Teradici PCoIP® Software Clients User Guide

PC oIP
CONNECTED

TERADICI™

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Revision History

Version	Date	Description
Issue 1	Sept. 26, 2013	Created document for Release 1.0.

Contents

1   Introduction

Welcome to Release 1.0 of the Teradici PCoIP® Software Clients.

Teradici PCoIP® Software Clients, also referred to as Teradici PCoIP Clients, are applications for Windows and Mac computers that allow users to establish a PCoIP session with a remote workstation containing a Teradici PCoIP® Remote Workstation Card. This release supports the following Teradici PCoIP Clients:

- Teradici PCoIP® Software Client for Windows
- Teradici PCoIP® Software Client for Mac

This guide explains how to install, configure, and use these software clients. It includes details about the system requirements for client and host platforms and where you can find the Teradici PCoIP Client log files.

1.1   Audience

This guide is intended for administrators who are responsible for setting up Teradici PCoIP® Software Clients.

2 System Requirements

In this release, Teradici PCoIP® Software Clients are supported on the client and host platforms listed below.

To download the clients, log in to the Teradici Support Center, click the **Products** link at the top of the page, and then click the **Remote Workstation Solutions** link. The zipped installation files are located in the **PCoIP Client Software** section.

2.1 Client Platforms

Teradici PCoIP Clients can be installed on laptops and desktop computers running the following operating systems:

- Windows 8 (64 bit)
- Windows 7 (64 bit)
- Windows 7 (32 bit)
- Windows XP (32 bit)
- Mac OS X Mountain Lion (10.8)

2.2 Host Platforms

Teradici PCoIP Clients support TERA22x0 and TERA1202 Teradici PCoIP® Remote Workstation Cards running firmware release 4.1.0 or later.

The following host workstation operating systems are supported:

- Windows 7 (64 bit)
- Windows XP (64 bit)
- Linux CentOS (64 bit)

  Note: In this release, the Teradici PCoIP® Software Client for Linux has been tested with CentOS version 5.6 and 6.4, but may be compatible with additional Linux distributions. Please see the Teradici Support Center for the most recent information on supported Linux distributions.

2.2.1 Remote Workstation Configuration

Certain prerequisites must be in place before you can connect to a Teradici PCoIP® Remote Workstation Card using a Teradici PCoIP Client. These requirements are explained below along with references to further information.

Remote Workstation Software Requirements

The remote workstation must have the following software installed:

- Windows workstations: PCoIP Host Software for Windows, version 4.0.10
- Linux workstations: PCoIP Host Software for Linux, version 4.1.6

To download this software, log in to the Teradici Support Center, click the **Products** link at the top of the page, and then click the **Remote Workstation Solutions** link. The zipped installation files are located in the **PCoIP Host Software** section.

For instructions on how to install and configure this software, please refer to the following documentation:

- Windows hosts: "PCoIP® Host Software for Windows User Guide" (TER1008001)
- Linux hosts: "PCoIP® Host Software for Linux User Guide" (TER1104006)

To download these guides, log in to the Teradici Support Center and click the **Doc Center** link at the top of the page. The guides are located in the **Remote workstation > PCoIP Host Software** section.

Graphics Card Settings for Windows and Linux Workstations

If the graphics card (GPU) on the remote workstation supports temporal dithering, this feature must be disabled before establishing a PCoIP session. Otherwise, blurriness, heavy packet loss, and high CPU usage will occur on the PC running the client during a PCoIP session.

The Windows Nvidia driver does not enable dithering by default, but most ATI drivers do. For more information, please see Knowledge Base support topic 15134-207 on the Teradici Support Center.

Display Settings for Windows and Linux Workstations

This release supports only a single monitor. On the remote workstation, this means that you can have only a single cable connecting the GPU and the Teradici PCoIP® Remote Workstation Card.

To set up the GPU and card connection:

1. Using the appropriate cable, connect the *lowest* number GPU port (DisplayPort or DVI) to the *first* port on the card.
2. If any other GPU ports are connected to card ports, disconnect them.
3. If you have made changes to these cabling connections during a PCoIP session, close the session and reboot the workstation. You can then initiate a new session.

3 Installing/Uninstalling Teradici PCoIP Software Clients

This section explains how to install and uninstall the following Teradici PCoIP Clients:

- Teradici PCoIP® Software Client for Windows
  - Installing from the Windows Installation Wizard
  - Installing from the Windows Command Line
  - Uninstalling the Teradici PCoIP® Software Client for Windows
- Teradici PCoIP® Software Client for Mac
  - Installing the Teradici PCoIP® Software Client for Mac
  - Uninstalling the Teradici PCoIP® Software Client for Mac

3.1 Prerequisites

Before installing a Teradici PCoIP Client:

1. Log in as administrator to the local machine or virtual desktop on which you will install the program. The installation requires administrator privileges.
2. For best results, close all open applications before beginning the installation.

3.2 Teradici PCoIP® Software Client for Windows

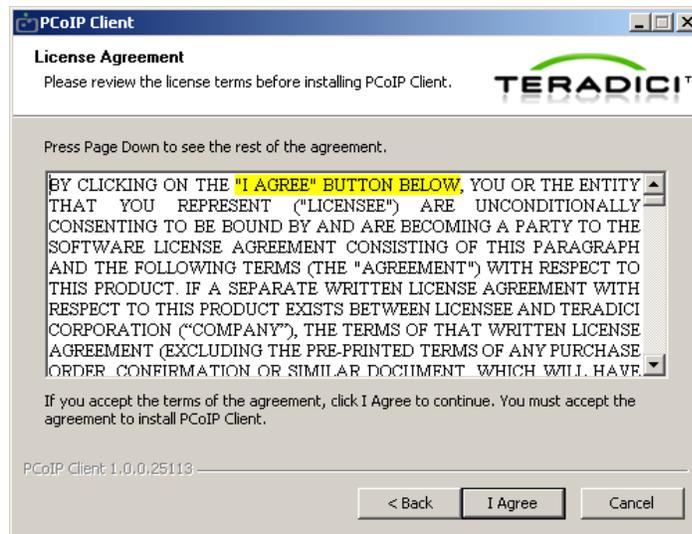### 3.2.1 Installing from the Windows Installation Wizard

1. Copy the Teradici PCoIP Client installer executable (**PCoIP_Client_installer.exe**) to your local PC or virtual desktop.
2. Double-click the file to begin installation.
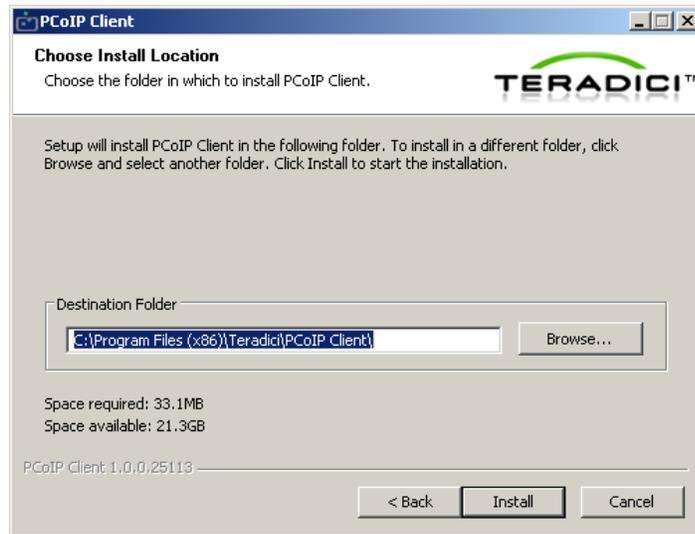3. Select your desired language.

