Note

Support for a UNC path as central storage location was introduced in RES WM 2012 SR1 and is not backwards compatible. Should you need to downgrade to a version prior to that, please first ensure that the central storage location refers to a folder on <homedrive> or on a mapped network drive letter.

## Workspace Composer: Compliance W3C recommendation for font-size

---

RES Workspace Manager now complies to the W3C recommendation for font-size. This enables page sizes to be more robust and easily resizable.

This improvement also solves some Microsoft Internet Explorer 10 issues that caused shifting graphical elements.

## Workspace Composer: Improved quality of icons pinned to taskbar or Start menu

---

The icons of applications configured with a custom icon, that are pinned to the Start Menu or taskbar by a user are now of improved quality. Additionally, improvements were made to the quality of custom icons for shortcuts pinned by RES Workspace Manager to the Start Menu, taskbar, and desktop.



### Note

To improve the quality of the icons of pinned applications, these applications may need to be repinned.

## Workspace Composer: Improved local caching of User Settings

---

To improve local caching of User Settings, the WMSync process is started immediately at the start of the Workspace Composer. WMSync will also be started if local caching is not used.

Preventing the WMSync process from being started immediately at the start of the Workspace Composer can be realized by setting the following registry value:

Key	Initial installation RES Workspace Manager 2011 / RES Workspace Manager 2012: <ul style="list-style-type: none"><li>• HKLM\Software\RES\Workspace Manager (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\Workspace Manager (64-bit)</li><li>• HKCU\Software\RES\Workspace Manager (32-bit)</li><li>• HKCU\Software\Wow6432Node\RES\Workspace Manager (64-bit)</li></ul> Initial installation RES PowerFuse 2010 and earlier: <ul style="list-style-type: none"><li>• HKLM\Software\RES\PowerFuse (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\PowerFuse (64-bit)</li><li>• HKCU\Software\RES\PowerFuse (32-bit)</li><li>• HKCU\Software\Wow6432Node\RES\PowerFuse (64-bit)</li></ul>
Value	RunWMSync
Type	REG_SZ
Data	No



### Warning

Setting this registry value will prevent local caching from working.

## Workspace Composer: Improved logon process

---

Several improvements have been made to the interdependencies between the different events that are executed when a session starts (i.e. the logon process).

## Workspace Composer: Improved method for logging off/shutting down/restarting user sessions

---

For sessions running Microsoft Windows Vista, 7 or 8, an improved method for logging off, shutting down and restarting a user session has been implemented. With this method, logoff tasks, such as Folder Synchronization and Execute Command, are properly executed even when the logoff or restart was forced (e.g. when a user executes the **Install updates and restart** option).

This improved method also solves some issues that caused a system restart to result in a power down.

## Workspace Composer: Microsoft Windows 8 Hybrid Shutdown now supported

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Microsoft Windows 8 Hybrid Shutdown is now supported. This default Microsoft Windows 8 behavior enables a faster startup.

## Workspace Composer: Number of temporary icon files in User's Local Profile files reduced

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The number of temporary icon files that were stored in the User's Local Profile has been largely reduced. This also improves the performance of determining file type associations.

## Workspace Composer: Performance improvement calculating and configuring the Start Menu during session startup

---

Several changes have been made to improve the session startup time. The time that is needed to calculate and configure the user's Start Menu during session startup has been reduced.

## Workspace Composer: Performance improvements during session logon

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Several improvements have been made to reduce the time that is needed to set up and configure the user's session during logon.

## Workspace Composer: Performance improvement of logon process

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In the Workspace Composer, a performance improvement has been made when handling icon files of applications. As a result, the logon time of user sessions has improved.

## Workspace Composer: Performance improvement when loading a large number of User Settings asynchronously at session start

---

The startup time of user sessions has been improved when a large number of User Settings were loaded asynchronously (in the Console **Prefetch in background, check on application start** was selected at global level (at **Composition > User Settings**, on the **Settings** tab for **Application user settings**) or at application level (at **Composition > Applications**, on the **User Settings > Properties** tab of an application for **Apply** (Advanced User Settings)).

## Workspace Composer: Possibility to use application's original command line for managed application shortcuts in user sessions

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As of RES Workspace Manager 2012 SR3 Fixpack 9.7.3.6, it is possible to keep the application's original command line when creating managed application shortcuts. This means that the command line of these application shortcuts will no longer be modified by RES Workspace Manager.

Not modifying the command line for managed application shortcuts is only possible if **Process Interception** is enabled for the (un)managed applications. The required configuration is described below.

### Configuration for applications for which the command line should not be modified

- At **Composition > Applications**, on the **Settings** tab, clear the global option **Disable process interception for unmanaged shortcuts**.
- Configure individual managed applications to intercept their processes if started unmanaged: At **Composition > Applications**, on the **Properties > General** tab of the application, set **If managed shortcut was not used to Intercept new process and apply configuration**.
- In addition, set the following registry value:

Key	Initial installation RES Workspace Manager 2011 / RES Workspace Manager 2012: <ul style="list-style-type: none"><li>• HKLM\Software\RES\Workspace Manager (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\Workspace Manager (64-bit)</li></ul> Initial installation RES PowerFuse 2010 and earlier: <ul style="list-style-type: none"><li>• HKLM\Software\RES\PowerFuse (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\PowerFuse (64-bit)</li></ul>
Value	InterceptManagedApps
Type	REG_SZ
Data	Yes

To exclude executables from this behavior, modify the registry value "InterceptManagedApps" to, for example:

Data	Yes Notepad.exe winword.exe
------	-----------------------------

This will exclude the applications Notepad and Winword from the registry value "InterceptManagedApps". Their command lines will be changed when a managed application shortcut is created for these applications in user sessions. The managed shortcut is placed on the desktop, taskbar and/or in the Start Menu. The command line will be changed to "...pwrgate.exe nn" (where nn is the RES Workspace Manager application ID). Microsoft Windows then automatically generates a new AppUserModelID for the application, as it is seen as a new executable.



#### Note

The AppUserModelID is used for stacking and pinning application shortcut icons on the taskbar and in the Start Menu, generating the list of Recent items in the Start Menu and the Jump Lists. Therefore, the changed command line used by RES Workspace Manager for managed application shortcuts will cause some unwanted side effects and issues.

## 2. Fixes

### Access Balancing: Log entries not correct for # of Published Application sessions

At **Administration > Performance > Access Balancing**, on the **Settings** tab, when **Access Balancing** was enabled, the **Statistics** on the **Log** tab did not show the correct value for **# of Published Application sessions**. This value should be updated for every pass-through application (i.e. Citrix XenApp Published application and Microsoft TS RemoteApp) that was started. This has been fixed.

### Access Control: Access not always granted in environments with multiple domains

Consider the following scenario:

- At **User Context > Directory Services**, two (or more) Active Directory domains were configured for an environment.
- At **User Context > Directory Services**, on the **Properties** tab of the primary (logon) domain, **Process Access Control based on** was set to **Account names**.
- At **User Context > Directory Services**, on the **Properties** tab of the secondary domain, **Process Access Control based on** was set to **Account SIDs**.

In this scenario, if access control for objects (e.g. applications) was based on the membership of a group that was part of the secondary domain, access was not always granted. This has been fixed.

### Access Control: Applications sometimes not available in sessions with an offline connection state

Consider the following scenario:

- At **User Context > Directory Services**, a Microsoft Active Directory domain was configured with **Process Access Control based on** set to **Account SIDs**.
- At **Composition > Applications**, on the **Access Control > Identity** tab of an application, **Access Control** was configured for Active Directory groups.

In this scenario, when a user session was in an offline connection state, the application could be unavailable. This was because the corresponding group SIDs were not saved to the cached credentials file (.ccx file). This has been fixed.



#### Note

In order for this fix to work, each user must once log on to an RES Workspace Manager session with an online connection state (instead of offline connection state). Only then the .ccx file will be updated with the group SIDs.

### Administrative Roles: Sessions of users in domain outside scope shown

At **Administration > Administrative Roles**, when an administrative role was configured with a scope, after which an administrator logged on with this role, the node **Diagnostics > User Sessions** not only showed sessions within the scope, but also sessions from domains outside the scope. This has been fixed.

