

# MotionPro Release Notes

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## Introduction

This release document summarizes the device requirements and resolved issues for the release of the Client of MotionPro Windows, MotionPro MacOS, MotionPro Linux, MotionPro Android and MotionPro iOS.

The MotionPro Clients are compatible with AG 9.4 versions and later.

## MotionPro Windows 1.2.22

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### Device Requirements

- Windows 8/8.1 32/64 bit (software)
- 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

### Fixes

- Solved the issue that when a non-default virtual site was selected to connect to VPN on the MotionPro client, it was actually connected through the default virtual site. (124180, 133259)

## KNOWN LIMITATIONS

### AAA

- The MotionPro Device ID authentication will fail when end users choose auto detection for the certificate authentication type in the advanced settings of the profile on the client. Please use manual mode in this case.
- SMX v11 does not support changing password when the user logs into the system for the first time.

### L3VPN

- Does not support disabling the AAA function.
- Does not support proxy for IPv6.
- Does not support excluded network list for IPv6.
- Does not support DNS hostmap for IPv6.
- Does not support DNS search domain for IPv6.
- Does not support DNS proxy for IPv6.
- The priority of the IPv4 DNS server is higher than that of the IPv6 DNS server.

- Does not support script rewriting for the outside proxy. That is, the proxy script of the browser cannot be rewritten dynamically after the VPN tunnel is established.
- The MotionPro client supports “http://”, “file://” or “file:///” by automatically detecting proxy settings of the browser, but does not support dynamically rewriting the proxy script after the VPN tunnel is established.
- The VPN tunnel of the SSTP type does not support the inside proxy of the “manual” type.

## MotionPro Desktop

### Remote Desktop/VDI/Published Applications

- Does not support access to the remote desktop if the name and description attributes of the Published Applications contain Japanese or Chinese characters.
- In rare cases, access to a remote desktop will fail and a prompt “connection refused” will be displayed on the Microsoft RD client.
- Does not support the setting of the XenApp resource folder name.
- If the Google or WeChat OAuth authentication is used for authentication, when the end user adds the virtual site on the MotionPro client, the username parameter must be specified. Otherwise, the desktop resources cannot be displayed.

### Client Verification

- Does not support client verification.

### Desktop Direct Portal

- Does not support the registration portal.

## Others

- Does not support session reconnection.
- Does not support session warning for life/idle timeout.
- After the Web-launched client is installed on Firefox 90.x, the system skips to the page for downloading the client when the user clicks the Start VPN button. To solve this issue, please follow the following steps:
  - Access <https://127.0.0.1:60012>, the alert message is displayed on the page. Click the Advanced button.
  - Click the “Accept the risk and Continue” button.
  - Restart the client. You can successfully connect to VPN.

# MotionPro MacOS 1.2.19

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## Device Requirements

- MacOS 11 - 13.0 (software)

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

- MacOS Ventura 13.1
- MacOS Ventura 13.01

## Fixes

- Solved the issue that when a non-default virtual site was selected to connect to VPN on the MotionPro client, it was actually connected through the default virtual site. (124180, 133259)

## KNOWN LIMITATIONS

### AAA

- Does not support SMX authentication method.

### L3VPN

- Does not support disabling the AAA function.
- Does not support automatically detecting proxy and script rewriting when the VPN tunnel is established.
- Does not support excluded network list for IPv6.
- Does not support DNS hostmap for IPv6.
- Does not support DNS search domain for IPv6.
- Does not support DNS proxy for IPv6.
- The priority of the IPv4 DNS server is higher than that of the IPv6 DNS server.
- When the outside proxy is configured, to open the Web portal, the HTTPS proxy should be configured in the Safari browser.
- On Mac OS 11 Big Sur, if the user connects to VPN and then modifies DNS resolution rules, the MotionPro client will fail to disconnect from VPN when the

user clicks disconnect or red A. To disconnect from VPN, the user must click the Quit button in the Start menu.