4. Click **OK** and then **Next** to launch the installation wizard.

5. Accept the license agreement by clicking **I Agree**.

6. Use the **Browse** button to select the folder in which to install the Teradici PCoIP Client or accept the default, and then click **Install**.

7. If you do not have the latest Microsoft Visual C++ Redistributable package installed on your machine, the following wizard appears to install the necessary runtime libraries. Click **Next**.
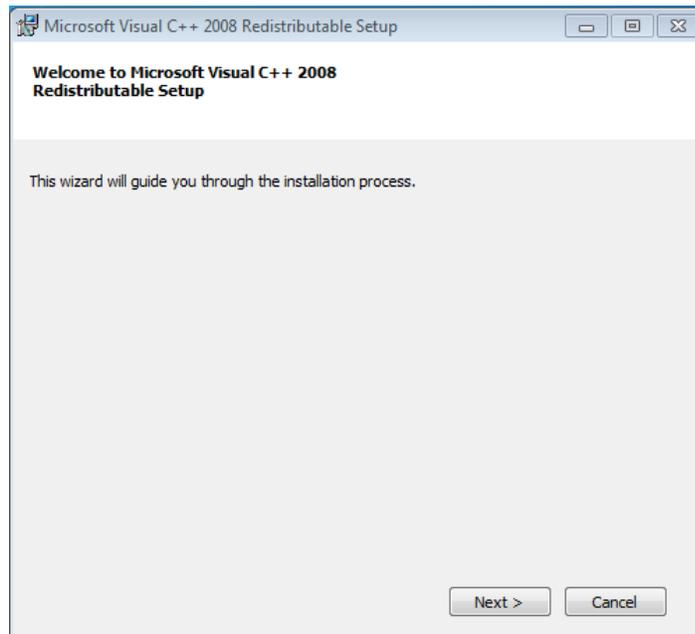
8. Enable **I have read and accept the license terms**, and then click **Install**.
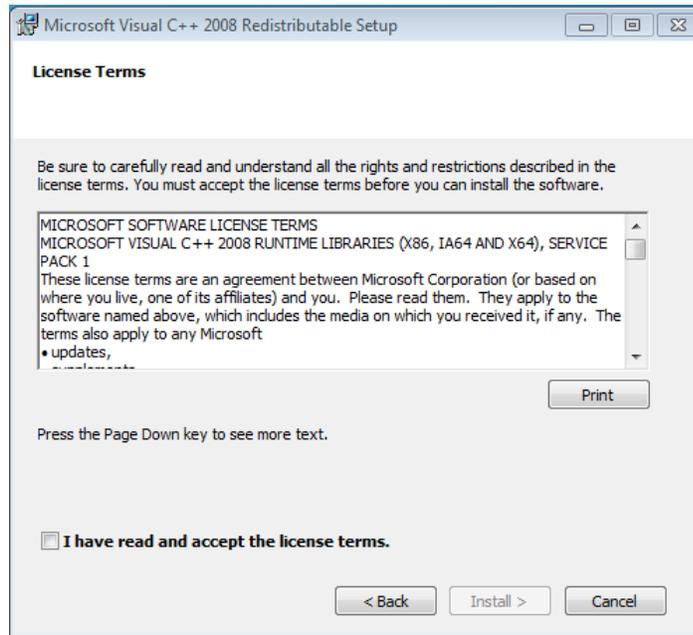
9. Click **Finish** to exit the Microsoft setup wizard.
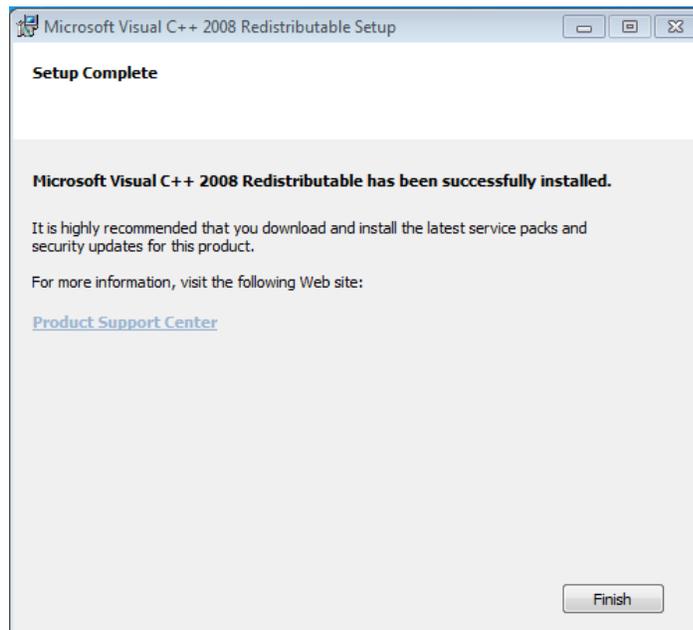
10. If desired, enable **Create Desktop Shortcut**, and then click **Finish** to exit the setup wizard.

11. If you have created a desktop shortcut, the following icon will appear on your desktop:

3.2.2 Installing from the Windows Command Line

You can also perform a silent installation of the Teradici PCoIP Client by typing the following at the command-line prompt:

<location>\PCoIP_Client_installer.exe /S

where <location> is the full path to the folder containing the Teradici PCoIP Client installer.

Note: All default options are used for the silent installation. For example, a desktop shortcut will not be created.

