

RES ONE®

Workspace

Agent version 10.1

Version 10.1.0.0

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Contents

- Chapter 1: Introduction** **1**

- 1.1 Workspace communication 2
- Chapter 2: Prerequisites** **3**

- Chapter 3: Upgrade Process** **4**

- Chapter 4: Where to go from here?** **5**

- Chapter 5: Compatibility Matrix RES ONE Workspace version 10.1** **6**

- 5.1 Compatibility for basic installation 6
 - 5.1.1 Supported Microsoft Windows operating systems..... 6
 - 5.1.2 Supported Database systems 8
 - 5.1.3 Supported Directory Services..... 8
- 5.2 Compatibility with third-party software 9
 - 5.2.1 Supported Citrix products..... 9
 - 5.2.2 Supported LANDESK products 10
 - 5.2.3 Supported Microsoft products 11
 - 5.2.4 Supported VMware products..... 12
 - 5.2.5 Supported browsers for Website Security 13
 - 5.2.6 Supported systems for E-mail Settings..... 13
- Chapter 6: Feature deprecation** **14**

- Chapter 7: RES Support** **16**

- Chapter 8: RES Training** **17**

Chapter 1: Introduction

This document introduces the new RES ONE Workspace Agent version 10.1 to you. This new Agent has been developed using the latest Microsoft technologies and has enhanced the Agent with improved feature scalability and performance, and is ready for the latest technology feature enhancements.

This Agent includes new functionalities, such as HKEY_LOCAL_MACHINE (HKLM) support for registry settings and policies. Please refer to the **RES ONE Workspace Release Notes (10.1.0.0)** for a full overview of the improvements and changes in this version.

RES recommends a DTAP-street (Development, Testing, Acceptance, and Production) to allow a phased introduction of RES ONE Workspace version 10.1 into production.

More information

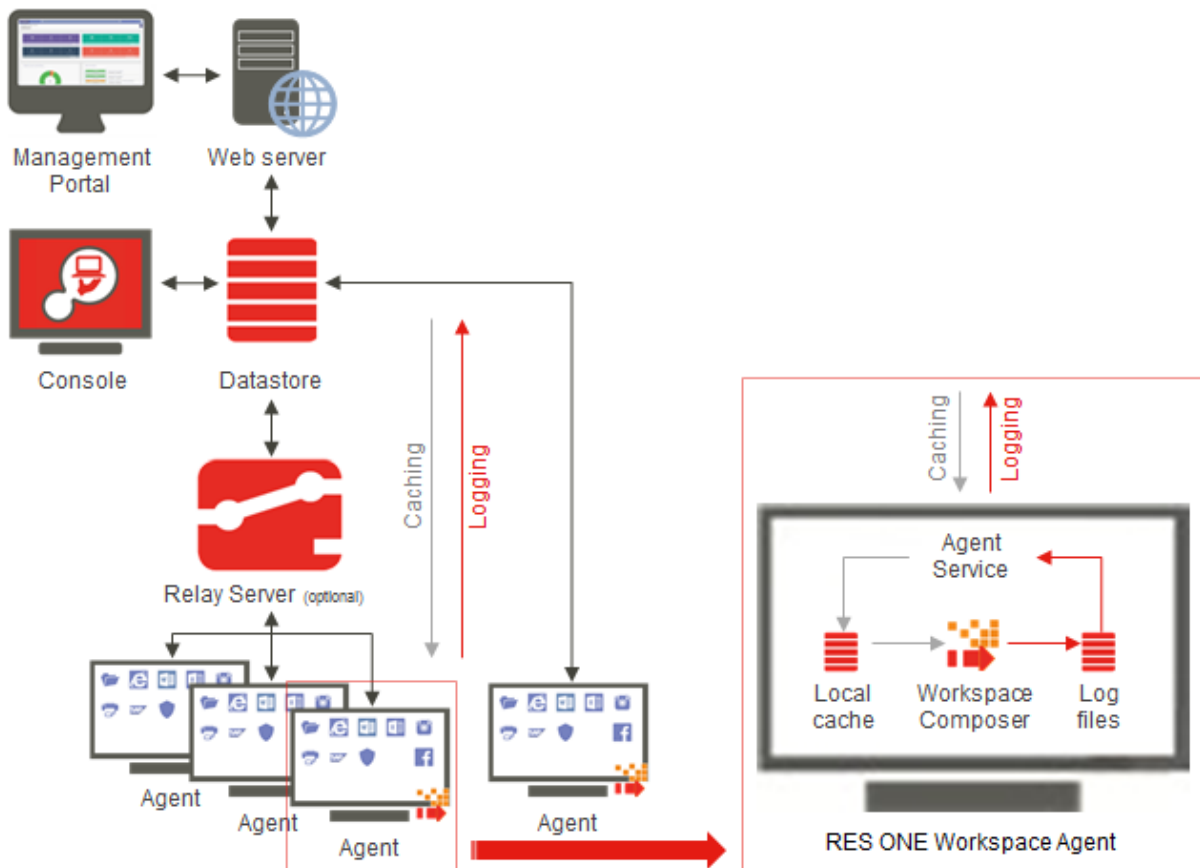
- The **Release Notes** provide information on new and changed functionality. They are available at <http://success.res.com>.
- **Getting Started with RES ONE Workspace version 10.1** describes how to set up a sandbox environment to get started with RES ONE Workspace version 10.1. Please refer to this document for a complete overview of the prerequisites of all components.
- You can keep your version of RES ONE Workspace up to date by installing **Upgrade Packs**. This requires Solution Assurance, which is a service that you can buy from RES. Solution Assurance, entitles you to technical support, product upgrades, and access to the Knowledge Base. For more information: <http://success.res.com>.