## Agent: Error about missing cache file(s) after upgrading to RES Workspace Manager SR3

---

Consider the following scenario:

- At **Administration > Agents**, on the **Settings** tab, **Poll for changes** was set to a long interval (i.e. longer than 5 seconds).
- RES Workspace Manager was upgraded to RES Workspace Manager SR3 or higher, introducing new cache files.

In this scenario, several error messages about missing cache file(s) could be logged in the common error log (in the Console at **Diagnostics > Errors**) until the cache was updated. Now, this error will only be logged once.

## Agent: Sometimes contacted the Datastore directly when connected to a Relay Server

---

In rare circumstances, when an RES Agent was connected to a Relay Server, the Agent sometimes contacted the Datastore directly. This has been fixed.

 **Note**  
For this fix to work correctly, Relay Server SR4 or higher must be installed.

## Agent-only installation: Setting "Yes, configure Workspace Composer to run automatically on this computer" not working

---

Consider the following scenario:

- An Agent-only installation was performed on a workstation.
- During the installation, the option **Yes, configure Workspace Composer to run automatically on this computer** was selected.

In this scenario, the Workspace Composer did not run automatically when the user logged on to the workstation on which the RES Workspace Manager Agent was running. This has been fixed.

## Applications: Application Licensing not working for 64-bit applications

---

At **Composition > Applications**, on the tab **Properties > Licensing** of an application, it is possible to configure **Application Licensing**. This functionality did not work for 64-bit applications. This has been fixed.

## Applications: Console unresponsive when importing Microsoft App-V 5 application

---

At **Composition > Applications**, when importing a Microsoft App-V 5 application using the import wizard, the Console could become unresponsive. This has been fixed.

## Applications: Import wizard sometimes not working correctly

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V, Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, an application was imported using the import wizard
  - The option **Automatically replace folder names with their associated environment string** was NOT selected.

In this scenario, in the **Command line** and/or the **Working directory** of the imported application (on the **Properties > General** tab of the application), the folder names were replaced with their corresponding environment variables (if applicable). This has been fixed.

## Applications: Process Interception for Microsoft Internet Explorer 10 not working properly on 64-bit operating systems

---

At **Composition > Applications**, when Process Interception was enabled for Microsoft Internet Explorer 10, launching this application in user sessions running on a 64-bit operating system could result in the following:

- the home page was not being displayed
- a new tab was not opening in Microsoft Internet Explorer.

This has been fixed.

## Applications: Setting "Max. # of users" not working correctly

---

Consider the following scenario:

- At **Composition > Applications**, on the **Access Control > Identity** tab of an application, **Type** was set to **Controlled by application manager(s)**.
  - On the **Assignment** tab, the **Max. # of users** was set to "2".

In this scenario, in a user session, via the **Access wizard**, the application manager could assign the application to more than two users (two users at a time). This has been fixed.

## Applications: Setting "Process priority of application" not applied at application start

---

At **Composition > Applications**, on the **Properties > Settings** tab of an application, when configuring the setting **Process priority of application**, this setting was not being applied in user sessions at application start. This has been fixed.

## Building Blocks: Importing Agent settings always reset identification method

---

At **Action > Import Building Blocks**, when importing Building Blocks that contained Agent settings and one or more Workspace Containers for the Agent settings, the identification method (at **Administration > Agents**, on the **Settings** tab) was always reset to **Unique GUID generated by RES Workspace Manager**. This has been fixed.

## Building Blocks: Linked applications always imported

---

At **Action > Import Building Blocks**, when importing Building Blocks that contained linked applications (applications that use User Settings or Actions from other applications), the linked applications were always imported, even if they already existed in the Datastore. This has been fixed.

In Building Blocks, linked applications are marked with "required=yes". Now, when importing a Building Block, applications marked with "required=yes" will only be imported if the application does not yet exist in the RES Workspace Manager Datastore.

Also, when the Building Block is created and a linked application is explicitly selected (the application itself is selected in the application list, or all applications are selected), the application will no longer be marked with "required=yes" in the Building Block. During the import of that Building Block, the user can then (de)select that linked application in order to import it or not.

## Citrix XenApp 6 and 6.5: Sometimes error after rebooting server

---

After rebooting a server running Citrix XenApp 6 or 6.5, the following error could be logged in the Microsoft Windows Event Log for PFXA6:

```
"Error in ExceptionHandler.GetStackTrace, Line: -1 (PipelineBase.Invoke, : Citrix commands must be executed at the Citrix server or using remoting. Make sure that your user account is a Citrix administrator and that the IMA service is started.)"
```

This has been fixed.

## Citrix XenApp Publishing: Adding/Removing Citrix Worker Groups to/from applications not working

---

At **Setup > Integration > Application Virtualization > Citrix XenApp Publishing**, on the **Settings** tab, when clicking the button **Add or remove Citrix XenApp servers to or from existing applications** (which opens the **Add/Remove Citrix XenApp Server Wizard**), adding/removing Citrix Worker Groups to/from applications was not working. This has been fixed.

## Citrix XenApp Publishing: Grayed out Instant Passthrough settings applied

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Citrix XenApp Publishing**, on the **Defaults > Published Application** tab, **Instant Passthrough for computers not publishing this application** was enabled.
- In the **Instant Passthrough settings** window, **Use an ICA file** and **Use template ICA file** were selected.
- Another **Passthrough method** was selected (**Use the Citrix Program Neighbourhood Agent (pnagent.exe)** or **Use the Citrix Program Neighbourhood client (pn.exe)**).
- The option **Use template ICA file** was grayed out.

In this scenario, the global setting **Use template ICA file** was still applied when publishing Citrix XenApp applications. This has been fixed.

## Citrix XenApp Publishing: Incomplete ICA file generated when publishing from a non-Citrix computer with Instant Passthrough enabled

---

Consider the following scenario:

- At **Composition > Applications**, on the **Properties > Publishing > Citrix XenApp Published Application** tab of a Citrix application, **Citrix XenApp Application Publishing** was enabled.
- On the **Properties > Publishing > Citrix XenApp Published Application > Settings** tab of the Citrix application, **Enable Instant Passthrough for computers not publishing this application** was selected.
- For the Citrix application, Instant Passthrough was configured with **Standard RES Workspace Manager ICA file** enabled.
- For the **Standard RES Workspace Manager ICA file**, **Use TCP/IP + HTTP browsing** was selected.
- At **Composition > Applications**, the Citrix application was published to a Citrix Xenapp server from a non-Citrix computer.

In this scenario, the ICA file that was generated by RES Workspace Manager was missing the setting "BrowserProtocol=HTTPonTCP". This has been fixed.

## Console: Error when starting RES Workspace Manager Console

---

At **Diagnostics > Errors**, the following error could appear in the common error log when starting the RES Workspace Manager Console:

Program	pfwtech.exe
Procedure	modIconSelect.fysnXMLIcon2ImageList
Error #	9
Error description	Subscript out of range

The error could also be displayed on screen. This has been fixed.

## Console: Filtering not working as expected

---

Consider the following scenario:

- At **Composition > Applications**, on the **Access Control > Identity** tab of an application, access control was configured with **Type: Users and groups**.
- Via the **Action** menu in the Console, **Configure Filter** was selected.
  - On the **Access Control** tab of the Filter, access control was based on **User/Group**.

In this scenario, the filter did not give the expected result. This was because RES Workspace Manager did not make a distinction between users and groups. This has been fixed.

## Console: Slow startup and refreshing application lists for environments containing a large number of applications

---

Starting up the RES Workspace Manager Console or refreshing the application list could be slow, and also used up a lot of memory for environments containing a large number (1000+) of applications. This has been fixed.

For this fix to work, the following registry value must be set:

Key	Initial installation RES Workspace Manager 2011 / RES Workspace Manager 2012: <ul style="list-style-type: none"><li>• HKLM\Software\RES\Workspace Manager (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\Workspace Manager (64-bit)</li></ul> Initial installation RES PowerFuse 2010 and earlier: <ul style="list-style-type: none"><li>• HKLM\Software\RES\PowerFuse (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\PowerFuse (64-bit)</li></ul>
Value (string)	ConsoleNoAppIcons
Data	Yes

## Console: Some objects with indirect membership not editable when a Filter was configured

---

Consider the following scenario:

- **Access Control** was configured for objects other than application objects (e.g. Drive and Port Mappings).
- A Filter was configured (e.g. via the **Action** menu or by double clicking the  icon in the status bar), with the following settings:
  - The option **Exclusive filter** was not selected.
  - The **Access Control** (e.g. Organizational Unit) for the Filter was a parent of the **Access Control** specified for one or more objects (e.g. a Group that was member of the Organizational Unit specified for the Filter).