3.2.3 Uninstalling the Teradici PCoIP® Software Client for Windows

1. On the Windows desktop, navigate to **Start > Control Panel > Programs and Features**.
2. Select **PCoIP Client** in the program list.
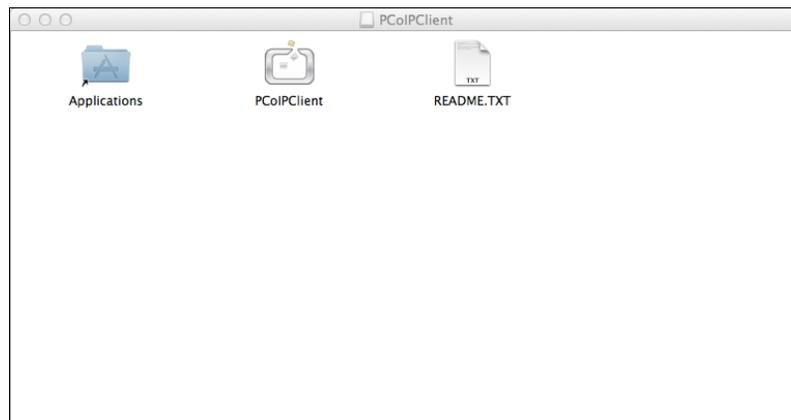3. Click **Uninstall/Change**.

3.3 Teradici PCoIP® Software Client for Mac

3.3.1 Installing the Teradici PCoIP® Software Client for Mac

1. Copy the Teradici PCoIP Client disk image file (**PCoIPClient.dmg**) to your Mac desktop.

2. Double-click the file to mount the volume.

3. Accept the license agreement by clicking the **Agree** button.
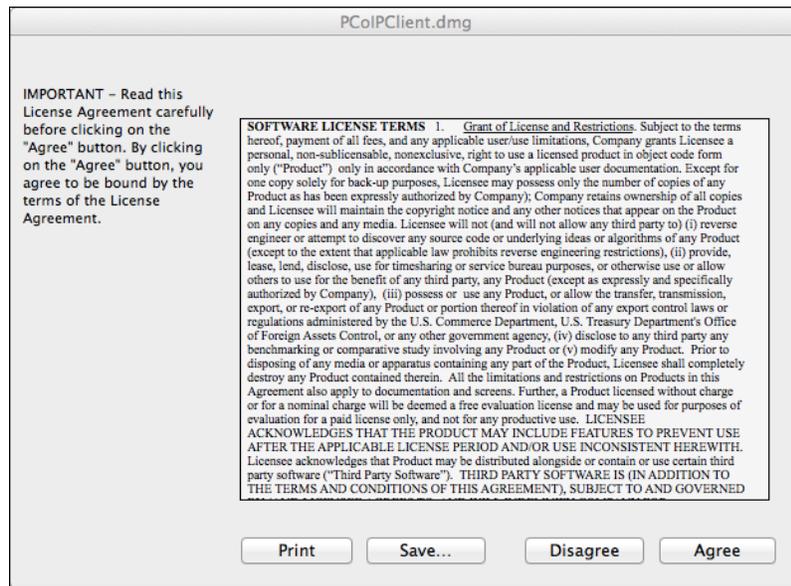
4. In the **PCoIPClient** volume window, drag the **PCoIPClient** icon into the **Applications** folder icon to install the program.

5. If desired, you can also create an alias from this window:
   a. Double-click on the **Applications** folder icon to open the folder.
   b. Right-click on the **PCoIPClient** application in the list of applications, and then select **Make Alias** from the popup menu.
   c. Drag the alias to your desktop or Dock.
6. To eject the volume when you are finished, drag it to the trash.

3.3.2 Uninstalling the Teradici PCoIP® Software Client for Mac

Simply navigate to the **Applications** folder and drag the **PCoIPClient** program to the trash.

4   Using Teradici PCoIP Software Clients

This section explains how to use Teradici PCoIP Clients to connect to a Teradici PCoIP® Remote Workstation Card, and how to configure a client to save your connection details.

For the current release, the following limitations apply:

- Using a connection broker to connect to a workstation is not supported.
- PCoIP sessions between a Teradici PCoIP® Software Client for Windows and a remote Windows workstation do not support the **Ctrl+Alt+Delete** command sequence. Before connecting using this client, make sure you are already logged on to the workstation and the screen is not locked. If your Windows workstation screen is locked or you are logged off, use a Teradici PCoIP® Zero Client to log back on before continuing with the following instructions.

Note: When a session is first connected, it takes a few seconds before you can take control of the mouse. This is normal behavior.

4.1   Connecting to a Teradici PCoIP® Remote Workstation Card

You can use a Teradici PCoIP Client to connect to a workstation either from the Teradici PCoIP Client GUI or from a command line.
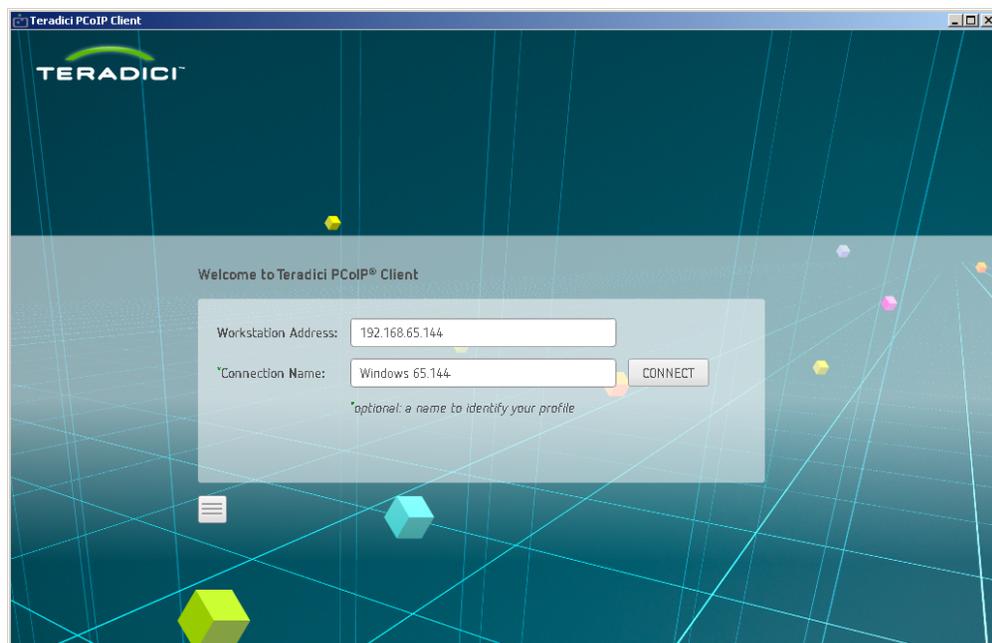
4.1.1   Connecting Using the Teradici PCoIP Client GUI