1.1 Workspace communication

In RES ONE Workspace, all communication between the Datastore or the Relay Server and its Agents is taken care of by the **RES ONE Workspace Agent Service**, which runs on each Agent.

- The first time a connection between an Agent and the Datastore or the Relay Server is established, for example directly after the installation of the Agent, the RES ONE Workspace Agent Service will download all configuration settings from the Datastore or the Relay Server to the local data cache on the Agent. After this, only Datastore changes will be downloaded.
- The Workspace Composer logs all actions that a user carries out in the User Workspace. Some user actions may also be recorded as Usage Tracking data. These log files and Usage Tracking data are cached locally on the Agent and are uploaded to the Datastore or the Relay Server by the RES ONE Workspace Agent Service.

RES ONE Workspace Communication



Chapter 2: Prerequisites

Software

- The following RES ONE Workspace installation file, available for download at <http://success.res.com>:
 - RES ONE Workspace Installer 10.1.0.0.exe - This is an installation package that contains the MSI files for the RES ONE Workspace components, including the RES ONE Workspace version 10.1 Upgrade Pack file:
 - RES ONE Workspace Upgrade Pack 10.1.0.0.exe (for *regular* installation)Individual components can be extracted from the installer and are also available for download.
- For *unattended* installation, the following file is available for download at <http://success.res.com>:
 - RES ONE Workspace Auto Upgrade Pack 10.1.0.0.exe
- Microsoft .NET Framework 4.5.2 or higher.
- Microsoft .NET Framework 4.5.2 Client Profile or higher when using User Setting caching.
- A supported operating system. See the **Compatibility Matrix** (see page 6).

Hardware

- Approximately 75 MB is needed for the installation of the Agent. A full installation of RES ONE Workspace (Management Console and Agent) needs approximately 125 MB. This does not include the data stored in the local cache. The hard disk space required for cached data entirely depends on the configuration of your RES ONE Workspace environment.
- The memory needed for the Agent depends on the configuration. For example, in an environment with applications enabled and 100 authorized files configured, the Agent needs around 27 MB of memory during a normal user session (applications are running, other applications are started and stopped again).
- Each Agent requires drive space on the home drive for storing RES ONE Workspace settings. As User Settings are stored in the same location, this amount increases if User Settings are available to the user. The required amount of space then depends on the size of the stored User Settings. All RES ONE Workspace settings, including User Settings, are compressed when stored.

Chapter 3: Upgrade Process

When upgrading your environment to RES ONE Workspace version 10.1, existing Agents are upgraded to the new RES ONE Workspace Agent. This Agent offers your users improved feature scalability and performance. When upgrading, RES recommends to take the DTAP-street approach to allow a phased introduction of RES ONE Workspace version 10.1 into your production environment.

DTAP-street

As with any new version of RES ONE Workspace, RES recommends to test the upgrade first in a test environment, followed by an acceptance test. A test setup might be to create a pilot group with users from different departments and monitor the user experience. This allows you to test the upgrade procedure to RES ONE Workspace v10.1 safely and in a controlled way.

After successful tests, make a backup of your production environment before upgrading to RES ONE Workspace version 10.1 in that environment.

Production environment

1. Store the Upgrade Pack executable locally on the computer that you want to upgrade.
 - The first computer to be upgraded should be a computer running a Full or Console-only installation of RES ONE Workspace with a direct connection to the Datastore (i.e. not to Relay Servers).
2. Run the Upgrade Pack and follow the steps of the Upgrade Wizard.
 - When prompted whether to upgrade, click **Yes**.
 - When the upgrade has finished, click **Next**.
3. Click **Finish**.
4. Now **reboot** the computer. The reboot of the computers is a mandatory step to finish the upgrade to RES ONE Workspace version 10.1.