In this scenario, these objects (other than application objects) were not editable. This has been fixed.

Please note that when applying the Filter, objects that are shown because of indirect membership (in this scenario, the Access Control on the Group mentioned above) are marked with an “i” in their icons.

## Directory Services: Directory Services in combination with a Filter not always working correctly

---

Consider the following scenario:

- At **User Context > Directory Services**, more than one directory services were created.
- A Filter was configured (e.g. via the **Action** menu or by double clicking the  icon in the status bar) that would remove a Directory Service from the overview "Directory Services" (at **User Context > Directory Services**).

After applying the Filter, the "removed" Directory Service cannot be used in other views (e.g. when configuring the Access Control of an application at **Composition > Applications**). In this scenario, when the Filter was deactivated, the Directory Service that was previously "removed" could still not be used in other views. This has been fixed.

## Directory Services: "Domain Admins" group sometimes hidden

---

Consider the following scenario:

- At **User Context > Directory Services**, a directory services was created for Microsoft Active Directory.
- On the **Properties** tab of the Microsoft Active Directory directory service, **Account SIDs** was selected for **Process Access Control based on**.
- User Account Control (UAC) was enabled in Microsoft Windows.

In this scenario, Microsoft Windows will hide Active Directory's "Domain Admins" group. As a result, an application with Access Control based on "Domain Admins" was not shown in user sessions. Also, if Access Control for the Technical manager role was set to "Domain Admins" (at **Administration > Administrative Roles**, on the **Access Control** tab of the Technical manager), starting the RES Workspace Manager Console as a "Domain Admins" did not grant you access to the Console. This has been fixed.

## Drivers: New AppGuard, ImgGuard, NetGuard and RegGuard drivers implemented

---

New AppGuard, ImgGuard, NetGuard and RegGuard drivers have been implemented.

An update of all drivers was necessary to resolve several issues as listed below:

- The NetGuard driver did not properly report if it had blocked a connection based on incoming or outgoing traffic. Instead, it always reported that a connection was blocked based on outgoing traffic.
- Potentially the system could hang (caused by the ImgGuard driver).
- In certain circumstances the system could crash (BSOD) (this could happen in RES Workspace Manager 2012 SR3).



### Note

A system reboot is required to activate the new AppGuard, ImgGuard, NetGuard and RegGuard drivers.

## Dynamic Privileges: Dynamic Privileges not working correctly in combination with setting "Disable file system redirector on 64-bit systems"

---

Consider the following scenario:

- At **Composition > Applications**, an application was configured.
- On the **Configuration > Actions** tab of the application, an **Execute Command** action was configured with the options **Run using Dynamic Privileges** and **Disable file system redirector on 64-bit systems** selected (**Properties** tab of the command).

In this scenario, in a user session, the execute command was launched correctly, but folder redirection was not properly disabled. This has been fixed.

## Dynamic Privileges: Dynamic Privileges not working correctly in combination with setting "Wait for task to finish before continuing"

---

Consider the following scenario:

- An **Execute Command** was configured (on global level at **Composition > Actions By Type > Execute Command** or on application level at **Composition > Applications**, on the **Configuration > Actions** tab of an application) with the following settings (on the **Properties** tab of the Command):
  - **Run using Dynamic Privileges** was selected.
  - **Wait for task to finish before continuing** was selected.

In this scenario, in a user session, the Execute Command task was launched correctly, but the Workspace Composer did not wait for the task to be finished before continuing. This has been fixed.

## Dynamic Privileges: Not always working correctly if RES Service ran under an Active Directory account instead of Local System

---

Consider the following situation:

- At **Composition > Applications**, an application was configured.
- On the **Security > Dynamic Privileges** tab of the application, **Access token** was set to **Add administrator rights** or **Remove administrator rights**.
- The RES Service was running under an Active Directory account (instead of Local System).

In this scenario, Dynamic Privileges did not always work properly. This has been fixed.

## Dynamic Privileges: Not working correctly if application's command line contained quotation marks

---

Consider the following situation:

- At **Composition > Applications**, on the **Properties > General** tab of an application, the **Command line** contained quotation marks ("").
- On the **Security > Dynamic Privileges** tab of the application, **Access token** was set to **Add administrative rights** or **Remove administrative rights**.

In this scenario, starting the application in a user session could result in two instances of the application being started. This has been fixed.

## Dynamic Privileges: Not always working correctly when User Account Control was enabled for Local Administrators

---

Consider the following scenario:

- At **Composition > Applications**, an application was configured.
- On the **Security > Dynamic Privileges** tab of the application, **Access token** was set to **Add administrator rights**.
- The user was member of the Local Administrators group.
- User Account Control (UAC) was enabled in Microsoft Windows.

In this scenario, after upgrading to RES Workspace Manager SR3, some applications failed to start properly. This has been fixed.

Please note that, in this situation, applications requiring Administrator rights will not be able to access drive mappings created by RES Workspace Manager (configured at **Composition > Actions By Type > Files and Folders > Drive and Port Mappings**). This can be solved by setting the following global Microsoft Windows policy:

Key	HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Policies\System
Value	EnableLinkedConnections
Type	DWORD
Data	1

For further details about this policy, refer to the following Microsoft Article:  
<http://technet.microsoft.com/en-us/library/ee844140%28v=ws.10%29.aspx>.

## E-mail Settings: Selecting different user and pressing ENTER did not refresh list of user properties for Outlook Signature

---

Consider the following scenario:

- At **Composition > Applications > E-mail Settings**, a new **E-mail Setting** was added for an Outlook Signature.
- In the **Select a user property** window (in the **Outlook Signature** configuration window, on the **New messages** tab click the **User property** button), a user was selected at **Show available user properties for**.
  - The list of available user properties was displayed in the area **Select the user property to be used in the Outlook Signature**.
- Another user was entered at **Show available user properties for** without using the  button.

In this scenario, pressing ENTER on the keyboard in the **Select the user property to be used in the Outlook Signature** area did not refresh the user properties of the selected user. This has been fixed.

## Error message: "Error 109: Received Unknown Request"

---

When using a product that scans ports (for a legitimate reason), a poll to port 1942 will result in the following error message in the Microsoft Windows Application Event Log:

"Error 109: Received Unknown Request"

This behavior has been changed. Now the poll to port 1942 will log an informational message instead of an error message in the Microsoft Windows Application Event Log.

The message can also be suppressed from the Microsoft Windows Application Event Log. This can be done by setting the following registry value:

Key	Initial installation RES Workspace Manager 2011 / RES Workspace Manager 2012: <ul style="list-style-type: none"><li>• HKLM\Software\RES\Workspace Manager (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\Workspace Manager (64-bit)</li><li>• HKCU\Software\RES\Workspace Manager (32-bit)</li><li>• HKCU\Software\Wow6432Node\RES\Workspace Manager (64-bit)</li></ul> Initial installation RES PowerFuse 2010 and earlier: <ul style="list-style-type: none"><li>• HKLM\Software\RES\PowerFuse (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\PowerFuse (64-bit)</li><li>• HKCU\Software\RES\PowerFuse (32-bit)</li><li>• HKCU\Software\Wow6432Node\RES\PowerFuse (64-bit)</li></ul>
Value	SuppressUnknownRequestMessage
Type	REG_SZ
Data	Yes

## Error message: "Subscript out of range"

---

At **Diagnostics > Errors**, in rare circumstances the following error could appear in the common error log:

Process	pfwsmgr.exe
Procedure	modShellLink.SaveDesktopLinksNew at line 410
Error #	9
Error description	Subscript out of range

This has been fixed.

## Execute Command: Action configured for an application sometimes not executed

---

Consider the following scenario:

- At **Composition > Applications**, an application was configured.
- On the **Configuration > Actions** tab of the application, an **Execute Command** action was configured with the following settings on the **Properties** tab of the Command:
  - **Run using Dynamic Privileges** was enabled.
  - the Command line only contained a `.vbs` script file (or `%SCRIPT%`).

In this scenario, the Execute Command action for the application was not executed. This has been fixed.