1. Double-click the **PCoIP Client** desktop icon, alias, or program file (**pcoip_client.exe** for Windows or **PCoIPClient** for Mac) to launch the application.
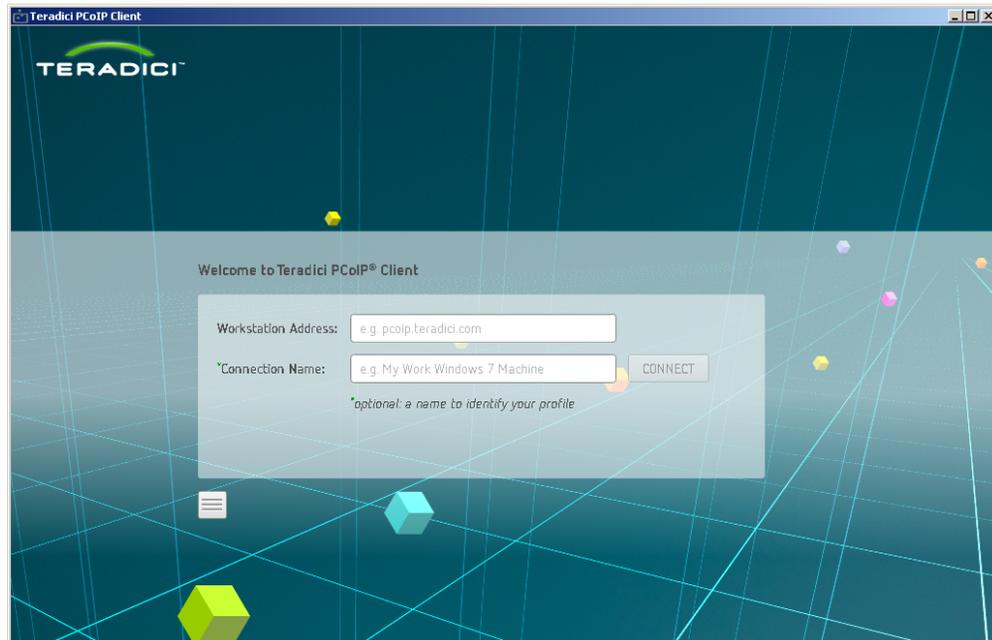
2. In the **Workstation Address** text box, enter the fully qualified host name or IP address of the Teradici PCoIP® Remote Workstation Card installed in the remote workstation.

3. *Optional*: In the **Connection Name** text box, enter a name for your connection. This field accepts any UTF-8 Unicode character.
    Note: This name will be saved so that the next time you want to connect to this host, you only need to click the saved connection name.
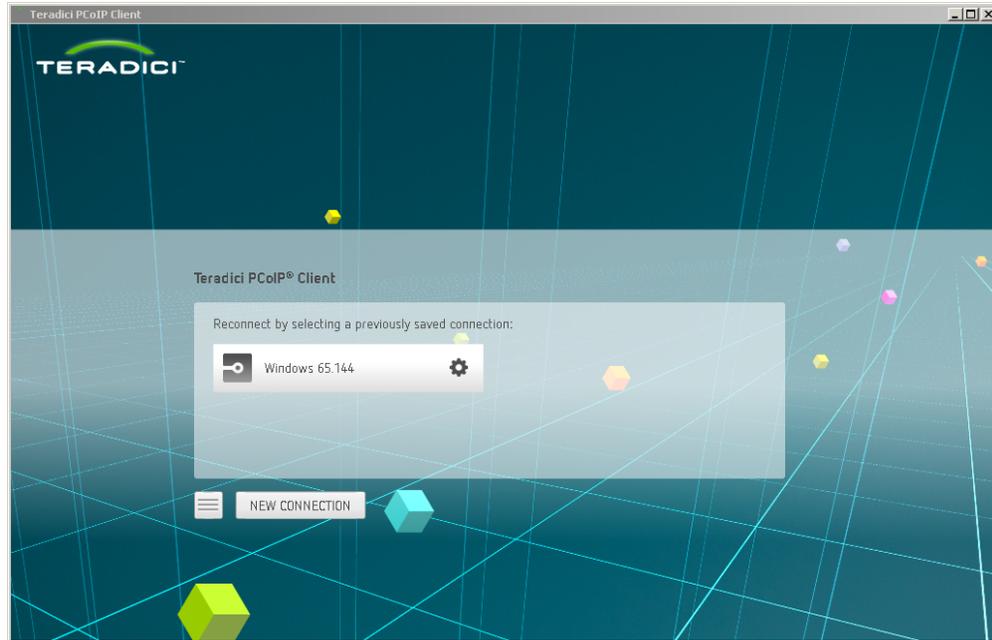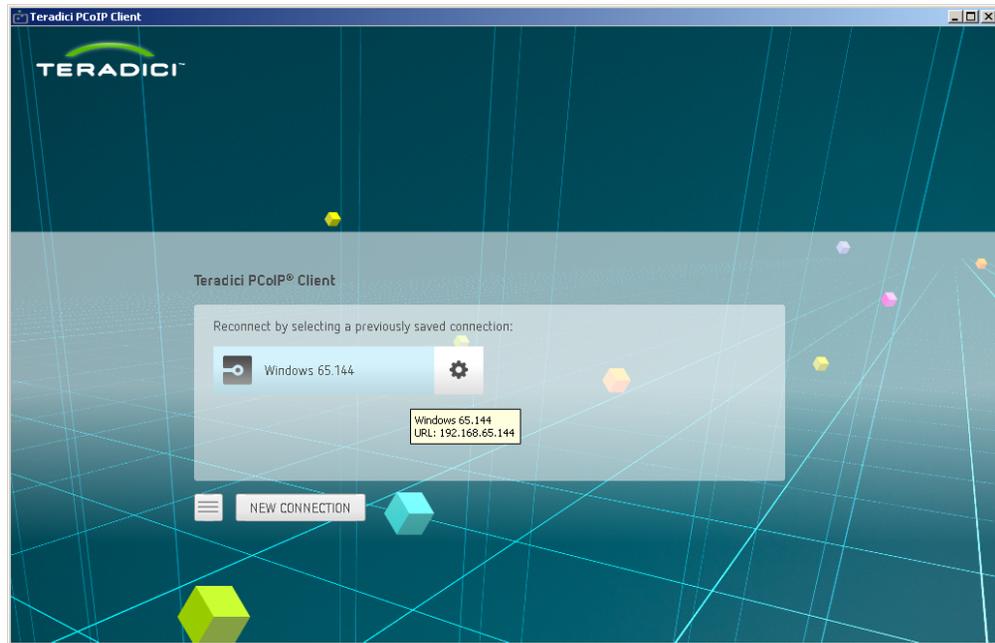
4. Click the **CONNECT** button.