Upgrade other computers

Update and reboot all other computers running RES ONE Workspace Agents. You can update them manually by running the Upgrade Pack, or you can use the RES ONE Workspace version 10.1 Auto Upgrade Pack to update Agents unattended. The reboot of the computers is a mandatory step to finish the upgrade to RES ONE Workspace version 10.1. Without a reboot, user sessions might experience problems if the Workspace Composer restarts.

Please note that before using the RES ONE Workspace version 10.1 Auto Upgrade Pack, you need to install at least one Upgrade Pack manually once. This ensures that the Datastore is correctly updated. After this first Upgrade Pack, you can use Auto Upgrade Packs for other computers.

In your production environment, it is recommended to upgrade per group of user sessions, for instance per Workspace Container based on operating system, IP range, or other zone rules.

It is possible to run RES ONE Workspace version 10 (until RES Workspace Manager 2014 SR2) and RES ONE Workspace version 10.1 next to each other in a mixed environment.

More information

The **Feature deprecation** (on page 14) will inform you about the features that will not be supported in a next version of RES ONE Workspace.

Chapter 4: Where to go from here?

For information about all functionality of RES ONE Workspace, please refer to the **Help**, which is available after installing the RES ONE Workspace Console, by pressing **F1**.

For in-depth information, please refer to the **RES ONE Workspace Administration Guide**.

Chapter 5: Compatibility Matrix RES ONE Workspace version 10.1

Products marked with an asterisk (*) are scheduled to be removed in a next version of RES ONE Workspace. RES Software will give “Best Effort” Support for these products. “Best Effort” Support means that if something used to work correctly and stopped working, RES will try to make it work as before. This does not mean that RES Software will add new functionality for these products or provide support for these products.

Irrespective of this compatibility matrix, RES does not support versions of products for which End of Life (EOL) has been declared by their respective vendors.

5.1 Compatibility for basic installation

5.1.1 *Supported Microsoft Windows operating systems*

Windows Server version	Edition
Windows Server 2016	Datacenter
	Standard
	Essentials
Windows Server 2012 R2	Datacenter
	Standard
	Essentials
	Foundation
Windows Server 2012	Datacenter
	Standard
	Essentials
	Foundation
Windows Server 2008 R2	Datacenter
	Enterprise
	Standard
	Web Edition

Windows version	Edition
Windows 10 v1703 (Build 10.0.15063)	Enterprise
	Pro
	Education
Windows 10 v1607 (Build 10.0.14393)	Enterprise
	Enterprise LTSB
	Pro
	Education
Windows 10 v1511 (Build 10.0.10586)	Enterprise
	Pro
	Education
Windows 10 v1507 (Build 10.0.10240)	Enterprise
	Enterprise LTSB
	Pro
	Education
Windows 8.1	Enterprise
	Pro
Windows 8	Enterprise
	Pro
Windows 7 SP1	Enterprise
	Professional
	Ultimate

5.1.2 Supported Database systems

Database type	Version
Microsoft SQL	2016 SP1
	2016
	2014
	2012
	2008 R2
	2008
	2005
Microsoft SQL Azure	
MySQL	5.x
Oracle	11.x
IBM DB2*	

Products marked with an asterisk (*) are scheduled to be removed in a next version of RES ONE Workspace. See also Feature deprecation (on page 14).

5.1.3 Supported Directory Services

Directory Service	Version
Microsoft Active Directory	Functional level: 2016
	Functional level: 2012 R2
	Functional level: 2012
	Functional level: 2008 R2
	Functional level: 2008
	Functional level: 2003
	Functional level: 2000
Microsoft Windows NT Domains*	

Products marked with an asterisk (*) are scheduled to be removed in a next version of RES ONE Workspace. See also Feature deprecation (on page 14).