## MotionPro Desktop

### Remote Desktop/VDI/Published Applications

- Does not support access to the remote desktop if the name and description attributes of the Published Applications contain Japanese or Chinese characters.
- Does not support XenApp.
- If the Google or WeChat OAuth authentication is used for authentication, when the end user adds the virtual site on the MotionPro client, the username parameter must be specified. Otherwise, the desktop resources cannot be displayed.
- The MotionPro client supports Microsoft Remote desktop 8.0 and 10.x. The Microsoft Remote desktop 8.0 and 10.x can be downloaded from the Apple App store.
- The VDI resources cannot be displayed after the VDI authentication function is disabled.
- The web-launched MotionPro client cannot support outside proxy.
- MotionPro Desktop does not support the full SSO (username and password) function for the Microsoft remote desktop. Currently, only the username can be posted to the Microsoft Remote Desktop client and the password cannot be posted. When the SSO function is enabled, users need to enter the password manually to access the remote desktop.

### Client Verification

- Does not support client verification.

### Client Settings

- Does not support idle timeout and lifetime timeout.

### DesktopDirect Portal

- Does not support the registration portal.

## Others

- Does not support session warning for life/idle timeout.
- Does not support customizing the profile and logo.
- Does not support automatic upgrade.

- The Web-launched MotionPro client always opens the Web portal via the Safari browser.
- When the end user clicks the “Quit MotionPro” or “Quit” button on MacOS, the MotionPro client for MacOS fails to log out normally.
- To access resources using the Firefox on MacOS, please execute the following steps:
  - a. Enable “network.websocket.allowInsecureFromHttps”.
    - Enter “about:config” in the address bar of the Firefox. Then enter “websocket” in the search box, and double click “network.websocket.allowInsecureFromHttps” to change the value from false to true.
  - b. Accept the settings.
    - Enter “https://127.0.0.1:60012/” in the address bar of the Firefox. Click Advanced. Then click Accept the risk and Add exceptions.
- There will be a warning message when installing MotionPro client on MacOS. This issue can be solved by the following steps:
  - Open the **System Settings**.
  - Click the option **Privacy and Security** on the left.
  - “**iSecSPSetup.pkg installation has been blocked**” is displayed in the security on the right side. Click the button below to open it.
  - Enter the password of MacOS in the pop-up dialog box.
  - The prompt “**“iSecSPSetup.pkg” cannot be opened because Apple cannot check whether it contains malicious software**” pops up, select Open.
  - After opening, click **Continue** to move on the installation.
  - Enter the password of the MacOS device again, click **Install Software** to complete the installation.

# MotionPro Linux 1.2.16

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## Device Requirements

- Ubuntu 16.04 LTS -20.04 LTS (64 bit)
- CentOS Linux release 7.1 to 7.9 (64 bit)
- Red Hat Enterprise Linux Server release 7.2 to 8.3 (64 bit)

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

- Ubuntu 20.04 LTS (64 bit)
- CentOS 7 7.2.1511 (64 bit)
- Red Hat Enterprise Linux Server 8.3 (64 bit)

## KNOWN LIMITATIONS

### AAA

- Does not support SMX authentication method.
- Does not support SMS authentication method.
- Does not support Google or WeChat OAuth authentication.

### L3VPN

- Does not support disabling the AAA function.
- Does not support proxy for IPv6.
- Does not support excluded network list for IPv6.
- Does not support DNS hostmap for IPv6.
- Does not support DNS search domain for IPv6.
- Does not support DNS proxy for IPv6.
- Does not support DNS filter.
- The priority of the IPv4 DNS server is higher than that of the IPv6 DNS server.
- Does not support Web-launched VPN and remote desktop.

## MotionPro Desktop

- Currently, MotionPro Desktop is not supported.

## Others

- Does not support session reconnection.
- Does not support session warning for life/idle timeout.
- Does not support customizing the profile and logo.
- Does not support automatic upgrade.
- Does not support client authentication.
- When logging to the MotionPro client via the command line, the end user needs to enter “\” if the password contains the character “\$”.