Saved Connections

If you have entered a connection name for a host, the Teradici PCoIP Client automatically saves the connection details.
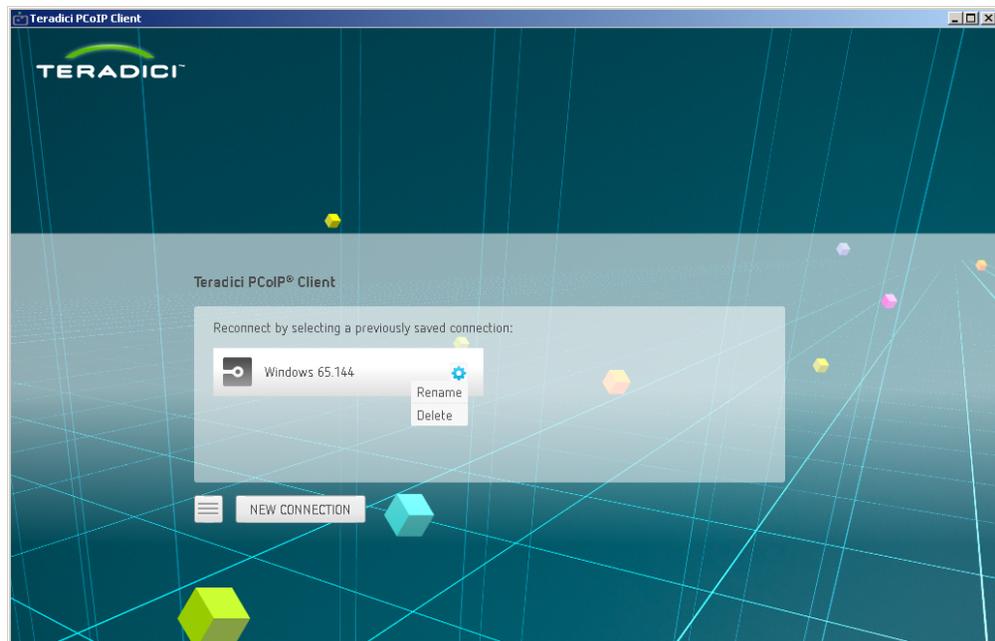
1. To reconnect, simply click the button for the saved connection. The button label displays the connection name you assigned when you configured the connection.

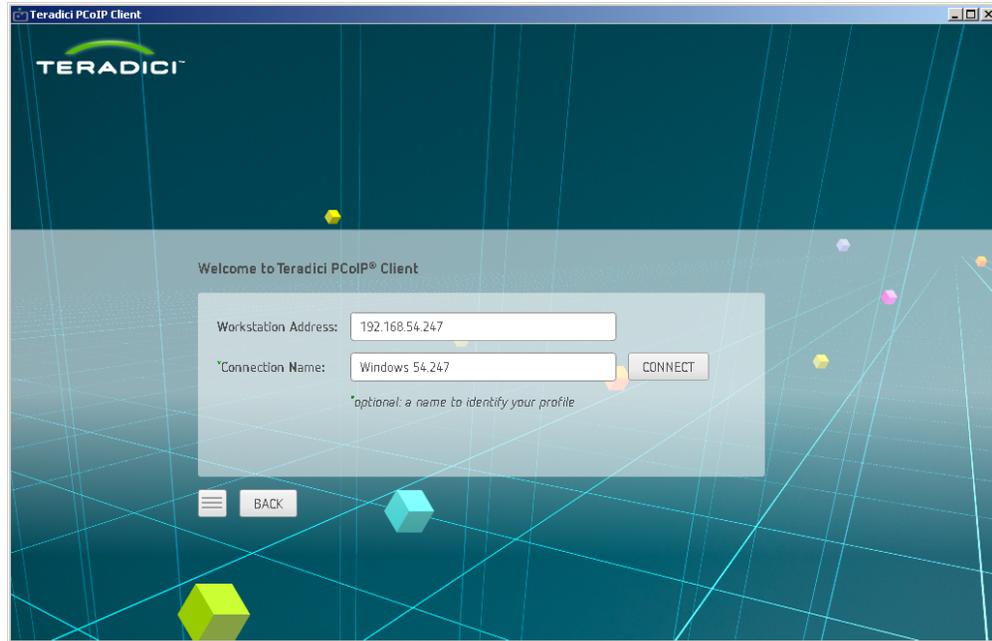2. To see the IP address, hover your mouse over the saved connection.

3. To rename or delete a saved connection, click the configure button on the right, and then select the desired option from the popup menu.


New Connections

To connect to a different host:

1. Click the **NEW CONNECTION** button.
2. Enter the workstation address and an optional connection name.

3. Click the **CONNECT** button to connect, or the **BACK** button to return to the previous menu without connecting or saving the connection.
4. If you have saved multiple connections, simply click on the desired one to reconnect. The example below shows three saved connections.
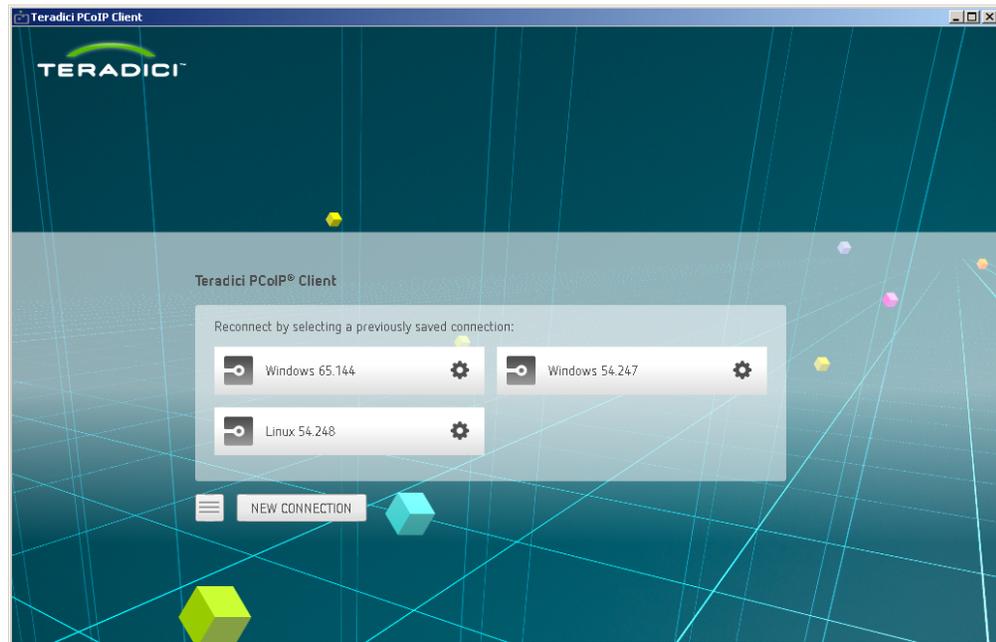
4.1.2 Connecting Using the Command Line

To connect to a Teradici PCoIP® Remote Workstation Card by launching the Teradici PCoIP Client from the Windows or Mac OS X command line:

1. Change to the directory where the Teradici PCoIP Client is installed. The default locations are listed below:
   - Windows: **C:\Program Files (x86)\Teradici\PCoIP Client\bin**
   - Mac OS X: **/Applications/PCoIPClient.app/Contents/MacOS**

2. Type the following command at the prompt:
   - Windows: **pcoip_client -b** *<fully qualified host name or IP address of host card>*
   - Mac OS X: **./pcoip_client -b** *<fully qualified host name or IP address of host card>*

To see a list of all **pcoip_client** command parameters, type the following at the prompt:

- Windows: **pcoip_client --help**
- Mac OS X: **./pcoip_client --help**

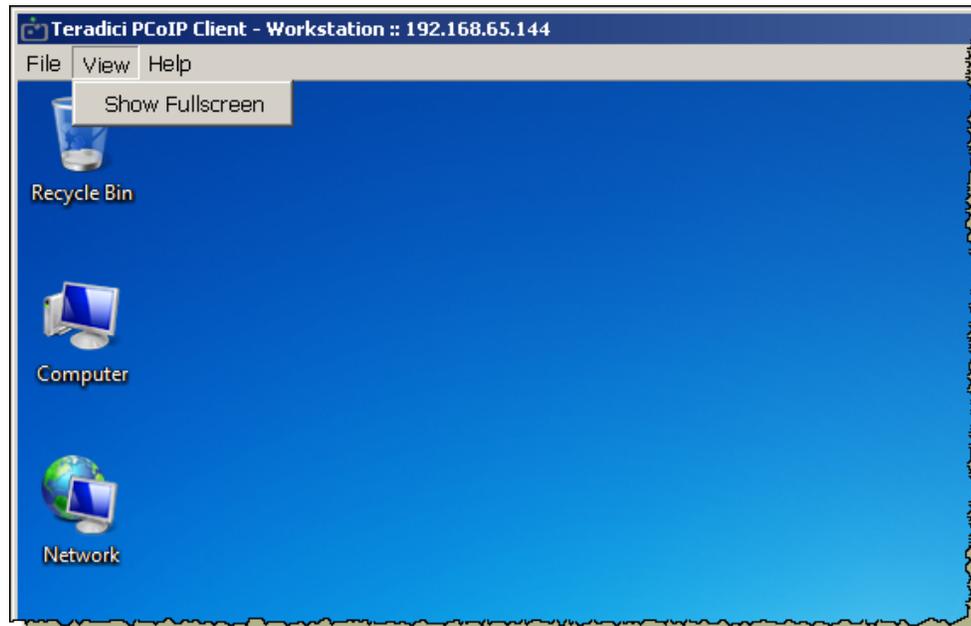## 4.2 Changing the Teradici PCoIP Client Window Mode

The **Teradici PCoIP Client** window can be displayed in full-screen mode or windowed mode. Full-screen is the recommended mode to use for best results.

Note: In windowed mode, the **Teradici PCoIP Client** window must be sized to at least the minimum resolution supported by the host desktop.

You can toggle between windowed and full-screen modes using the following key sequence:

- Windows: **Ctrl+Alt+Enter**
- Mac OS X: **option+command+return**

When you are in windowed mode from either client, you can also use the **View > Show Fullscreen** menu to enter full-screen mode.

Note: Maximizing the window does not put the **Teradici PCoIP Client** window into full-screen mode.

4.3   Checking the Software Release

The Teradici PCoIP Client GUI contains an **About** button in the lower left area of the window. Click this button to display the Teradici PCoIP Client software release version.
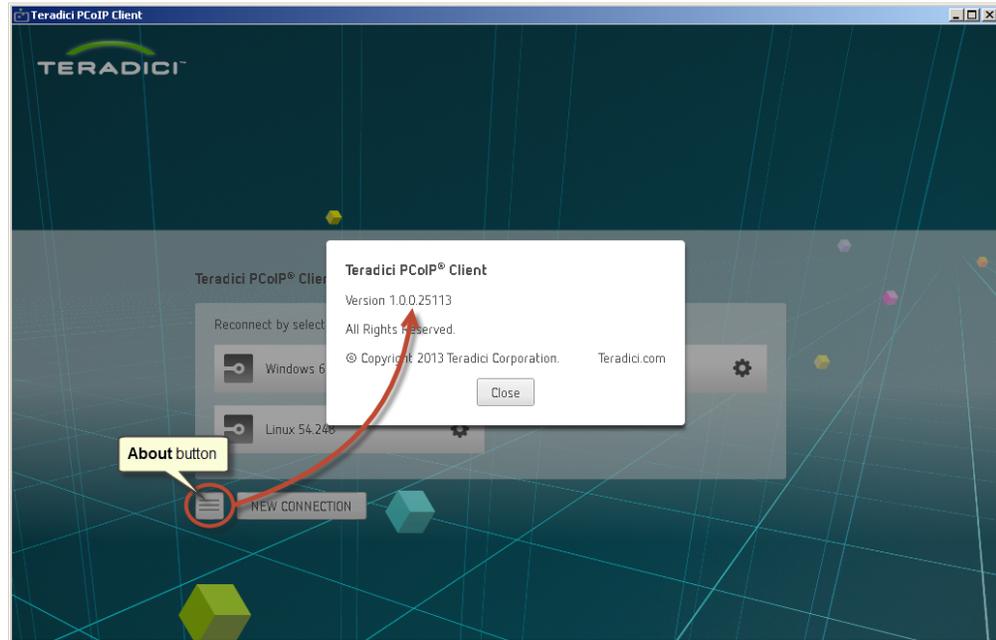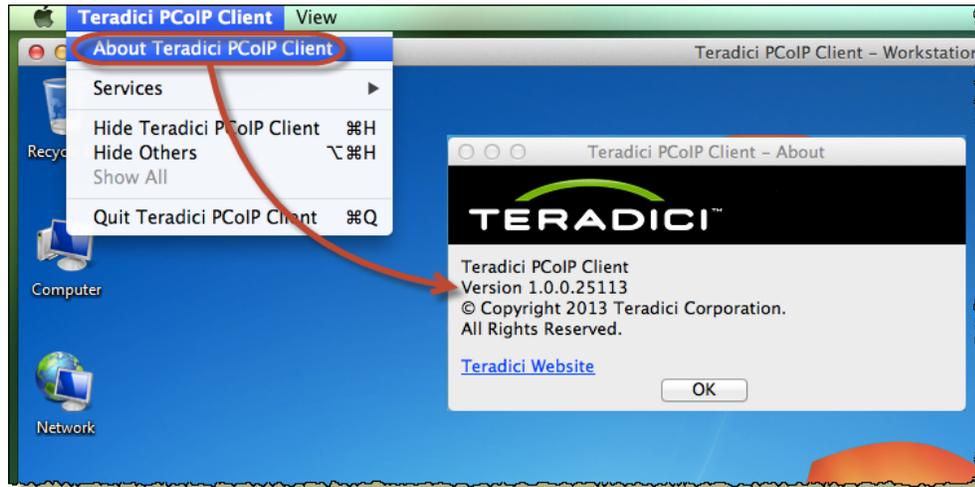
You can also display the software release version during a PCoIP session from the Teradici PCoIP Client GUI.