## Folder Redirection: Pinned items not always pinned correctly in user sessions with new profiles

---

Consider the following scenario:

- At **Composition > Actions By Type > Files and Folders > Folder Redirection**, on the **Redirections** tab, the AppData folder was redirected.
- In the **Windows Users > Default** folder, one or more pinned items were set up for the taskbar.

If a user session with a new profile was started, the pinned items from the **Default** folder were not pinned in this user session. This has been fixed.

## Folder Redirection: Sometimes corrupt folder redirections

---

In rare circumstances Folder Redirections (configured at **Composition > Actions By Type > Files and Folders > Folder Redirection**) could get corrupt. This has been fixed.

## Home/Profile Directory Maintenance: Sometimes .exe and .dll files deleted from RES Workspace Manager installation folder

---

Consider the following scenario:

- At **Composition > Actions By Type > Files and Folders > User Home Directory**, on the **Files** tab, (parent) folder names contained two dots ("`..`")  
and/or
- At **Composition > Actions By Type > Files and Folders > User Profile Directory**, on the **Files** tab, (parent) folder names contained two dots ("`..`").

In this scenario, User Home and/or Profile Directory Maintenance could cause `.exe` and `.dll` files to be deleted from the RES Workspace Manager installation folder. This has been fixed.

## Installation: Unattended installation with Relay Server connection sometimes not correct

---

Consider the following scenario:

- RES Workspace Manager with a connection to a Relay Server was installed unattended.
- User Account Control (UAC) was enabled on the computer on which RES Workspace Manager with the Relay Server was installed.

In this scenario, the Relay Server settings were not configured. This has been fixed.

## Instant Reports: Information from "Capturing" tab missing for Microsoft App-V 4.x applications

---

At **Composition > Applications**, when configuring Microsoft App-V 4.x applications, on the **User Settings > Properties** tab of the application, the **Zero Profile mode** is automatically set to **Capture targeted items on application end** and the **Capturing** tab becomes available.

The Instant Report (at **Action > Create Instant Report**) for these applications would not contain the information from the **Capturing** tab. This has been fixed.

## Microsoft App-V: Starting applications sometimes took a long time

---

When Microsoft App-V is used in a standalone environment, starting a Microsoft App-V application in a user session would take a long time. This has been fixed.

## Microsoft App-V 5: Importing File Types could cause an error

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V**, **Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, a Microsoft App-V 5 application was configured.
- On the **Properties > File Types** tab of the application, File Types were configured using the **Import** button.

In this scenario, importing the File Types for the Microsoft App-V 5 application could result in the following error:

Process	pwrtech.exe
Procedure	modApps.fysnGetFileTypesForAppv5
Error #	5
Error description	Invalid procedure or argument

This has been fixed.

## Microsoft App-V 5: Incorrect command line after creating application

---

At **Composition > Applications**, when creating a Microsoft App-V 5 application, this could lead to an incorrect **Command line**, **Working directory**, and/or **Parameter** of the application.

This issue could occur with Microsoft App-V 5 packages that had a shortcut in their sequence, pointing to a network location.

This has been fixed.

## Microsoft App-V 5: Intercepted application not launched in user session

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V**, **Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, on the **Properties > General** tab of a Microsoft App-V 5 application, **If managed shortcut was not used** was set to **Intercept new process and apply configuration**.

In this scenario, in a user session, when the user tried to launch the application directly from the folder where it was located, RES Workspace Manager intercepted the application, but it was not launched. Instead, the application appeared to "hang" and had to be closed manually. This has been fixed.

## Microsoft App-V 5: "No shortcuts found" message when adding App-V 5 application

---

At **Composition > Applications**, when manually adding Microsoft App-V 5 applications that have shortcuts directly in the "Start Menu" instead of "Start Menu/Programs", the message "No shortcuts found" could be shown. When using the Import wizard, this issue would manifest itself by not showing any shortcuts to be added.

In both situations it would then be impossible to add the .appv package as a managed application to the Console.

This has been fixed.

## Microsoft App-V 5: Sometimes User Settings for applications loaded even though User Settings were disabled

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V**, **Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, on the **User Settings > Properties** tab of a Microsoft App-V 5 application, **Zero Profile mode** was NOT enabled.

In this scenario, when launching the Microsoft App-V 5 application, User Settings could still be loaded for the application. This has been fixed.

## Microsoft App-V 5: Starting application could take long time

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V, Microsoft App-V Integration** was enabled.
- At **Composition > User Settings**, on the **Settings** tab, **User Settings caching** was set to **Cache locally at logon and logoff, unless otherwise specified**.

In this scenario, in user sessions, starting a Microsoft App-V 5 application could take a very long time. This was because the communication with the WMSync process was not working properly. This has been fixed.

## Microsoft App-V 5: Starting application sometimes not working

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V, Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, a Microsoft App-V 5 application was configured.
- A different version of this App-V 5 application was published. This resulted in previous versions of this application package to be unpublished, but not removed.

In this scenario, in a user session, the application could sometimes not be started. This has been fixed.

## Microsoft App-V 5: Unable to launch applications if Package Installation Root was redirected

---

If the Package Installation Root for Microsoft App-V 5 was redirected to another location (this can be done with a specific Microsoft App-V 5 policy), RES Workspace Manager was not able to launch Microsoft App-V 5 applications. This has been fixed.

## Microsoft System Center Integration: Multiple Advertisements remained on Microsoft System Center Configuration Manager (SCCM) 2007 server after installation finished

---

Consider the following scenario:

- At **Setup > Integration > Microsoft System Center**, on the **Settings** tab, **Microsoft System Center ConfigMgr Integration** was enabled for an **SCCM 2007 Management Server**.
- An application was configured to be installed and configured by this **Management Server** when a user would click the application shortcut.
- In a user session, the user clicked the application shortcut.

To determine if the installation of an SCCM 2007 managed application is finished, RES Workspace Manager queries the SCCM server. In this scenario, if the SCCM server could not be reached or the status of the advertisements was unknown, the user would not be notified that the installation was finished and the advertisements were not removed from the server. This has been fixed. RES Workspace Manager now queries the SCCM client instead of the SCCM server.

## Printers: Column "Save printing preferences" not shown in overview

---

At **Composition > Actions By Type > Printers**, on the **Printers** tab, the column **Save printing preference** was not shown. This has been fixed.

## Printers: Error "The data area passed to a system call is too small" when connecting printers

---

Under rare circumstances, when the user started an RES Workspace Manager session, the User Event Log could contain the following error related to connecting printers: "Error 122: The data area passed to a system call is too small". This has been fixed.

## Relay Server: Importing settings not working correctly

---

Consider the following scenario:

- At **Administration > Relay Servers**, on the **Relay Servers** tab, a Relay Server was configured.
- On the **Settings** tab, the connection string was exported (button **Export connection string to file**).

In this scenario, importing these Relay Server settings (`res.exe / config`) was not working. This has been fixed.

## Relay Server: Datastore information not updated when using the Datastore Migration Wizard

---

At **Setup > Datastore**, when the Datastore was migrated using the **Datastore Migration Wizard**, the Relay Server information on the **Relay Servers** tab (at **Administration > Relay Servers**) was not updated with the new Datastore information until the Relay Server was deleted and re-added. This has been fixed.

## Relay Server: Sometimes a large number of (re)spawned RelayServer.exe processes

---

Consider the following scenario:

- A user was working on a machine running Microsoft Windows Vista and above.
- User Account Control (UAC) was disabled.
- The Relay Server component was installed.
- The user was logged on with an Active Directory account that was not local administrator.

In this scenario, when the user tried to start the **Relay Server Configuration tool**, this resulted in a large number of (re)spawned `RelayServer.exe` processes. This has been fixed.

## Removable Disk Security: Blocked USB devices sometimes still accessible

---

At **Security > Data > Removable Disks**, on the **Settings** tab, when **Removable Disk Security** was enabled, it was still possible to access a USB storage device by using the Microsoft Windows option "Open as Portable Device". This has been fixed.

## Removable Disk Security: Not working correctly if Access Control was based on Zone rule defined for more than one USB Storage device

---

Consider the following scenario:

- At **User Context > Locations and Devices**, a Zone was configured for more than one USB storage device.
- The Zone contained a rule based on **Vendor ID/product ID** (at **Computer > USB storage device > Vendor ID/product ID**).
- At **Security > Data > Removable Disks**, on the **Removable Disks** tab, a **Removable Disk Security** entry was configured with the following settings:
  - On the **Settings** tab, **Read** and/or **Modify** was selected for **Removable Disks**.
  - On the **Access Control** tab, at **Location and Devices** the configured **Zone** for **USB storage device** was selected.

