

# Symantec™ Workspace Virtualization and Symantec™ Workspace Streaming 7.5 HF1 Release Notes

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# Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

## Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information

- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

## Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

## Customer service

Customer service information is available at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

## Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan	<a href="mailto:customercare_apac@symantec.com">customercare_apac@symantec.com</a>
Europe, Middle-East, and Africa	<a href="mailto:semea@symantec.com">semea@symantec.com</a>
North America and Latin America	<a href="mailto:supportsolutions@symantec.com">supportsolutions@symantec.com</a>

# Symantec Endpoint Virtualization 7.5 HF1 Release Notes

This document includes the following topics:

- [About Symantec Endpoint Virtualization](#)
- [Supported platforms](#)
- [System requirements](#)
- [General installation and upgrade information](#)
- [Fixed issues](#)
- [Documentation resources](#)

## About Symantec Endpoint Virtualization

This document contains release information of the following Symantec Endpoint Virtualization products:

- Symantec™ Workspace Streaming 7.5 HF1
- Symantec™ Workspace Virtualization 7.5 HF1
- Symantec™ Virtual Composer 7.5 HF1

# Supported platforms

## Streaming endpoint operating systems

64-bit editions of the following:

- Windows Server 2012
- Windows 8
- Windows 7 and 7 SP1
- Windows Vista SP1 and Windows Vista SP2
- Windows Server 2008 R2 when used as an endpoint

32-bit editions of the following operating systems:

- Windows 8
- Windows 7 and 7 SP1
- Windows Vista SP2
- Windows XP SP3 is recommended for English language versions and required for non-English language versions of XP  
Windows XP is supported with the additional components of Windows Installer 3.1: <http://support.microsoft.com/kb/893803> and the Filter manager roll up hotfix: <http://support.microsoft.com/kb/914882>

## Virtualization endpoint operating systems

64-bit editions of the following:

- Windows Server 2012
- Windows 8
- Windows 7 and 7 SP1
- Windows Vista SP1 and Windows Vista SP2
- Windows Server 2008 SP2

32-bit editions of the following:

- Windows 8
- Windows 7 and 7 SP1
- Windows Vista SP2
- Windows Server 2008 SP2
- Windows Server 2003 SP2

- Windows XP SP3 is recommended for English language versions and required for non-English language versions of XP  
Windows XP is supported with the additional components of Windows Installer 3.1: <http://support.microsoft.com/kb/893803> and the Filter manager roll up hotfix: <http://support.microsoft.com/kb/914882>

## Streaming Server operating systems

32-bit and 64-bit editions of the following operating systems:

- Windows Server 2008 and 2008 R2
- Windows Server 2003 SP2 or later and Windows Server 2003 R2
- Windows Server 2012 (64-bit)

## Streaming Databases

Streaming supports the following databases:

- Microsoft SQL Server 2005 SP4, Microsoft SQL Server 2008 R2 SP1, Microsoft SQL Server 2008 R2 Express, Microsoft SQL 2012
- Oracle 10g, 11g, RAC

## Virtual Composer

64-bit versions of the following operating systems:

- Windows 8
- Windows 7 and 7 SP1
- Windows Vista SP2 or later

32-bit versions of the following operating systems:

- Windows 8
- Windows 7 and 7 SP1
- Windows Vista SP1 or later
- Windows XP SP3

# System requirements

The following tables contain system requirements for the endpoints, Streaming Server, and Virtual Composer:



**Table 1-1** Endpoints

System component	Requirement
System Processor	Same as recommended by the operating system and installed applications.
System memory	Same as recommended by the operating system and installed applications.
Free disk space	50 MB of free disk space plus additional space as required by installed applications.

**Table 1-2** Streaming Server

System component	Requirement
System Processor	Minimum 1 GHz of processor capability.
System memory	2-GB memory minimum.
Free disk space	2 GB of free disk space, plus three times the space that is required by the applications to be uploaded on to the server.

**Table 1-3** Virtual Composer

System component	Requirement
System Processor	Same as recommended by the operating system.
System memory	1-GB memory minimum. Additional as recommended by the applications you want to package.
Free disk space	30 MB of free disk space, plus three times the size of the package.

## General installation and upgrade information

Streaming, Virtualization, and Composer Installation instructions are included in the Installation, User's and Administrator's guides.