## MotionPro Android 3.0.25

### Device Requirements

- Install Android 7.0 to 12.0 (software)
- Support multi-touch screens
- Run on ARM, ARM V7, and ARM V8 CPU

The MotionPro client has been tested on the following devices:

- Galaxy S21 5G (Android 11)

### Fixes

- Solved the issue that when the VPN policy of the server is configured to “both” mode (through the command **motionpro portal vpnpolicy both**), resources could not be obtained after connecting to the VPN. (132574)
- Solved the issue that the English interface of MotionPro client displays Chinese prompt information. (134080)

## KNOWN LIMITATIONS

### Enterprise Application Portal

#### General

- The MotionPro client does not support the VPN policy of “both mode” (**motionpro portal vpnpolicy both**). The MotionPro client supports only the L3VPN mode (**motionpro portal vpnpolicy l3vpn**). If “both” mode is configured, the client will still use the default VPN policy.

#### AAA

- It is highly recommended to enable the “Auto Register” function to avoid the following limitations:
  - If DeviceID+RADIUS SecureID authentication is enabled, the device cannot be registered on the MotionPro client, the administrator must register it manually on the MotionPro Pilot.
  - If DeviceID+SMX authentication is enabled, a user has to input SMX password again after device registration on their first login.

- The MotionPro client only supports “machineid” in the Hardware ID rule when Hardware ID authorization is used.

### **Secure Browser**

- Secure Browser downloads are not cleared when the MotionPro process is killed or the MotionPro client is uninstalled before logout of the current session.

### **L3 VPN**

- Split DNS is not supported on Android 4.4 or higher.
- If only desktop or remote application resources are configured, the L3VPN tunnel will not be established, so the Secure Browser and Native Application cannot function.
- The Web ACL function is not supported.
- On HuaWei P7, due to the enabling L3 VPN tunnel, the added DNS servers will not be cleared from the routing table after user logout until the network changes.
- The MotionPro client does not support DNS hostmap.

## **Enterprise Application Store**

- After an application is downloaded, the user has to confirm the installation (this is required by the Android system).

## **Enterprise Application Security**

### **Security Policy**

- Nesting Client Verification conditions are not supported.
- When the Client Verification condition is “Device Passcode State: ON”, only “Pattern” can be used as the passcode lock.

## **MotionPro Desktop**

- MotionPro Desktop does not support NLA (Network Level Authentication).
- MotionPro Desktop does not support ART Device Identification.
- MotionPro Desktop does not support ART Client Verification.
- MotionPro Desktop does not support accessing multiple remote desktops at the same time.
- MotionPro Desktop does not support the SSO function for remote desktop. The MotionPro login password cannot be posted to the Microsoft RD client for

authentication, so users need to enter the password manually to access the remote desktop.

- The Microsoft RD client does not support the Gestures in the DesktopDirect client.
- The Microsoft RD client cannot automatically reconnect to the remote desktop after the MotionPro client reconnects to a server successfully.
- The Microsoft RD client cannot disable the clip board redirection.
- The following settings in the Client Settings of DD Pilot are not supported:
  - Keep Alive Interval
  - Console Connections
  - Resolution
  - Color Depth
  - Enable Bitmap Caching
  - Hide Connection Bar
  - RDP Agent
  - Citrix Client
  - Idle Timeout
  - Life Timeout
- Please do not input a 2-bytes username. Otherwise, the end user may fail to obtain the assigned desktop resources.
- Published Applications cannot be accessed using the Microsoft RD client (version 8.1.x).
- “performance tuning” in client setting does not work if the remote desktop is Windows 10 or Windows 8.1.

## Others

- With the framework ARMv8, the MotionPro client might fail to properly function when the VPN is connected and the screen is locked for more than 15 minutes.
- On Android 11, the MotionPro client failed to obtain the local certificate.

## MotionPro Plus iOS 2.0.22

### Device Requirements

- iOS 14.x to 16.x compatible (software)
- iPad OS 14.x to 16.x compatible (software)

The MotionPro client has been tested on the following devices:

- iPhone 14 (iOS 16.0)

It is expected that the client can work properly on most iOS devices meeting the minimal software requirement.

### KNOWN LIMITATIONS

#### Enterprise Application Portal and Secure Access

##### General

- The MotionPro Plus client does not support the VPN policy of “both mode” (**motionpro portal vpnpolicy both**). The MotionPro Plus client supports only the L3VPN mode (**motionpro portal vpnpolicy l3vpn**). If “both” mode is configured, the client will still use the default VPN policy.

