



Splashtop Center v2.4.0.21 Release Notes

Splashtop Center offers an on-premise managed capability allowing corporate users with tablet / hand-held devices and notebook (like the iPad, iPhone, Android tablet, Windows and Mac computer) to remotely view and interact with their desktop or notebook work computers bringing Windows® operation system at their fingertips.

Release Details

Release version

- Version: **2.4.0.21**

Release package

http://d17kmd0va0f0mp.cloudfront.net/ste/202004/Splashtop_Center_Gateway_v2.4.0.21.exe

Change Request(s) or Bug/Issue Fixe(s)

Changes

Bug/Issue Fixes

- a) Fixed a bug on SSL Cert import
- Splashtop Enterprise companion suite pre-bundle
 - b) Splashtop Streamer (Windows) v3.1.4.1
 - c) Splashtop Enterprise (Windows) v3.0.1.2
 - d) Splashtop Streamer (Mac) v3.1.4.1
 - e) Splashtop Enterprise (Mac) v2.3.10.16

Known issue(s)

Identified issues

- When using SQL Server, please delete and rebuild your database if this error "DB structure changed! Please reconstruct your DB." is shown.



- [20130529010] [Force Streamer Update] Settings (selected computers and schedule) won't be restored correctly.
- [20120927011] Cannot perform Splashtop Center product activation after changing the NIC hardware.
- [20120820003] Some Splashtop Center related folders in %Program Files% will prevail even after the Splashtop Center has been uninstalled.
- [20130718001] Webpage display error on Internet Explorer 8.

General issues

- Splashtop Center does not work in Windows XP service pack 3, and will fail to start Splashtop Center Console.
- When 2 clients connect almost concurrently to the same computer or a Group with only one available computer, the following may be observed:
 - ◆ LAN/TCP direct connect mode: the latter client will not be able to connect to the computer/Group
 - ◆ Relay connect mode: the first client session will be kicked out
- Older version of Splashtop Streamer (versions prior to v2.1.0.0) will need to manually be restarted every 7 days due to the use of Splashtop Relay module's dynamic key secret
- On some hardware configuration, the Splashtop Center service may make the Splashtop Center app UI 'Not Responding'.
- On some virtualized configuration, the host OS may generate substantial amount of zombie CLOSE_WAIT TCP/IP connections. Possible workarounds:
 - ◆ Specify the TcpTimedWaitDelay to trigger the host OS to clean up CLOSE_WAIT connections (URL: <http://technet.microsoft.com/en-us/library/cc938217.aspx>), or
 - ◆ Reboot the host Windows system

Limitation(s)

- Splashtop Center will not work with client version prior to v2.3.5.x release. It is due to compatibility issue to support the re-designed device activation and reset password flow.
- [20130308009] [RDP Connector] IT Policy Mac address filtering does not apply to RDP hosts.
- [20130308008] [RDP Connector] RDP Connector requires and only works via Relay connections. If "enable remote access from external network" option is disabled, users won't be able to connect to RDP hosts.
- [RDPCConnector] IT Policy frame rate setting does not apply to RDP hosts.
- [RDPCConnector] RDP Connector currently limits the maximum concurrent session count to 100.
- [RDPCConnector] If many concurrent RDP sessions are running, there may occasionally be a few connections dropped.



- [20130220012] [Bulk import] Input file for adding users by “bulk import” does not work properly if contains GB2312 character sets (include Chinese characters).
- [20130118003] [Bulk import] Avoid containing “-“ character in the domain name for input file for bulk import.
- [WOL] Subnet mask info will be updated to Splashtop Center by Streamer. Splashtop Center will use Streamer’s subnet mask to send out magic packets, or ask Streamer to send out magic packets via Relay.
- [WOL] Please uncheck “Force SSL on Local LAN” option for “Wake Up” button to properly show up in client.
- [Force Streamer Update] Splashtop Center will provide 20 min of time slice for Streamer to download new Streamer package. If time is due, Streamer will need to wait for the next turn to complete the download.
- [Force Streamer Update] Host computers need to be running at least Win Streamer v2.2.5.7 for Splashtop Center to force update to future version. If host computers are running Win Streamer before v2.2.5.7 at the time of force update, they will be forced to logout and result with a message pop up asking users to contact IT admin to manually update new Streamer version.

Software related

- (By design) Sending emails will require Splashtop Center service to be up and running. If Splashtop Center service is stopped, emails will be queued and be dispatched upon the next start of Splashtop Center service
- (By design) When license key expires, the “service” is still running, but Splashtop Center UI will always stay at the License page. Streamers and clients will force logout, and will also get the warning message “license expiration information” with each login attempt.
- (By design) Splashtop Center supports Fulong API v1 and v2 only
- (By design) Each license key can only be activated in the exact hardware configuration and with an activation count of at most five (5) times
- IT policy ‘Allow password to be saved on clients’ option may take up to 2 successive logins for it take effect on client
- IT policy ‘MAC Address filtering’ option may take up to 5 minutes for it to take effect on Streamers
- IT policy ‘Maximum frame rate’ option may take up to 5 minutes for it to take effect on Streamers
- Splashtop Center’s host OS must be joined to AD domain in order to function properly for users with ‘Domain user’ type
- When Splashtop Center restarts, all idle Streamers will be restored back online after 5 minutes
- When Splashtop Center stopped and Force SSL on Local LAN connect is not set, any LAN/TCP direct connection will still continue until connection drop
- If ‘Force SSL on Local LAN connections’ is set under Settings > Security, then ‘External



access' for all users must be set to 'Enabled' in order to allow client and Streamer to connect properly

- If 'Force SSL on Local LAN connections' is set under Settings > Security, clients are unable to scan Streamers residing in the same network
- [20120925021] The 'Deactivate' button will not be enabled before the client log in

System related

- (Please refer to Splashtop Center Admin Guide for requirement details)
- Supports Windows 7 (Professional, Enterprise, and Ultimate editions) and Windows Server 2008 R2 (Standard, Enterprise, Datacenter, and Web Server editions), and Windows Server 2012. Requires Microsoft .NET 3.5 SP1 or later
- Requires i5 2.0 GHz / 4GB RAM or better hardware
- Requires screen resolution to be at least 1024 x 768 or better for optimal viewing and operation



Appendix

Please refer to Splashtop Center Admin Guide for setup details.

Appendix A: How to install Splashtop Center

1. Retrieve by downloading the latest version of Splashtop Center
2. Double-click and install
3. Follow the administrator guide or any other relevant materials for the system setup

Appendix B: How to upgrade Splashtop Center

1. Recommended to perform a backup for Splashtop Center settings via Settings > Backup
 - a. Optionally, you may opt to export your SSL certificate and logs
2. Retrieve the latest Splashtop Center version available
3. Double-click and install
4. If required, assign and activate your License in the updated Splashtop Center
5. If required, restore backup from Step 1 and import the SSL certificate on Step 1.a
6. Conduct any additional changes/configurations to Splashtop Center
7. Start the Splashtop Center service

End of Release Notes