In this scenario, when both USB storage devices were inserted in the user's system, the **Removable Disk Security** that was based on Vendor ID/product ID was not working correctly. Access to both devices would be blocked. When only one of the USB storage devices was inserted in the user's system, the **Removable Disk Security** worked as intended. This has been fixed.

## Removable Disk Security: Not working correctly if USB storage devices were used for the first time

---

Consider the following scenario:

- At **Security > Data > Removable Disks**, on the **Settings** tab, **Removable Disk Security** was enabled.
- At **Composition > Desktop > Lockdown and Behavior**, in the **Workspace Composer** section, the option **Refresh Workspace on USB storage device change** was enabled.
- In a user session, a user used a USB storage device for the first time triggering a refresh of the user workspace.

In this scenario, the Microsoft Windows **AutoPlay** window opened before or during the user workspace refresh enabling the user to access the USB storage device. This has been fixed.

## Removable Disk Security: Sometimes not working correctly

---

Consider the following scenario:

- At **User Context > Locations and Devices**, a Zone was configured with a rule based on Serial number or Vendor ID/product ID (at **Computer > USB storage device > Serial number or Vendor ID/product ID**).
- At **Security > Data > Removable Disks**, on the **Removable Disks** tab, a **Removable Disk Security** entry was configured with the following settings:
  - On the **Settings** tab, **Read** and/or **Modify** was selected for **Removable Disks**.
  - On the **Access Control** tab, at **Location and Devices** the configured **Zone** for **USB storage device** was selected.

In this scenario, in certain environments, the **Removable Disk Security** that was based on a USB storage device was not working correctly. The USB storage device's serial number, vendor ID or product ID were not recognized correctly. This has been fixed.

## RES Automation Manager Integration: Automation tasks sometimes not processed correctly

---

Consider the following scenario:

- At **Setup > Integration > RES Software > RES Automation Manager**, on the **Settings** tab, **RES Automation Manager Integration** was enabled.
- An Automation task was configured with RES Automation Manager module parameters (**Parameters** tab) (at global level at **Composition > Actions By type > Automation Tasks** or at application level at **Composition > Applications**, on the **Configuration > Actions** tab of the application).
- In RES Workspace Manager, the RES Automation Manager module parameters of the Automation task were edited.

In this scenario, the RES Automation Manager module parameters that were edited were not processed correctly. This was caused by the Automation task that could not properly distinguish between the different parameter types. This has been fixed.

**Notes**

- For this fix to work correctly, RES Automation Manager 2012 SR6 or higher must be installed.
- In case you have the scenario described above, for this fix to work, these Automation tasks need to be opened and resaved after installing RES Workspace Manager SR4.

## RES VDX Integration: 10 second delay on session reconnect

---

At **Setup > Integration > RES Software > RES VDX**, on the **Settings** tab, if **RES Virtual Desktop Extender (VDX) integration** was enabled, there was a 10 second delay when reconnecting a user session. This has been fixed. The reconnect time for these sessions has been significantly reduced.

## RES VDX Integration: Printers not available after reconnect

---

Consider the following scenario:

- At **Setup > Integration > RES Software > RES VDX**, on the **Settings** tab, **RES Virtual Desktop Extender (VDX) integration** was enabled.
- At **Composition > Actions By Type > Printers**, on the **Settings** tab:
  - **Printers** was enabled.
  - **Also connect default printer using VDX plugin** was selected.
  - **Also connect all printers using VDX plugin** was selected.
- At **Composition > Actions By Type > Printers**, on the **Printers** tab, a network printer was configured.

In this scenario, the network printer that was managed via RES VDX was not reconnected locally after a session reconnect. This has been fixed.

## RES VDX Integration: Reconnecting printers in combination with Workspace Containers not working

---

Consider the following scenario:

- At **Setup > Integration > RES Software > RES VDX**, on the **Settings** tab, **RES Virtual Desktop Extender (VDX) integration** was enabled.
- At **Composition > Actions By Type > Printers**, on the **Printers** tab, a printer was configured.
- At **Composition > Actions By Type > Printers**, on a **Workspace Container** tab:
  - **Printers** was enabled.
  - **Also connect default printer using VDX plugin** was selected and/or
  - **Also connect all printers using VDX plugin** was selected.

In this scenario, the network printer that was managed via RES VDX was not reconnected for user sessions allocated to the specified Workspace Container. This has been fixed.

## RES VDX Integration: RES VDX set to Trial mode

---

Consider the following scenario:

- At **Setup > Integration > RES Software > RES VDX**, **RES VDX Integration** was enabled.
- RES VDX licenses were managed by RES Workspace Manager.
- A user session claimed a RES VDX license, and the user subsequently disconnected from the session.
- All available RES VDX licenses were claimed.
- The user reconnected to the session, (re)claiming an RES VDX license.

In this scenario, if a previous license claim was not released before the new claim, the claim could result in no license being available. If this occurred, RES VDX would be set to Trial mode for the user. This has been fixed.

## Usage Tracking Viewer: "Time active" value always zero for tracked website usage

---

Consider the following scenario:

- At **Setup > Usage Tracking**, the option **Enable Website Usage Tracking and log web sites visited by Internet Explorer** was selected.

In this scenario, when using the **Usage Tracking Viewer** to view website usage on the **User** tab or the **Web Site** tab in graphs with **Data** set to **Time active**, the value for **Time active** for tracked website usage was always reported as "0" (zero). This happened in Microsoft Internet Explorer 8 and higher. This has been fixed.

## User Event Log: Irrelevant information shown

---

The User Event Log (at **Diagnostics > User Sessions** or at **Diagnostics > Workspace Analysis**) contained irrelevant information for user sessions in which published applications were started. For these applications, information concerning the Shell (at **Composition > Desktop > Shell**, either the Microsoft Windows Shell or the RES Workspace Manager Shell) and the Microsoft Windows Shell shortcut creation setting (at **Composition > Applications**, on the **Settings** tab) is not relevant for the active Workspace model. This has been fixed. Now, this information is no longer written to the User Event Log.

## User Event Log: Sometimes warning logged when connecting printers

---

In the Workspace Composer, when failing to connect to a printer, the User Event Log of the user session (in the Console at **Diagnostics > User Sessions** or at **Diagnostics > Workspace Analysis**) could contain warnings such as:

```
"Connecting to <printer> The operations completed successfully."
```

This has been changed. The message now reads:

```
"Connecting to <printer> Failed."
```

## User Sessions: Session state not detected when Citrix XenDesktop Agent installed

---

At **Diagnostics > User Sessions**, when a user connected to a user session either via RDP or directly (console) to a machine on which a Citrix XenDesktop Agent was installed, the session state was displayed incorrectly. It was shown as **Disconnected**, where it should be **Active**. This has been fixed.

## User Settings: All User Settings shown when restoring User Settings

---

Consider the following scenario:

- At **Composition > Applications**, on the **User Settings > Capturing** tab of an application, several User Settings were added as **Targeted items to capture**.
- On the **Workspace Control** tab of the **Targeted items to capture**, access was based on specific Workspace Containers.

When User Settings were restored (in a user session in the **Workspace Preferences** on the **Other** tab or in the Console at **Diagnostics > User Sessions**) all User Settings were shown. This has been fixed. Now, only the User Settings matching the Access Control setting for the user are shown.

## User Settings: Location containing environment variables could cause Workspace Analysis function "View Stored Settings" to fail

---

Consider the following scenario:

- At **Composition > User Settings**, on the **Settings** tab, for **Central storage location**, a **Full Path** was configured containing an environment variable that was created before.
- At **Diagnostics > Workspace Analysis**, on the **Analysis** tab, a user was selected.
- In the **Workspace Analysis** of the user, at **Composition > User Settings**, a User Setting was selected. The **User Setting** window opened.

In this scenario, in the **User Setting** window, on the **Properties** tab, when clicking the button **View stored settings**, this function could fail to find the path where the User Settings were stored. This has been fixed. The function **View stored settings** will now use the path that was used in the last known user session (i.e. the last user session that was logged in the User Event Log).