##### AAA

- It is highly recommended to enable the “Auto Register” function to avoid the following limitations:
  - If DeviceID+Radius SecurID authentication is enabled, the device cannot be registered on the MotionPro Plus client, and the administrator must register it manually.
  - If DeviceID+SMX authentication is enabled, a user has to input the SMX password again after device registration on their first login.
- The MotionPro Plus client does not support changing password for multi-factor authentication.

##### Portal

- Screen rotation is not supported by the MotionPro Plus client.

### Secure Browser

- Online video cannot be played in Secure Browser.
- Some Web applications of the HTTPS type cannot be opened through Secure Browser.

### VPN

- On iOS 9, when the SSL protocol is set to “SSLv3”, the end user cannot access the portal via the MotionPro Plus client.
- For the DNS Filter function, only the virtual DNS filter rule is supported. When the hostname to be resolved matches the virtual DNS filter rule, the Array Client will use only the virtual DNS server to perform the DNS resolution. When not match, the Array Client will use only the local DNS server (flag=1) to perform the DNS resolution according to the setting of the virtual DNS filter rule.
- When the user accesses the Web resources via the split tunnel, the DNS search function can take effect after the “**motionpro client flag 16**” is configured on the AG appliance.
- The MotionPro Plus client does not support DNS hostmap.
- After the Motionpro Plus client connected to VPN, when the administrator manually killed the session or the session timed out, the VPN was disconnected but the MotionPro Plus client did not log out.
- On iPadOS 14.2, the user fails to start VPN via Web-launched MotionPro Plus client. The Safari browser prompts the user to download MotionPro Mac OS client when the user tries to connect to the VPN server via Safari.

### Client Security

- When the success URL and failure URL are configured, the end user cannot log into the portal.
- L3VPN is not supported when the Client Security level is set to “low” or “none”.

## **Enterprise Application Store**

- User permission is required during the installation.
- Now, on iOS 9, the installation status of applications will not be displayed on the application list. Users need to click the application to obtain the installation status of an application.
- RootCA cannot be installed on iOS 10.3.1.
- If the certificate of the virtual site cannot be trusted, the Apple App Store function will fail to work.

## Enterprise Application Security

### Security Policy

- Nesting Client Verification conditions are not supported.
- When the Client Verification condition is “Device Passcode State: ON”, only “Pattern” can be used as the passcode lock.

### MotionPro Desktop

- MotionPro Desktop does not support NLA (Network Level Authentication).
- MotionPro Desktop does not support ART Device Identification.
- MotionPro Desktop does not support ART Client Verification.
- MotionPro Desktop does not support accessing multiple remote desktops at the same time.
- MotionPro Desktop does not support the SSO function for remote desktop. The MotionPro Plus login password cannot be posted to the Microsoft RD client for authentication, so users need to enter the password manually to access the remote desktop.
- The PubApp connects to the remote desktop after the Microsoft RD client is updated to 8.1.0 - 8.1.4.
- The Microsoft RD client does not support the Gestures in the DesktopDirect client.
- The Microsoft RD client cannot remove access history until the process is killed.
- The Microsoft RD client cannot automatically reconnect to the remote desktop after the MotionPro Plus client reconnects to a server successfully.
- The Microsoft RD client cannot disable the clip board redirection.
- The following settings in the Client Settings of DD Pilot are not supported:
  - Keep Alive Interval
  - Console Connections
  - Resolution
  - Color Depth
  - Enable Bitmap Caching
  - Hide Connection Bar
  - RDP Agent
  - Citrix Client
  - Idle Timeout

- Life Timeout

- Please do not input the username including 2-bytes characters. Otherwise, the end user may fail to obtain the assigned desktop resources.
- Please do not use the special characters “=” and “&” in the DesktopDirect configurations. Otherwise, the end user may fail to obtain the assigned desktop resources.
- “performance tuning” in client setting does not work if the remote desktop is Windows 10 or Windows 8.1.

## **IPv6 Support**

- The MotionPro Plus client cannot work in NAT64 network environment.

## **Others**

- After the upgrade of the client compilation environment, iOS 13.x is not supported because the new interface is required to support iOS 15.x.