5.2 Compatibility with third-party software

5.2.1 Supported Citrix products

Citrix product	Version
XenApp	7.14 - the Citrix XenApp/XenDesktop Remote PowerShell SDK needs to be downloaded for publishing from RES ONE Workspace to work (also see this support article).
	7.13 - the Citrix XenApp/XenDesktop Remote PowerShell SDK needs to be downloaded for publishing from RES ONE Workspace to work (also see this support article).
	7.12
	7.11
	7.9
	7.8
	7.7
	7.6 FP3
	7.6 FP2
	7.6 FP1
	7.6
	7.5
	7.1 (XenDesktop 7.1 App Edition)
	7.0 (XenDesktop 7.0 App Edition)
	6.5 FP2
	6.5 FP1
6.5	
XenDesktop	7.14 - the Citrix XenApp/XenDesktop Remote PowerShell SDK needs to be downloaded for publishing from RES ONE Workspace to work (also see this support article).
	7.13 - the Citrix XenApp/XenDesktop Remote PowerShell SDK needs to be downloaded for publishing from RES ONE Workspace to work (also see this support article).
	7.12
	7.11
	7.9
	7.8
	7.7
	7.6 FP3
	7.6 FP2
	7.6 FP1

Citrix product	Version
XenDesktop	7.6
	7.5
	7.1
	7.0
Receiver	4.7
	4.6
	4.5
	4.4
	4.3
	4.2
	4.1
	4.0
Citrix App Layering	4.2 - RES ONE Workspace installed in the OS layer
	4.1 - RES ONE Workspace installed in the OS layer

5.2.2 Supported LANDESK products

LANDESK Product	Version
LANDESK Management and Security Suite	9.5 SP1
	9.5

5.2.3 Supported Microsoft products

Application Virtualization	Version
App-V 5.x	5.1
	5.0 SP3
App-V 4.x*	4.6 SP3
	4.5 SP2

Provisioning Services	Version
Microsoft System Center	Configuration Manager 2016 v1702
	Configuration Manager 2016 v1610
	Configuration Manager 2016 v1606
	Configuration Manager 2016 v1602
	Configuration Manager 2016 v1511
	Configuration Manager 2012 R2 SP1
	Configuration Manager 2012 R2
	Configuration Manager 2012 SP2
	Configuration Manager 2012 SP1

Products marked with an asterisk (*) are scheduled to be removed in a next version of RES ONE Workspace. See also *Feature deprecation* (on page 14).

For supported Microsoft browsers, see **Supported browsers for Website Security** (on page 13)
 For supported Microsoft mail systems, see **Supported systems for E-mail Settings** (on page 13)

5.2.4 Supported VMware products

VMware product	Version	Limitations
Horizon / View	Horizon 7.x	Except for the RES ONE Workspace feature Remote Assistance
	Horizon 6.x	Except for the RES ONE Workspace feature Remote Assistance
	View 5.x	Except for the RES ONE Workspace feature Remote Assistance
Horizon / View Client	Horizon Client 4.4	
	Horizon Client 4.3	
	Horizon Client 4.2	
	Horizon Client 4.1	
	Horizon Client 4.0	
	Horizon Client 3.x	
	Horizon View Client 2.3	
	Horizon View Client 5.4	
ThinApp	5.x	
	4.7.3	
App Volumes	2.9-2.x	

5.2.5 Supported browsers for Website Security

Browser	Version
Google Chrome	39 or higher
Microsoft Edge	Present in supported Microsoft Windows versions
Microsoft Internet Explorer	9
	10
	11
Mozilla Firefox	38 or higher
Opera	29 or higher

5.2.6 Supported systems for E-mail Settings

Application	Version
Microsoft Exchange	Online (Office 365)
	Server 5.5 or higher
Microsoft LDAP Directory	
Microsoft Office	365
	2016
	2013
	2010
HP OpenMail*	
IMAP (Outlook XP only)*	
Internet E-mail*	
Lotus Notes Mail*	
Microsoft Mail*	
Microsoft Outlook Express*	
Nortel CallPilot*	
Oracle Connector for Outlook*	
Zarafa Groupware Server*	7.x
	6.x

Products marked with an asterisk (*) are scheduled to be removed in a next version of RES ONE Workspace. See also Feature deprecation (on page 14).

Chapter 6: Feature deprecation

In a next version of **RES ONE Workspace**, the following features are no longer supported. Most of these features have already been removed. The remaining features on this list are scheduled to be removed from the product in a next release.