## User Settings: Pincode in printer preferences sometimes not saved

---

Consider the following scenario:

- At **Composition > Actions By Type > Printers**, on the **Printers** tab, a Xerox Workcenter 5225 was configured with a global printer driver.
- At **Composition > User Settings**, on the **User Settings** tab, a User Setting was defined to track printer preferences.

In this scenario, the pincode in the printer preferences was not saved in the User Settings. This has been fixed.

## User Settings: Template for Microsoft Internet Explorer not working correctly

---

At **Composition > User Settings**, the template for Microsoft Internet Explorer 10 was not working correctly. This has been fixed.

This template can be found as a global User Setting under **Internet Browsers > Internet Explorer > 10**.

## User Settings: User Settings overwritten if not loaded correctly

---

Consider the following scenario:

- In a user session, a User Setting was configured to be loaded at session startup or at application start up.
- The storage location of the User Settings was unavailable at that moment. As a result, the User Setting could not be loaded.

In this scenario, if the storage location of the User Settings became available again before the user session or the application was ended, the existing User Setting was overwritten by the User Setting from the user profile. This has been fixed. Now, the User Settings will only be overwritten if they were loaded correctly.

## User Settings: User Settings with Zero Profile mode "Track any changed setting within scope immediately" sometimes gave an error

---

Consider the following scenario:

- At **Composition > User Settings**, on the **Settings** tab, **Track User Settings** was enabled.
- At **Composition > User Settings**, on the **User Settings** tab, on the **Properties** tab of a User Setting, the **Zero Profile mode** was set to **Track any changed setting within scope immediately**.

In this scenario, at the beginning of an RES Workspace Manager session, when global User Settings were applied and any of the corresponding `.upf2` files could not be opened (e.g. because of access rights, exclusive locks or an incorrect format) the following error could be logged:

Procedure	<code>sharedUserPreferences.fysnProcessFilesAndFoldersFromTransaction</code>
Error #	91
Error description	Object variable or With block variable not set

This has been fixed.

## User Settings: User Settings with Zero Profile mode "Track any setting changed by application immediately" not working in combination with Microsoft App-V 5.x

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V, Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, on the **User Settings > Properties** tab of an Microsoft App-V 5.x application, the **Zero Profile Mode** was set to **Track any setting changed by application immediately**.

In this scenario, the **Zero Profile Mode** setting **Track any setting changed by application immediately** for this application was not applied in user sessions. This has been fixed.

## Workspace Analysis: Setting for application caching not always displayed correctly

---

At **Composition > Applications**, on the **User Settings > Properties** tab of an application, when the Advanced User Setting **Override local caching** was set to **Never cache locally**, the caching worked as expected in the user's session. However, when the User Setting was viewed in the detailed Workspace Analysis (at **Diagnostics > Workspace Analysis**), it was always shown as having been configured with **Always cache locally**. This has been fixed.

## Workspace Analysis: User Settings not always displayed correctly

---

Consider the following scenario:

User Settings (both at global level (at **Composition > User Settings**) and at application level (at **Composition > Applications**), were configured with access based on:

- Access Control (on the **Access Control** tab of the User Setting)  
and/or
- Specific Workspace Containers (on the **Workspace Control** tab of the User Setting)

In this scenario, when the User Setting was viewed in the detailed Workspace Analysis (at **Diagnostics > Workspace Analysis**), it was always shown as having been configured for "All users" and "All workspace containers". This has been fixed.

## Workspace Composer: Applications with "/appvve" parameter not working correctly

---

Consider the following scenario:

- At **Composition > Applications**, a new application was configured.
- On the **Properties > General** tab of the application, for **Parameters**, `/appvve:` was entered.

In this scenario, starting this application in a user session did not work correctly. Either the `/appvve:` parameter was not applied at all or, in case more parameters were set and the `/appvve:` parameter was not the last one in the command line, the other parameters were sometimes not applied. This has been fixed.

## Workspace Composer: Applications sometimes not starting "minimized" on Microsoft Windows 7 and 8

---

Consider the following scenario:

- At **Composition > Applications**, on the **Properties > Settings** tab of an application, **Startup style of application** was set to **Minimized**.
- The user session was running on Microsoft Windows 7 or 8.

In this scenario, the application did not start minimized. This has been fixed.

## Workspace Composer: Applying Knowledge Base article Q201498 not working if file name contained blank spaces

---

When applying Knowledge Base article Q201498 "HOWTO: Create the Windows Photo Viewer and/or Windows Picture and Fax Viewer as an application", an image file such as JPG or TIFF could not be opened if the file name contained blank spaces and was opened by double-clicking the image in the Windows Explorer. This has been fixed.

## Workspace Composer: "Change PC settings" not working in Windows 8 when using Replace mode

---

Consider the following scenario:

- At **Composition > Applications**, on the **Settings** tab, **Windows Shell shortcut creation** was set to **Replace all unmanaged shortcuts**.
- The user session was running on Microsoft Windows 8.

In this scenario, in a user session, clicking the option **Change PC settings** in the Windows 8 Charms bar had no effect. The **PC settings** screen did not open. This has been fixed.

## Workspace Composer: Desktop icons remained hidden after session start or session refresh

---

Consider the following scenario:

- At **Composition > Applications**, on the **Settings** tab, **Windows Shell shortcut creation** was set to **Do not create shortcuts**.
- At **Composition > Desktop > Lockdown and Behavior**, in the section **Microsoft Windows Shell**, the setting **Hide desktop icons during session start and session refresh** was selected.

In this scenario, the desktop icons remained hidden after a session start or session refresh. This has been fixed.

## Workspace Composer: Drive Mappings and Drive Substitutes defined with Environment Variables not applied correctly

---

Consider the following:

- At **Composition > Actions By Type > Files and Folders > Drive and Port Mappings**, a **Drive mapping** was configured with the **Share name** based on environment variables.

OR

- At **Composition > Actions By Type > Files and Folders > Drive Substitutes**, a **Substitute** was configured with the **Physical drive and path** based on environment variables,

In both situations, the drive mapping or substitute was not applied correctly in user sessions when the Workspace was refreshed after a network connectivity change. This has been fixed.

## Workspace Composer: Error during session logoff

---

At **Diagnostics > Errors**, the following error could appear in the common error log during session logoff:

```
"Unexpected termination of pfwsmgr; Logoff continued"
```

This error was logged although the RES Workspace Manager session logged off normally and successfully. The error was generated as a result of a program error. This has been fixed.

## Workspace Composer: Error during session refresh

---

At **Diagnostics > Errors**, if user sessions used a redirected Startup folder, the following error could appear in the common error log during a workspace refresh:

Process	pfwsmgr.exe
Procedure	modShellLink.RemoveStartupItems(\\....)
Error #	52
Error description	Bad file name or number

This has been fixed.

## Workspace Composer: Hidden files on desktop might cause taskbar to disappear

---

In user sessions, if the desktop contained only hidden files, the taskbar might disappear during session logon and refresh. This has been fixed.

## Workspace Composer: Installing applications sometimes not working

---

Consider the following scenario:

- At **Composition > Applications**, on the **Settings** tab, **Windows Shell shortcut creation** was set to **Merge with unmanaged shortcuts**.
- A user installed an application in an RES Workspace Manager session.

In this scenario, if the installation of the application made modifications in the common Startup folder, the application was sometimes not installed. This has been fixed.

## Workspace Composer: Large files stored in %LocalAppData%\RES\ ---

During an RES Workspace Manager session, large files were sometimes stored in %LocalAppData%\RES\Composition > User Settings, on the **User Settings** tab). This has been fixed.

## Workspace Composer: Loading and saving User Settings could slow down application

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V, Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, on the **User Settings > Properties** tab of a Microsoft App-V 5 application, **Zero Profile mode** was set to **Track any setting changed by application immediately**.

In this scenario, loading and saving these User Settings could slow down the application. This was caused by the %localappdata% folder being processed, even if this folder was excluded from the **Folders to track** (on the **User Settings > Tracking** tab of the application). This has been fixed.

## Workspace Composer: Mandatory desktop icon of new managed application not always visible after logon

---

Consider the following scenario:

- At **Composition > Applications**, a new application was configured.
- On the **Properties > General** tab of the application, for Automatic shortcuts, **Desktop** was set to **Set mandatory shortcut** or **Set voluntary shortcut**.

In this scenario, after the user logged on, a notification message was shown in the user session that a new managed application was available, but the desktop icon of this new application was not always immediately visible. This has been fixed.

