

# **PCoIP<sup>®</sup> Component Installer Release Notes**

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Issue 6

**teradici**<sup>®</sup>  
PCoIP

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## Revision History

Version	Date	Description
6	5 Mar 2014	Revised document to state that the Teradici Virtual Audio Driver also provides support for USB audio devices that are locally terminated on Tera2 zero clients.
5	30 Jan 2013	Version 1.1.2. Fixed bugs and added Win 8 support.
4	19 Sep 2012	Version 1.1.0. Fixed bugs and documented silent installation.
3	6 Jan 2012	Version 1.0.1. Improved installer's View Agent version detection. No changes to the Teradici audio driver.
2	2 Nov 2010	Version 1.0.0. Windows logo-signed Teradici Virtual Audio Driver.
1	20 Sep 2010	Initial release. Unsigned Teradici Virtual Audio Driver.

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## 1 PCoIP® Component Installer

The PCoIP® Component Installer is a program for installing Teradici PCoIP components in VMware View 4.5+ virtual desktops. In this release, it installs the Teradici Virtual Audio Driver.

This audio driver provides support for bi-directional analog audio and locally terminated USB audio for VMware View virtual desktops. The Teradici Virtual Audio Driver must be used if microphone input is desired.

For optimal performance with Tera2 zero clients, it is recommended that you locally terminate USB devices on the zero client, install the Teradici Virtual Audio Driver on your VM, and select this driver as the default playback device.

Note: The locally terminated USB feature is available from the AWI **Configuration > Audio** page for Tera2 zero clients with firmware 4.2.0 (or later) installed. For more information about how to locally terminate USB devices, please see "PCoIP® Zero Client and Host Administrator Guide" (TER1206003).

### 1.1 Audience

These release notes are intended for administrators who are responsible for installing the Teradici Virtual Audio Driver.

Note: Administrator rights are required in order for the installer to run successfully.

### 1.2 Additional Resources

If you need to determine the Teradici Virtual Audio Driver version that is currently installed on a VMware View virtual desktop, please see Knowledge Base support topic 15134-490 on the [Teradici support site](#).

## 2 Release 1.1.2

### 2.1 Installation Components

Release 1.1.2 of the PCoIP Component Installer installs version 1.2.0.17470 of the Teradici Virtual Audio Driver.

### 2.2 System Requirements

The PCoIP Component Installer can only run on systems that have VMware View Agent 4.5 (or greater) already installed. The installer will fail if VMware View Agent 4.5 (or greater) is not detected.

The PCoIP Component Installer is supported on the following operating systems:

- Microsoft Windows XP 32 bit
- Microsoft Windows 7 32 bit
- Microsoft Windows 7 64 bit
- Microsoft Windows 8 64 bit

### 2.3 Problems Fixed in This Release

Version 1.2.0.17470 of the Teradici Virtual Audio Driver fixes the following issues:

- Fixed a problem where the audio playback stops on Windows XP desktops under a known set of conditions.
- Optimized settings for the monitoring mechanism to reduce CPU usage.

### 2.4 Known Issues

The table below summarizes the known issues for this release of the Teradici Virtual Audio Driver and includes workarounds whenever possible.

**Table 4-1: Known Issues**

Known Issues	Workarounds
<p>If the Teradici Virtual Audio Driver and the VMware Virtual Audio (DevTap) driver are installed on the same virtual desktop and the VMware audio driver is selected as default device, you will not get any sound.</p>	<p>Ensure that the Teradici Virtual Audio Driver is selected as the default driver in the <b>Playback</b> tab of the <b>Control Panel &gt; Sound</b> dialog. For details, please see <a href="#">Installing from the PCoIP Component Setup Wizard</a>.</p>

## 2.5 Installing the Teradici Virtual Audio Driver

These instructions explain how to run the PCoIP Component Installer to install the Teradici Virtual Audio Driver on a VMware View 4.5+ virtual desktop. You can install this driver either by running the installer setup wizard or performing a silent installation from the command line. Both procedures are explained below. This section also contains instructions for uninstalling and disabling the Teradici Virtual Audio Driver.

### 2.5.1 Installing from the PCoIP Component Installer Setup Wizard

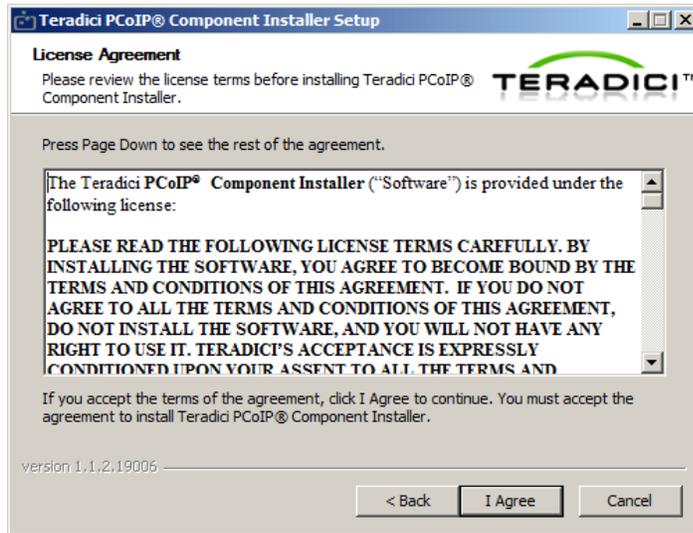
Note: You must be logged in with administrator rights in order to successfully perform this installation.