✔ = Supported

✔** = Available, not supported

⊘ = Removed, end of support

Product Name / Feature	RES ONE Workspace			
	2015*	2016*	v10	v10.1
Microsoft Windows XP	✔**	✔**	⊘	⊘
Microsoft Windows Vista	✔**	✔**	⊘	⊘
Microsoft Server 2003	✔**	✔**	⊘	⊘
Microsoft Server 2008	✔**	✔**	⊘	⊘
Microsoft SCCM 2007 SP2	✔**	✔**	✔**	✔**
Microsoft SCCM 2007 R3	✔	✔**	✔**	✔**
Microsoft Windows NT Domains	✔	✔	✔**	✔**
Microsoft App-V 4.x	✔	✔	✔**	✔**
Novell Directory Services	✔	✔	✔**	⊘
Citrix XenApp 6.0	✔**	✔**	⊘	⊘
Citrix XenDesktop/XenApp 5.x	✔**	✔**	⊘	⊘
Citrix Presentation Server (all)	✔**	✔**	⊘	⊘
Citrix Application Streaming	✔**	✔**	⊘	⊘
RES HyperDrive	✔**	✔**	⊘	⊘
E-mail Setting: HP OpenMail	✔	✔	✔**	✔**

Product Name / Feature	RES ONE Workspace			
	2015*	2016*	v10	v10.1
E-mail Setting: IMAP (Outlook XP only)	✓	✓	✓**	✓**
E-mail Setting: Internet Mail	✓	✓	✓**	✓**
E-mail Setting: Lotus Notes Mail	✓	✓	✓**	✓**
E-mail Setting: Microsoft Mail	✓	✓	✓**	✓**
E-mail Setting: Microsoft Outlook Express	✓	✓	✓**	✓**
E-mail Setting: Nortel CallPilot	✓	✓	✓**	✓**
E-mail Setting: Oracle Connector for Outlook	✓	✓	✓**	✓**
E-mail Setting: Zarafa Groupware Server	✓	✓	✓**	✓**
IBM DB2	✓**	✓**	✓**	✓**

*Note: The referenced RES ONE Workspace 2015 and RES ONE Workspace 2016 includes all 'Service Releases', 'Feature Packs' and 'Minor' releases.

***"Best Effort" Support: "Best Effort" means that if something used to work correctly and stopped working, RES Software will try to make it work as before. This does not mean that RES Software will add new functionality to unsupported products or provide support for unsupported products (the 3rd party product was not supported in the major release).

Chapter 7: RES Support

At RES, our core business is to help heighten productivity in your organization. RES Support helps us to achieve this goal, and has been embedded in the core principles of our company since it was founded. RES is dedicated to supporting everyone who uses or wants to use its proven products with RES Support, which elevates our enterprise solutions above and beyond technology.

Support - If you are experiencing difficulties with any of our products, you may find the solution in our Knowledge Base (**Success Center > Support**) or you can contact RES Support directly (**Success Center > Click Contact Us**).

Product Upgrades and Service Releases - To upgrade your version of RES ONE Workspace to the latest standard, you can install Product Upgrade Packs from <http://www.res.com> and Service Releases from the **Success Center > Downloads**. The supporting documentation consist of Online Help (available via F1 in the Console), Release Notes and Administration Guide (**Success Center > Downloads**).

Solution Assurance - To protect your investment, it is mandatory that you purchase one initial year of Solution Assurance with each license purchase. Solution Assurance unlocks access to Technical Support, Product Updates and Upgrades and the Knowledge Base. Solution Assurance is extended automatically, unless you specify otherwise.

Early Adopter Program - Participants of the Early Adopter Program are actively involved in taking RES solutions to the next level. The Early Adopter Program unlocks access to interim releases of our products. These releases are production-ready and allow you to test drive and explore new functionality.

RES Community - RES invites you to become part of our community to share best practices and tips with fellow IT professionals, find solutions and more (**Success Center > Q&A**).

Please visit the **RES Success Center** (<http://success.res.com>) for more information on **Support**.

Chapter 8: RES Training

RES has developed a mix of learning materials to help our customers and channel partners get the most out of our products. Our goal is to give you a choice in how you learn; whether that is in the classroom, online tutorials and virtual workshops, or downloading our self-study kits. Please visit the Academy at RES Success Center (<http://success.res.com>) or go to <http://res.com/support/training> to find more information on Training.

RES Academy - RES Academy provides an engaging way to learn about RES products and technologies. It consists of short video tutorials, including practice questions, informative links and more. These tutorials cover a broad range of subjects: from planning, installing and configuring an environment to using the functionality of the RES product.

Workshops - For customers and partners RES organizes free interactive online workshops. These one-hour events are intended for experienced users of our software and deal with specific use cases and troubleshooting. Due to the interactive nature of these workshops, the number of seats per session is limited.

Training Classes - For partners and customers, RES has developed several technical courses that deal with the installation and configuration of RES ONE Workspace, RES ONE Automation and RES ONE Identity Director. These technical courses are offered by RES Authorized Learning Centers (RALCs).

RES Certification - RES offers a certification program designed to validate IT professionals with the technical capabilities and expertise needed to effectively use the RES product portfolio, giving companies the confidence that their IT employees have the skills and experience needed to be successful.