## Workspace Composer: Microsoft Internet Explorer policy setting "Site to Zone Assignment" not working correctly

---

After installing RES Workspace Manager 2012 SR3, if the Microsoft Internet Explorer policy setting **Site To Zone Assignment List** in the **Inetres.adm** policy file was configured in the RES Workspace Manager Console, it was not applied correctly in user sessions. The "site to zone assignments" were not configured in user sessions. This has been fixed.



### Note

For this fix to work correctly, it is necessary to re-edit and save the policy in the Management Console once. This ensures that the correct policy information is stored in the RES Workspace Manager Datastore and the cache.

## Workspace Composer: Microsoft Internet Explorer shortcut sometimes not created

---

Consider the following scenario:

- At **Composition > Applications**, on the **Settings** tab, **Disable Active Setup** was not enabled.
- A user with a new or mandatory user profile logged on.

In this scenario, in user sessions, the shortcut for Microsoft Internet Explorer was not always created in the Start Menu and the icon was not always placed on the taskbar. This has been fixed.

 **Note**  
This fix only works for Microsoft Windows 7 and earlier.

## Workspace Composer: Microsoft Windows Media Player icon sometimes pinned to taskbar

---

Consider the following scenario:

- At **Composition > Desktop > Shell**, **Use Microsoft Windows Shell as the default shell** was selected.
- At **Composition > Applications**, on the **Settings** tab, **Windows Shell shortcut creation** was set to **Replace all unmanaged shortcuts**.
- At **Composition > Applications**, on the **Settings** tab, **Disable Active Setup (skips first-time shell init)** was not enabled.
- A user with a new or mandatory user profile logged on.

In this scenario, in user sessions, an unmanaged Microsoft Windows Media Player icon was pinned to the taskbar. This has been fixed.

## Workspace Composer: Microsoft Windows security window sometimes appeared as a very small window in user sessions

---

At **Composition > Actions By Type > Files and Folders > Drive and Port Mappings**, if a drive mapping was configured for the startup of a user session and with logon credentials, in user sessions a Microsoft Windows security window could appear as a very small window in which the user could not enter the logon credentials. The user could only close the window. This has been fixed. Now, the Microsoft Windows security window will be displayed correctly in the user session.

## Workspace Composer: "No default printer" error when reconnecting user session

---

Consider the following scenario:

- At **Composition > Actions By Type > Printers**, on the **Properties** tab of the default printer, the setting **Wait for task to finish before continuing** was not selected, meaning that the default printer would connect asynchronously.
- At **Composition > Actions By Type > Printers**, on the **Settings** tab, the option **Disconnect network printers: before logging on or on reconnect** was selected.
- At **Composition > Actions By Type > Printers**, on the **Settings** tab, the option **Refresh printers: on reconnect** was selected.

In this scenario, in user sessions that reconnected, the error "No default printer" was displayed unexpectedly. This has been fixed.

## Workspace Composer: No taskbar shown during logon if desktop contained only hidden folder

---

If a user started a user session and the desktop contained nothing but a hidden folder, no taskbar appeared during the logon process. This has been fixed.

## Workspace Composer: Pinned to taskbar items sometimes disappeared after workspace refresh

---

Consider the following scenario:

- At **Composition > Applications**, on the **Settings** tab, **Windows Shell shortcut creation** was set to **Merge with unmanaged shortcuts**.
- In a user session, the user pinned a replaced unmanaged application shortcut to the taskbar.

In this scenario, when the workspace was refreshed, the replaced unmanaged application shortcut disappeared from the taskbar. This was caused by a difference between the application shortcut name in the user session and the application name in the Console. This has been fixed.

## Workspace Composer: Registry value "InterceptManagedApps" not always working correctly

---

Consider the following situation:

- The registry value "InterceptManagedApps" was set.
- At **Composition > Application**, an application was added with **Intercept new process and apply configuration** selected for **If managed shortcut was not used** (on the **Properties > General** tab of the application).

The application's executable could not be intercepted when one of the following (set of) conditions were met:

- At **Setup > Integration > Microsoft System Center**, on the **Settings** tab, **Microsoft System Center ConfigMgr Integration** was enabled.
- At **Composition > Applications**, an **Microsoft ConfigMgr** task was configured to install the application's executable (on the application's **Configuration > Actions** tab).

and/or

- At **Setup > Integration > Application Virtualization > Microsoft App-V**, **Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, an App-V 5 application was added.

and/or

- At **Setup > Integration > RES Software > RES Automation Manager**, on the **Settings** tab, **RES Automation Manager Integration** was enabled.
- At **Composition > Applications**, an application was added with an Automation task configured to install the application's executable (on the application's **Configuration > Actions** tab).

and/or

- At **Composition > Applications**, on the application's **Properties > General** tab, wildcards were used in the application's **Command line**.

and/or

- At **Composition > Applications**, on the application's **Properties > General** tab, the **Command line** was invalid (e.g. pointing to a non-existing application executable).

In these situations, the application's executable could not be intercepted because the executable was not yet present on the system. This has been fixed. Now, in these situations, RES Workspace Manager's default behavior will be applied (i.e. the application's command line is changed to ". . . .pwrgate.exe nn" (where nn is the RES Workspace Manager application ID)).

## Workspace Composer: RES Service sometimes gave unexpected errors during shutdown

---

Under rare circumstances the RES Service gave unexpected errors, such as "The media is write protected", during a system shutdown. This has been fixed.

## Workspace Composer: RES VDX License not always obtained correctly

---

Under rare circumstances, when starting an RES Workspace Manager user session, an RES VDX license was not obtained correctly. As a result an expired trial license was provided. This has been fixed.

## Workspace Composer: RES Workspace Manager Shell not correctly displayed on Ultra HD screens

---

Consider the following scenario:

- At **Composition > Desktop > Shell**, **Use RES Workspace Manager Shell as the default shell** was selected.
- A user was working with a Ultra HD screen.

In this scenario, the RES Workspace Manager Shell was not correctly displayed on the Ultra HD screen. This has been fixed.

## Workspace Composer: Session could hang during logon if User Settings drive was not yet available

---

Consider the following scenario:

- At **Composition > User Settings**, on the **Settings** tab, the **Central storage location** was configured for a **Drive** other than the homedrive.
- At **Composition > Actions By Type > Files and Folders > User Home Directory**, on the **Actions** tab, one or more rules were configured for `pwruser.ini`.

In this scenario the RES Workspace Composer could hang during logon if the central storage location was not available at that time. This has been fixed.

## Workspace Composer: Session not always logged off successfully when closing the last published application

---

Consider the following scenario:

- At **Setup > Integration > RES Software > RES VDX**, **RES Virtual Desktop Extender (VDX) integration** was enabled.
- At **Composition > Applications**, on the **Properties > Publishing > Citrix XenApp Published Application** tab of a Citrix application, **Citrix XenApp Application Publishing** was enabled.
- In a user session, the application was started.

When starting the Citrix application, RES VDX is also started, even if the application is not opened via RES VDX. In this scenario, when a user closed the published application (i.e. the last application in the session), the session on the Citrix XenApp server tried to log off. However, because the RES VDX Engine was still running and could not be automatically stopped, the logoff appeared to hang. This has been fixed. Now, in this scenario, as the session is not using the RES VDX Engine, the Workspace Composer will not wait for it to be stopped before logging off the session.

## Workspace Composer: Session type and protocol sometimes incorrect when connecting to Citrix XenDesktop session

---

When connecting to a Citrix XenDesktop session, RES Workspace Manager sometimes applied the incorrect session type (Remote/Local) and/or protocol (RDP/Console (direct)). This has been fixed.

## Workspace Composer: Shortcut for Microsoft Internet Explorer sometimes not created

---

Consider the following scenario:

- A new user profile was created.
- At **Composition > Applications**, on the **Settings** tab, **Windows Shell shortcut creation** was set to **Merge with unmanaged shortcuts**.
- A new RES Workspace Manager session was started.

In this scenario, the default Start Menu shortcut for Microsoft Internet Explorer was sometimes not created. This has been fixed.

## Workspace Composer: Slow logoff of published Microsoft Windows Explorer

---

Consider the following scenario:

- At **Composition > Applications**, Microsoft Windows Explorer was configured as a managed application.
- The application was published as a Citrix XenApp published application.
- In the Workspace Composer, the published application was launched and then stopped.