The following table contains instructions to upgrade to this version:

**Table 1-4** Upgrade instructions

Product	Upgrade instructions
Workspace Streaming	Upgrade instructions for Workspace Streaming are at the following link: <a href="http://www.symantec.com/docs/DOC6667">http://www.symantec.com/docs/DOC6667</a>
Virtual Composer	There is no upgrade path for Symantec Virtual Composer.  First uninstall the previous version and then install the new. Any changes you've made to the installation folder (C:\Program Files\Symantec\Symantec Virtual Composer) should be backed up. This includes changes to the packager.ini file, sample scripts, and default templates. After the new version is installed you can copy these files back to the installation folder.

After you upgrade the Streamlet Engine (STE) from 6.x to 7.5 HF1, ensure that you do not reconfigure the user data source. If you reconfigure the user data source then the provisions that you have set for the users and the user groups are not applied unless you edit the value of `LdaProvisionType` from SID to NAME in the `provision.xml` file.

Backward compatibility is supported between SWS 7.5 HF1 and SWS clients 6.1 SP8 or higher where Back-End must be in 7.5 HF1.

If you already added a 6.1 SP8 Data Access (DA) component to your computer and then upgraded to the Back-End server alone to 7.5 HF1 then your standalone DA works properly. But, if you try to add an SP8 standalone DA to a Back-End computer, which is running 7.5 HF1 version then the DA is not supported.

You cannot upgrade SWS client in the terminal server mode. The SWS client upgrade is completed through silent mode only in the terminal services environment. The SWS agent upgrade fails if you initiate the upgrade process using the Streaming Portal or the `setup.exe` file.

Packages created in Symantec Virtual Composer and Symantec Workspace Virtualization (SWV) are not backwards compatible, that is, legacy virtualization clients cannot activate layers created using a newer version of virtualization.

While upgrading in a streaming server infrastructure, you must follow the following order:

- Upgrade the Streamlet Engine first and verify that the upgrade is successful.
- Upgrade the Front End Servers (Launch Server/Streaming Server) and any stand-alone Data Access Component.

- Now, upgrade the Streaming clients.

Before upgrading to the Parent STE in a Parent STE-Child STE setup you must follow the below procedure.

**To upgrade the server when you have added a child STE in your network**

- 1 Launch the Streaming Console.
- 2 Remove the associated Child STE from the Parent STE using the Parent STE's console.
- 3 Upgrade the Parent STE first, and verify that the upgrade is successful.
- 4 Upgrade the Child STE separately that was removed from the Parent STE previously.
- 5 Add the child STE back to the Parent STE using the parent STE's console.

## Fixed issues

Symantec Endpoint Virtualization 7.5 HotFix (HF1) contains fixed issues of the following solutions:

- Symantec Workspace Streaming 7.5 HF1
- Symantec Workspace Virtualization 7.5 HF1
- Symantec Virtual Composer 7.5 HF1

The following are the issues that are fixed in the 7.5 HF1 release. If additional information about an issue is available, the issue has a corresponding article link.

**Table 1-5** Fixed issues for Symantec Endpoint Virtualization 7.5 HF1

Abstract of the Fixed Issue	Article ID
No alternate ways to upload or enable packages on specific server groups and all server groups through the runClient.cmd.	NA
The Exclude Entries were not displayed properly in Symantec Virtual Composer when you click the tabs in the Layer Properties screen.	NA
Access denied to UNC share on a remote host with SWS client installed.	NA
ITMS issue: Software Inventory run for an excessive amount of time to complete.	NA
Virtualized applications are saving data to the writable sublayer instead of the external drive (USB).	NA

# Documentation resources

**Table 1-6** Product documentation

Document	Location
<i>Symantec™ Workspace Virtualization 7.5 User's Guide</i>	<a href="http://www.symantec.com/docs/DOC6666">http://www.symantec.com/docs/DOC6666</a>
<i>Symantec™ Workspace Streaming 7.5 Installation and Implementation Guide</i>	<a href="http://www.symantec.com/docs/DOC6667">http://www.symantec.com/docs/DOC6667</a>
<i>Symantec™ Workspace Streaming 7.5 Administration Guide</i>	<a href="http://www.symantec.com/docs/DOC6548">http://www.symantec.com/docs/DOC6548</a>
<i>Symantec™ Endpoint Virtualization Cloud symHelp</i>	<a href="#">SEV_Cloud_symHelp</a>