



MotionPro

Release Notes

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Release Overview

This release note summarizes the system requirements and resolved issues for the release of the client of MotionPro Windows and MotionPro MacOS.

The MotionPro client is compatible with AG 9.4 and later versions.

Related Documentation

- Previous Release Notes
- User Guide
- Administration Guide



Note: You can access all the related documents through the support portal. Please connect [Array Networks Support team](#) if you are facing issues in log in to the support portal.

MotionPro Windows 1.2.24

System Requirements

- Windows 10 Pro 64 bit (software)
- Windows 11 Pro 64 bit (software)

The Windows MotionPro client has been tested on the following operating systems:

- Windows 10 Pro 64 bit
- Windows 11 Pro 64 bit

Resolved Issues

- Solves the issue that after the client is upgraded to the latest version, the status bar keeps showing connecting when some users connect to the site. (135345 and 141907)
- Solves the issue that after the VPN connection is successful, the route cannot be added and users are unable to access internal resources. (138796)
- Solves the issue that the client version is displayed incorrectly after **client automatic upgrade** is enabled on the server. (140813)

Known Limitations

AAA (Authentication, Authorization, Accounting)

- Once the MotionPro client is launched, navigate to the menu bar, select **Profile > Add** and expand **Advanced Setting**. In the **Authentication Type** list, if users select **Certificate** and then select **Auto Detect**, it results in the inability to authenticate the MotionPro Device ID. To address this issue, select **Manual** option instead.
- In SMX v11, user are unable to modify their passwords upon initial (first time) sign-in to the system.

L3VPN

- Disabling AAA is not supported.
- IPv6 proxy is not supported.
- The excluded network list for IPv6 is not supported.
- IPv6 DNS hostmap is not supported.
- IPv6 DNS search domain is not supported.

- IPv6 DNS proxy is not supported.
- The priority of an IPv4 DNS server is higher than that of an IPv6 DNS server.
- The external proxy does not support script rewriting. As a result, after a VPN tunnel is established, the browser's proxy script cannot be dynamically rewritten.
- The MotionPro client supports "http://," "file://," or "file:/// " by automatically detecting a browser's proxy setting, but it does not support dynamically rewriting proxy script after a VPN tunnel is established.
- SSTP VPN tunnels do not support the "manual" inside proxy.

MotionPro Desktop

Remote Desktop/VDI/Published Applications

- If the names and descriptions of Published Applications contain Japanese and Chinese characters, remote desktop access will not be supported.
- In rare cases, remote desktop access might fail with "connection refused" displayed in the Microsoft RD client.
- If Google or WeChat OAuth is used for authentication, when users add virtual sites on the MotionPro client, the username parameter must be specified, otherwise desktop resources cannot be displayed.

Client Verification

- Client verification is not supported.

DesktopDirect Portal

- Registering a PC on the AG portal is not supported.

Others

- Session reconnection is not supported.
- Session warnings for lifetime or idle timeout is not supported.
- After the web-launched client is installed on a Firefox 90.x browser, clicking **Start VPN** will lead the system to switch to the client download page. This issue can be resolved using the following steps:
 1. Go to <https://127.0.0.1:60012>. When a warning message displays, click **Advanced**.
 2. Click **I accept the risk and want to continue**.
 3. Restart the client and the VPN can be connected successfully.

MotionPro MacOS 1.2.20

System Requirements

- MacOS 11 - 13.0 (software)

The MacOS MotionPro client has been tested on the following operating systems:

- MacOS Ventura 13.1

Resolved Issues

- Solved the issue that after the Web client is installed, users are still prompted to install the client when they connect to a site. (130179 & 115773)

Known Limitations

AAA (Authentication, Authorization, Accounting)

- SMX authentication is not supported.

L3VPN

- Disabling AAA is not supported.
- After a VPN tunnel is established, automatic proxy detection and script rewriting are not supported.
- The excluded network list for IPv6 is not supported.
- IPv6 DNS hostmap is not supported.
- IPv6 DNS search domain is not supported.
- IPv6 DNS proxy is not supported.
- DNS filtering is not supported.
- The priority of an IPv4 DNS server is higher than that of an IPv6 DNS server.
- After configuring an external proxy, opening the Web portal requires setting up an HTTPS proxy in Safari browsers.
- On Mac OS 11 Big Sur, if users connect to the VPN and subsequently modify the DNS resolution rules, clicking **Disconnect** or the red A, does not successfully disconnect the VPN in the MotionPro client. To disconnect the VPN, users must click **Quit** from the Start menu.

MotionPro Desktop

Remote Desktop/VDI/Published Applications

- If the names and descriptions of Published Applications contain Japanese and Chinese characters, remote desktop access will not be supported.
- If Google or WeChat OAuth is used for authentication, when users add virtual sites on the MotionPro client, the username parameter must be specified, otherwise desktop resources cannot be displayed.
- The MotionPro client supports Microsoft Remote Desktop 8.0 and 10.x, both of which can be acquired from the Apple App store.
- VDI resources cannot be displayed after the VDI authentication is disabled.
- The web-launched MotionPro client does not support external proxies.

Client Verification

- Client verification is not supported.

Client Settings

- Idle and lifetime timeouts are not supported.

DesktopDirect Portal

- Registering a PC on the AG portal is not supported.

Others

- Session warnings for lifetime or idle timeout are not supported.
- Custom profiles and logos are not supported.
- Automatic upgrade is not supported.
- The Web-launched MotionPro client consistently opens the Web portal through Safari browsers.
- Clicking **Quit MotionPro** or **Quit**, does not successfully close the MacOS MotionPro client.
- To access resources using Firefox on MacOS, follow the steps below:
 1. Enable **network.websocket.allowInsecureFromHttps**.
 2. In the Firefox address bar, enter "about:config." In the search box, enter "websocket," and in the list, double-click

“network.websocket.allowInsecureFromHttps” to change the value from **false** to **true**.

3. Accept the settings.
 4. In the Firefox address bar, enter “https://127.0.0.1:60012/.” Click **Advanced** and then click **Accept the risk and add exceptions**.
- Warning messages will appear upon installing the MotionPro client on MacOS. To resolve this issue, follow the steps below:
 1. In System Settings, click **Privacy and Security** on the left.
 2. “iSecSPSetup.pkg installation has been blocked” is displayed in the security on the right. Click the button below to open it.
 3. In the pop-up dialog box, enter your MacOS password.
 4. The message ““iSecSPSetup.pkg” cannot be opened because Apple cannot check whether it contains malicious software” appears. Click **Open**.
 5. Click **Continue** to install.
 6. Enter your MacOS password again. Click **Install Software** to complete the installation.