In this scenario, it took RES Workspace Manager one minute before the run down process of the published application session was initiated. This has been fixed.

## Workspace Composer: Slow logon/refresh when using cached user context and access control was based on Active Directory groups

---

Consider the following scenario:

- At **User Context > Directory Services**, a Microsoft Active Directory domain was configured with **Process Access Control** based on set to **Account SIDs**.
- At **Composition > Applications**, on the **Access Control > Identity** tab of an application, several applications were configured with access control based on Active Directory groups.
- At **Setup > Advanced Settings**, the option **Use cached user context if latency to AD is above: n ms** was enabled.

In this scenario, in user sessions, the following operations could be slow:

- logging on with an offline connection state
- logging on with an online connection state with the Active Directory latency being above the specified threshold
- session refresh when going from an offline connection state to an online connection state with the Active Directory latency being above the specified threshold.

This has been fixed.

## Workspace Composer: Slow logon time when using Folder Redirection and Relay Server

---

At **Composition > Actions By Type > Files and Folders > Folder Redirection**, when **Folder Redirection** was configured and an RES Workspace Manager environment contained a Relay Server, users could experience slow logon times when starting a user session. This has been fixed.

## Workspace Composer: Sometimes Active Directory latency not checked

---

Consider the following scenario:

- At **Setup > Advanced Settings**, the option **Use cached user context if latency to AD is above: n ms** was enabled.
- The user session went from an offline to an online connection state.

In this scenario, the Active Directory latency was not checked. As a result, the session refresh that was initiated by the network connectivity change (going from an offline to online connection state) could be slow when the Active Directory latency was high. This has been fixed.

## Workspace Composer: Sometimes blank screen at logon

---

At **Composition > Applications**, on the **Settings** tab, if **Windows Shell shortcut creation** was set to **Do not create shortcuts**, a blank screen could appear when a user logged on. This has been fixed.

## Workspace Composer: Sometimes default Microsoft App-V icon displayed for App-V application shortcuts

---

Consider the following scenario:

- At **Setup > Integration > Application Virtualization > Microsoft App-V, Microsoft App-V Integration** was enabled.
- At **Composition > Applications**, a Microsoft App-V 4.x application was created.
- In a user session, a shortcut to this managed App-V 4.x application was pinned to the taskbar or placed on the desktop.

In this scenario, if the user session was running on an Operating System that was not listed in the application's `.osd` file, the application shortcut was displayed using a default Microsoft App-V icon instead of the application's icon.

## Workspace Composer: Sometimes error launching application

---

Consider the following scenario:

- At **Composition > Applications**, on the **Properties > General** tab, an application was configured with:
  - In the **Command line** field, a command line `... \cmd.exe` was specified.
  - **If managed shortcut was not used** was set to **Intercept new process and apply configuration**.
- On the **Security > Dynamic Privileges** tab of the application, **Access token** was set to **Add administrator rights**.

In this scenario, in a user session, when a user browsed to the `C:\windows\system32` folder and clicked on the `cmd.exe`, the following error was displayed:

```
"The application was unable to start correctly (0xc0000142) "
```

This has been fixed.

## Workspace Composer: Sometimes launching an application that pointed to "pwrgate" failed

---

After installing RES Workspace Manager 2012 SR3 Fixpack 9.7.3.3, 9.7.3.4 or 9.7.3.5, when starting a new user session, it was sometimes not possible to launch an application if the application's shortcut pointed to `pwrgate`. This has been fixed.

## Workspace Composer: Sometimes logoff was stopped

---

The logoff of an RES Workspace Manager session was sometimes stopped. This was caused by hanging processes. This has been fixed.



### Note

Please note that if you have set the following registry value "UseClassicLogoff" to bypass the problem described above, it might be possible that a regular logoff will not be completed. This may result in, for instance, User Settings not being saved.

## Workspace Composer: Sometimes "Object variable or With block variable not set" error during session logon

---

In user sessions, the following error could be shown during a session logon after upgrading to RES Workspace Manager 2012 SR3:

```
"Object variable or With block variable not set"
```

This has been fixed.

## Workspace Composer: Sometimes out of memory error when installing or removing software

---

Consider the following scenario:

- At **Composition > Applications**, on the **Settings** tab, **Windows Shell shortcut creation** was set to **Merge with unmanaged shortcuts** or **Replace all unmanaged shortcuts**.
- At **Composition > Applications**, on the **Settings** tab, **Refresh start menu if new software is installed** was selected.
- In a user session, software was installed or removed causing a session refresh.

In this scenario, the session refresh sometimes caused the following error:

```
"RestartPowermenu, error 7: out of memory".
```

This has been fixed.

## Workspace Composer: Sometimes pfwsmgr.exe error during workspace refresh

---

At **Diagnostics > Errors**, in rare circumstances the following error could appear in the common error log during a workspace refresh:

Process	pfwsmgr.exe
Procedure	modDataoperation.replaceunmanagedshortcutsforfolder
Error #	9
Error description	Subscript out of range.

This has been fixed.

## Workspace Composer: Sometimes unexpected session refresh

---

In user sessions using the RES Workspace Manager Shell (configured at **Composition > Desktop > Shell**), unexpected session refreshes could occur in rare circumstances. If this occurred, the following event would be reported in the User Event Log of the user session (in the Console at **Diagnostics > User Sessions** or at **Diagnostics > Workspace Analysis**):

```
"Initiated by disturbed communication with pwrdesk"
```

This has been fixed.

## Workspace Composer: Starting a Microsoft App-V 5 application sometimes delayed

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Under some circumstances (mostly seen when using a publishing server), starting a Microsoft App-V 5 application was sometimes delayed by 2 minutes. This has been fixed.

## Workspace Composer: Swap left and right mouse button option not retained in Microsoft TS RemoteApp sessions

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In user sessions, in the Workspace Preferences tool (on the **Options** tab), the left and right mouse buttons can be swapped. If a user enabled this option, this was not applied when logging on to a Microsoft TS RemoteApp session.

This could also happen in the following scenario:

- At **Composition > User Settings**, on the **User Settings** tab, a User Setting was configured for the **Mouse Settings**.
- In the Microsoft Windows Control Panel, a user swapped the left and right mouse buttons.

This has been fixed.

## Workspace Composer: Temporary files sometimes not created

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Under rare circumstances, the RES Workspace Composer could not create a temporary file, which could result in the following error:

Procedure	SharedTrinityEngine.flngPerformFolderSynTask at 430
Error #	-2147024809
Error description	The parameter is incorrect

This has been fixed.

## Workspace Composer: User-defined, unmanaged default mail profile or user-selected default mail profile for Microsoft Outlook not saved

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In a user session, if multiple mail profiles were attached to Microsoft Outlook, and the user made one of these profiles his default profile (at **Microsoft Windows Control Panel > Mail > Show profiles > Always use this profile**), the new default profile was not saved. When closing and starting up Microsoft Outlook again, the old default profile would be loaded.

In a user session, if the user created an additional unmanaged mail profile and made this profile his default profile, the new default profile was not saved. When closing and starting up Microsoft Outlook again, the old default profile would be loaded.

Both of these issues can be fixed by setting the following registry value:

Key	Initial installation RES Workspace Manager 2011 / RES Workspace Manager 2012: <ul style="list-style-type: none"><li>• HKLM\Software\RES\Workspace Manager (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\Workspace Manager (64-bit)</li><li>• HKCU\Software\RES\Workspace Manager (32-bit)</li><li>• HKCU\Software\Wow6432Node\RES\Workspace Manager (64-bit)</li></ul> Initial installation RES PowerFuse 2010 and earlier: <ul style="list-style-type: none"><li>• HKLM\Software\RES\PowerFuse (32-bit)</li><li>• HKLM\Software\Wow6432Node\RES\PowerFuse (64-bit)</li><li>• HKCU\Software\RES\PowerFuse (32-bit)</li><li>• HKCU\Software\Wow6432Node\RES\PowerFuse (64-bit)</li></ul>
Value (string)	KeepUserDefaultMAPIProfile
Data	Yes
Remarks	Setting this registry value will preserve the default mail profile selected by the user.

## Workspace Preferences: "Reload User Information" button disappeared from Diagnostics tab

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Workspace Preferences is the users' desktop management system. On the **Diagnostics** tab of the Workspace Preferences, the **Reload User Information** button disappeared behind the **Copy to Clipboard** button. This has been fixed.

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