

FAQ on using Windows 7 with Pano System 3.0

With the 3.0 release of the Pano System we've added support for Windows 7 as an operating system for Pano desktop virtual machines (DVMs).

The material below is provided to address some common questions about Windows 7 support. If you need further information or find additional issues with Windows 7 support please contact Pano Logic Customer Support at the email/phone number at the end of the document.

This document provides only an overview of Windows 7 support – for more detailed information on Pano System 3.0 please consult the online documentation and release notes at help.panologic.com.

Q-1. *What versions of Windows 7 are supported in Pano System 3.0?*

Only the 32-bit versions of the Enterprise, Professional and Ultimate editions are supported in this release. The table below provides more detail on which editions and distribution channels are supported by Pano System 3.0:

Windows 7 Edition	Support in Pano System 3.0
Professional x86 (32-bit)	Supported
Enterprise x86 (32-bit)	Supported
Ultimate x86 (32-bit)	Supported
Professional x64 (64-bit)	Not supported
Enterprise x64 (64-bit)	Not supported
Ultimate x64 (64-bit)	Not supported
Home Premium x86 or x64	Not supported
Home Basic	Not supported
Starter	Not supported

Q-2. *What VMware software version is required to use Windows 7 with the Pano System?*

For Pano System 3.0 deployments using Windows 7 as the DVM operating system, vSphere 4 Update 1 is required.

Q-3. *Can we continue to use Windows XP with our DVMs? How long will Pano Logic support Windows XP as a DVM OS?*

Yes – Pano Logic will continue to support Windows XP Professional (SP2 and SP3) as a DVM virtualized operating system in Pano System 3.0. We haven't determined which Pano System release would no longer support XP but recognize that it will take our customers some time to migrate off XP. At this time we do not have a planned date or version when we will drop support for XP – we will continue to monitor use of XP by our customers and provide adequate notice of a change in our support of XP.

Q-4. *Are there any Pano Logic pricing changes when using Windows 7?*

No there isn't any difference in Pano System pricing or licensing for DVMs used with Windows 7 vs. Windows XP.

Q-5. Can Pano Devices purchased prior to the release of 3.0 be used with Windows 7?

Yes, you can use any previously purchased Pano Devices with Windows 7 provided the software components in the DVMs (Pano Direct Service (formerly Pano DAS) and any Pano Manager installations are updated to 3.0. Customers that are current on a Pano Logic Maintenance agreement are entitled to updates made during the term of their agreement. If their maintenance agreement is not up to date, they should contact Pano Logic Sales via email at sales@panologic.com or by phoning 877-677-PANO (877-677-7266 – toll-free, US and Canada only) or +1-650-454-8940 (International).

Q-6. Do DVMs running Windows 7 require the same server hardware allocations as XP DVMs?

We are still determining how DVMs operate under Windows 7 compared to XP. Windows 7 requires a minimum memory allocation of 1 GB, which is larger than the minimum configuration for Windows XP. As we get additional information we will update the 3.0 online documentation and release notes at help.panologic.com.

Q-7. Can current Pano DVMs be upgraded from XP to Windows 7?

Customers are strongly encouraged to create their desktop virtual machines from a fresh install of Windows 7. Pano System 3.0 allows a single user to choose between multiple assigned DVMs when logging into a Pano Device. You should consider using this new feature to ease the migration of users from XP desktops to Windows 7 desktops.

Q-8. Can I continue to use the Microsoft VECD/VDA licenses acquired for XP DVMs with replacement Windows 7 DVMs?

Yes – it is our understanding that Microsoft's VDA (Virtual Desktop Access, formerly called VECD) licenses cover both XP and Windows 7 under the same terms. For further clarification on how you can use your current VDA licenses with new Windows 7 DVMs please contact your Microsoft licensing representative or see the [Licensing Microsoft Windows for virtual environments](#) page and the [VDI Licensing brochure](#) on the Microsoft website.

Q-9. Are there any known issues around Windows 7 support?

Yes, currently there are two known issues with Windows 7 video driver models explained in detail below – for a complete list of known issues and limitations related to Windows 7 DVMs please see the 3.0 online documentation and release notes at help.panologic.com:

- 1) The Pano Dual Monitor USB video adapter is not supported in Pano System 3.0 when using Windows 7 as the DVM operating system due to incompatibilities with the driver model needed for the underlying DisplayLink technologies. If you have already purchased a Pano Dual Monitor USB video adapter and plan to migrate the dual monitor Pano desktops using these adapters to Windows 7 please contact us for alternative solutions including the dual Pano display option that was used prior to the release of Pano Dual Monitor.
- 2) The Pano Direct Service relies on the XPDM display driver model used in Windows XP and may conflict with other display drivers using the newer WDDM model. Because of this, the WDDM display driver that is installed by VMware Tools must not be present when installing or running the Pano Direct Service. A proper configuration can be set by running the VMware Tools installer, selecting the Custom Setup option, and deselecting the SVGA

Driver component. Any applications that rely on a WDDM display driver are not supported with the Pano System under Windows 7. Pano Logic is investigating adding support for WDDM drivers in a future release.

Q-10. *Can I run Pano Direct Service and VMware View Agent on the same DVM running Windows 7?*

VMware View 4.0 does not yet support Windows 7 in a production environment. View only provides a “Tech Preview” as illustrated below:

Table 1-1. Operating System Support (32-bit) for Installed Components

Operating System	View Agent		View Client	Offline Desktop
	Virtual	Physical		
Windows 7	Tech Preview	Tech Preview	Tech Preview	

As such, customers can run the Pano Direct Service with the View Agent on Windows 7, but with the following main limitations:

- 1) Customers can run the Pano Direct Service and View Agent 4.0 together in non-production environments for testing purposes only. If you encounter any issues, we are interested in your feedback – please submit a support request via Customer Support. We will acknowledge your request; however, we cannot commit to troubleshoot, or provide a workaround or fix at this time.
- 2) The WDDM driver installed by default by the View Agent (VMware SVGA 3D) must be replaced with the XPDM driver (VMware SVGA II ver. 11.6.0.32). See the 3.0 online documentation and release notes at help.panologic.com for details.

Q-11. *Can I run Pano Remote from a physical computer running Windows 7 to access my DVM?*

Yes, Pano Remote can be run on any Windows XP, Vista or Windows 7 computer to access a Pano System 3.0 DVM which can be running either Windows XP or Windows 7 as its operating system.

FOR MORE INFORMATION

If you have other questions on using Windows 7 as a DVM operating system on Pano System 3.0 please see the 3.0 online documentation and release notes at help.panologic.com or contact Pano Logic Customer Support via email to support@panologic.com, or by calling (650) 454-8966 during normal support hours (6 am – 5 pm Pacific Time, Monday – Friday, excluding US holidays).