If you have connected using the Teradici PCoIP Client for Windows, select the **Help > About** menu.
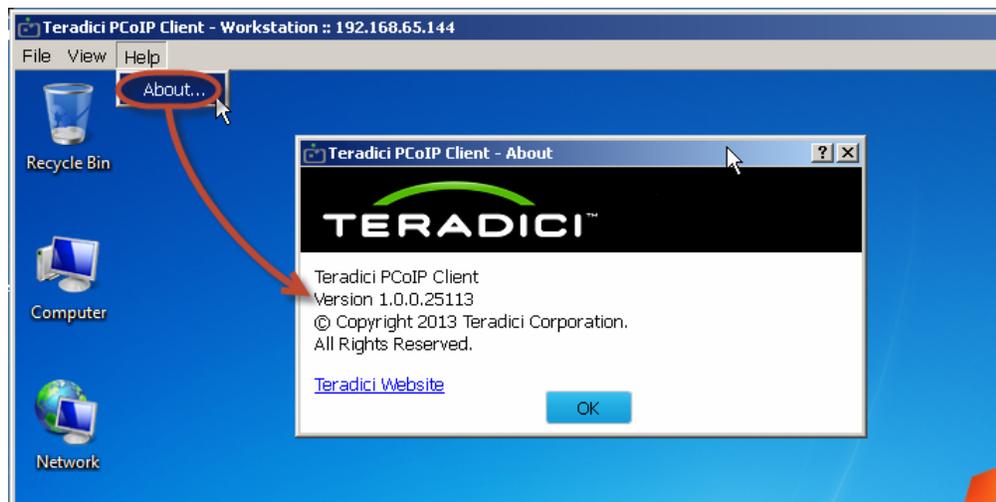
If you have connected from the Teradici PCoIP Client for Mac, select the **Teradici PCoIP Client > About Teradici PCoIP Client** window.
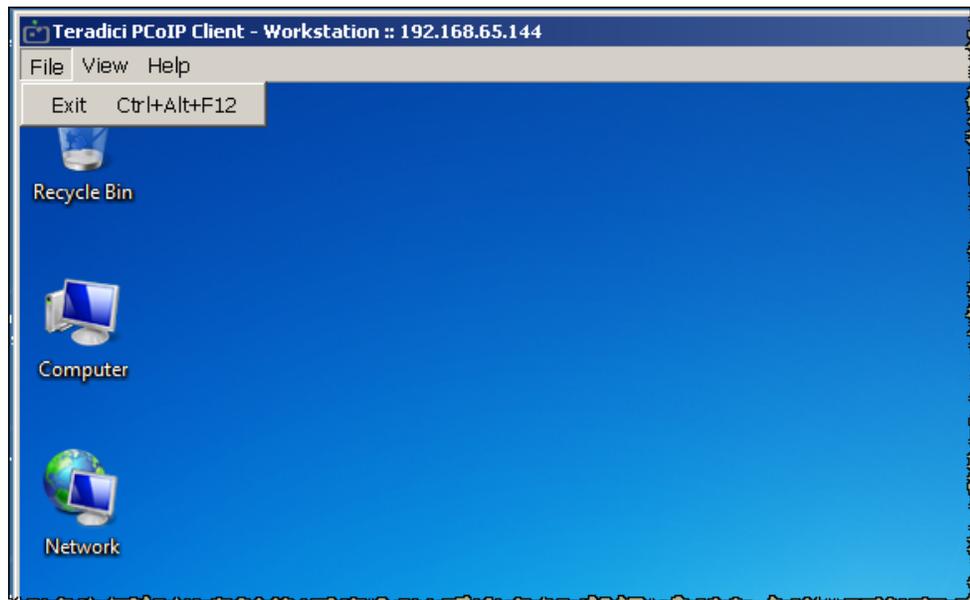
4.4　Disconnecting a PCoIP Session

You can disconnect your session and close the **Teradici PCoIP Client** window in the following ways:

Disconnecting from the Teradici PCoIP Client for Windows

Press **Ctrl+Alt+F12** to disconnect your session. If you are in windowed mode, you can also select the **File > Exit** menu.

Disconnecting from the Teradici PCoIP Client for Mac

Press **fn+control+option+F12** to disconnect your session. You can also use the Mac OS X **Teradici PCoIP Client > Quit Teradici PCoIP Client** menu (or simply press **command+Q**).
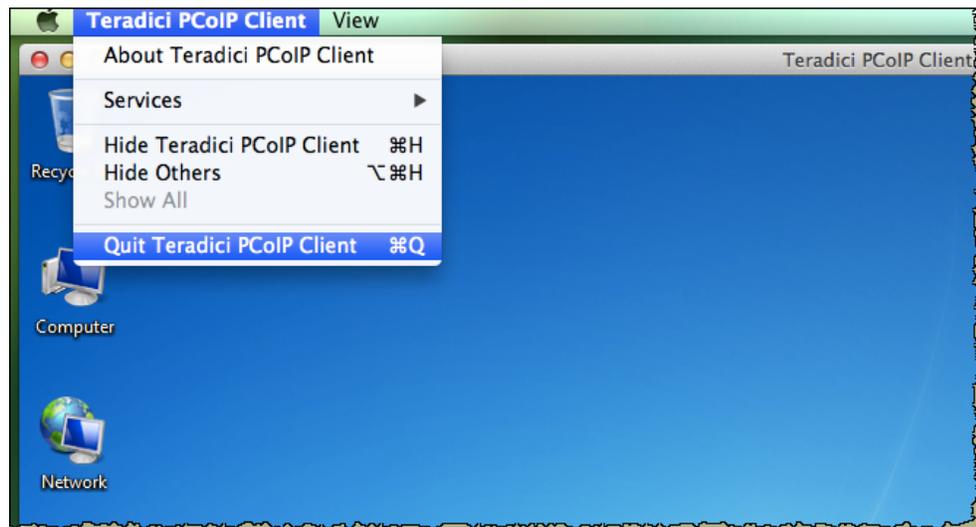
5   Troubleshooting

Many problems can be avoided by taking the following measures before you initiate a PCoIP session between a Teradici PCoIP Client and a Teradici PCoIP® Remote Workstation Card:

- Check that you have the correct firmware version installed on the Teradici PCoIP® Remote Workstation Card (see Host Platforms) and the correct software version installed on the remote workstation (see Remote Workstation Software Requirements).
- On the remote workstation, check that the GPU and card are connected correctly (see Display Settings for Windows and Linux Workstations.
- On the remote workstation, make sure temporal dithering is disabled on the GPU if it supports this feature. For details, see Graphics Card Settings for Windows and Linux Workstations).
- For PCoIP sessions between a Teradici PCoIP® Software Client for Windows and a Windows Teradici PCoIP® Remote Workstation Card, make sure you are already logged on to the workstation and the screen is not locked before starting the session. If necessary, use a Teradici PCoIP® Zero Client to log on to the workstation or to unlock the screen. You can then connect to the workstation using the Teradici PCoIP® Software Client for Windows.

For information about these and other issues, please see "Teradici PCoIP® Software Clients Release Notes (TER1301002).
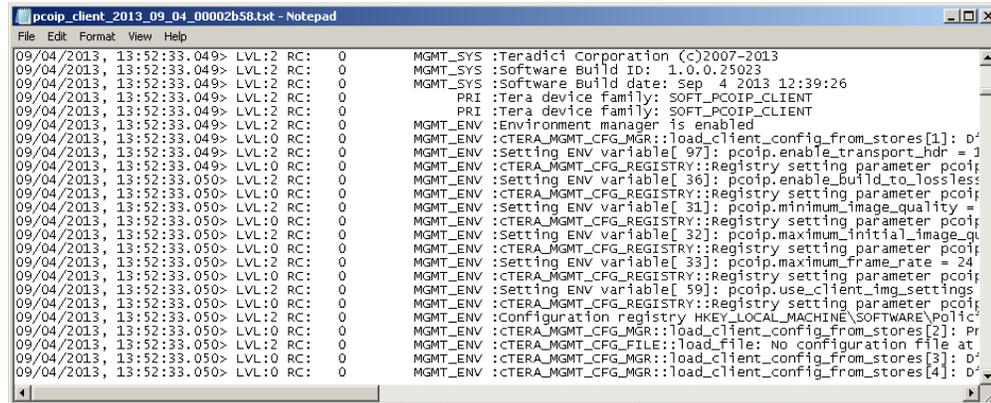
If you experience a problem and require customer support, please log in to the Teradici Support Center and submit a trouble ticket. To help engineers analyze the problem, attach as much relevant information as you can, such as screen shots and Teradici PCoIP Client log files.

5.1   Teradici PCoIP Client Log Files

The Teradici PCoIP Client logs are text files that contain system and session information about your connection, and are therefore useful for troubleshooting problems. A new log file is created each time you use a Teradici PCoIP Client to initiate a PCoIP session.

File names for Teradici PCoIP Client logs always begin with **pcoip_client_**, followed by the date the log was created, a unique identifier, and a **.txt** extension.

The figure below shows some sample entries in a Teradici PCoIP Client log file.

5.1.1 Locating Teradici PCoIP Client for Windows Log Files

For computers running Windows, you can access Teradici PCoIP Client log files as follows:

1. Open a Windows Explorer window.

2. Use the address bar at the top of the Explorer window to navigate to the logs:

   - For Windows 7 and Windows 8 (64 bit), navigate to the following folder:
     C:\Users\<*user_name*>\AppData\Local\teradici\PCoIPClient\logs

   - For Windows XP, type the following path in the address bar:
     C:\Documents and Settings\<*user_name*>\Local Settings\application data\Teradici\PCoIPClient\logs

3. Copy and paste the file to another location, or double-click it to open the file and display its contents.

5.1.2 Locating Teradici PCoIP Client for Mac Log Files

On a Mac computer, Teradici PCoIP Client log files are located within the user's Home Library folder, which is hidden by default. The recommended way to access Home Library files is to use the Mac OS X Console.

1. To open the Console, go to the **Applications > Utilities** folder, and then double-click **Console**.

2. In the **FILES** section of the **Log List** pane on the left, navigate to the following folder: **~/Library/Logs/Teradici/PCoIPClient**

3. Select the desired log file to view its contents in the main pane.

4. To copy the contents:

   a. Click anywhere in the log contents, and then select **Edit > Select All**.

   b. Select **Edit > Copy**.

   c. Paste the contents into an email or text file.

You can also display log files in a Mac OS X terminal window.

1. To open a terminal window, go to the **Applications > Utilities** folder, and then double-click **Terminal**.

2. Navigate to the Teradici PCoIP Client log folder by typing the following command at the command line prompt:
   cd ~/Library/Logs/Teradici/PCoIPClient

3. Type **ls** to display the list of log files.

4. To view the contents of a file in a read-only editor, type the following command:
   view *<file_name>*
   Note: Rather than typing a long file name into the command, you can select the file, press **command+C** to copy it, then paste the name using **command+V**.

5. To exit the editor, type the following command:
   :q

Glossary of Definitions

DisplayPort

A type of digital video interface used in 2nd generation Teradici PCoIP Remote Workstation Cards (miniDP), 2nd generation Teradici PCoIP Zero Clients, and also in some graphics cards.

DVI

Digital Visual Interface. A type of digital video interface used in 1st generation Teradici PCoIP Remote Workstation Cards and Teradici PCoIP Zero Clients, some 2nd generation Teradici PCoIP Workstation Cards and Teradici PCoIP Zero Clients, and also in some graphics cards.

GPU

Graphics Processing Unit. The graphics card on a PC or workstation.

log files

Text files that contain system and session information about each PCoIP session. Teradici PCoIP Software Client log files begin with "pcoip_client_", followed by the date the log was created, a unique identifier, and a ".txt" extension.

PCoIP Host Software for Linux

A software package on a host Linux PC or workstation that allows administrators to manage some Teradici PCoIP Remote Workstation Card features used by the Teradici PCoIP Software Clients.

PCoIP Host Software for Windows

A software package on a host Windows PC or workstation that allows administrators to manage some Teradici PCoIP Remote Workstation Card features used by the Teradici PCoIP Software Clients.

TERA1202

First-generation Teradici processor supporting Teradici PCoIP Remote Workstation Card functionality. TERA1202 cards support two displays at a resolution of 1920x1200.

TERA2220

Second-generation Teradici processor supporting Teradici PCoIP Remote Workstation Card functionality. TERA2220 cards support two displays at a resolution of 1920x1200 or one display at a resolution of 2560x1600.

TERA2240

Second-generation Teradici processor supporting Teradici PCoIP Remote Workstation Card functionality. TERA2240 cards support four displays at a resolution of 1920x1200 or two displays at a resolution of 2560x1600.

Teradici PCoIP host

The host or server side of a PCoIP system. In this release, Teradici PCoIP Software Clients support connections to remote Windows and Linux workstation hosts containing Teradici PCoIP Remote Workstation Cards.

Teradici PCoIP Software Clients

Applications for Windows and Mac computers that allow users to establish PCoIP sessions with Teradici PCoIP Remote Workstation Cards.