To install the Teradici Virtual Audio Driver from the setup wizard:

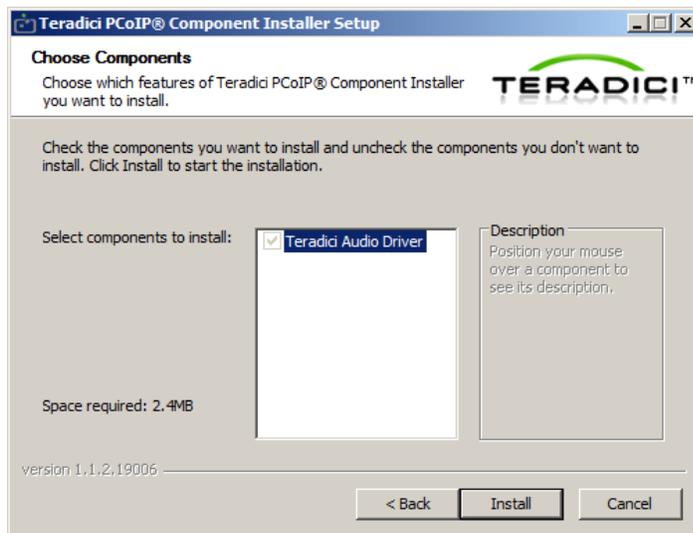
1. Copy the setup wizard (**PCoIP\_ComponentInstaller.exe**) to the virtual desktop.
2. Double-click on the file to launch the setup wizard.
3. Click **Next** at the welcome screen.



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



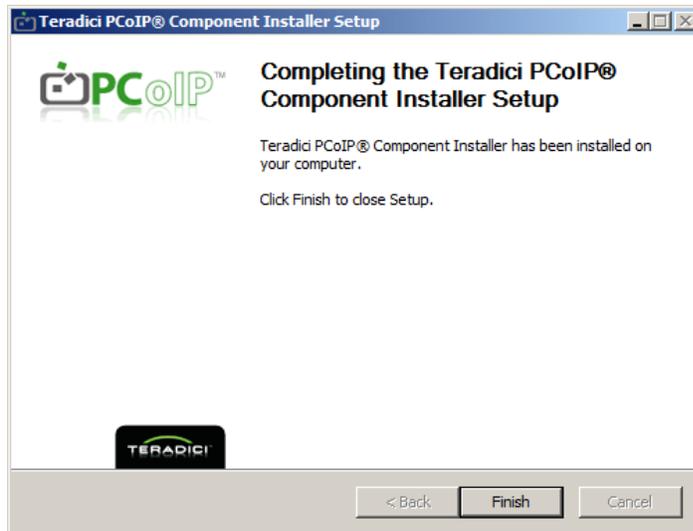
5. Click **Install** to install the Teradici Virtual Audio Driver component.



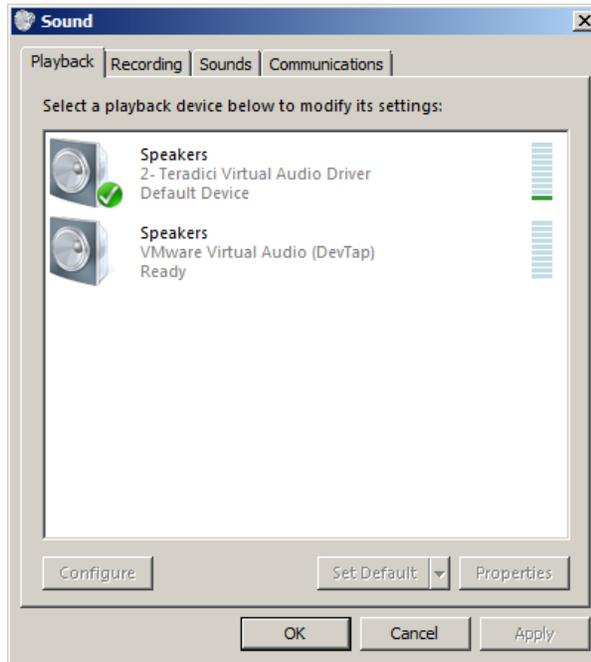
6. The following screen appears when the installation successfully completes. Click **OK** to continue.



7. Click **Finish** to exist the setup wizard.



8. From the Windows desktop, navigate to **Start > Control Panel > Sound**.
9. Ensure that **Teradici Virtual Audio Driver** is selected as the default device in the **Playback** tab, as shown below.



10. Reboot the virtual desktop operating system so the new audio driver can take effect.

Note: Whenever you run the PCoIP Component Installer, any existing Teradici Virtual Audio Driver is deleted and then installed again. An operating system reboot is required each time.

### 2.5.2 Performing a Silent Installation

You can also use the PCoIP Component Installer to perform a silent installation of the Teradici Virtual Audio Driver by typing the following at the command line:

```
<location>\PCoIP_ComponentInstaller.exe /S
```

where *<location>* is the full path to the folder containing the installer.

Note: This command is case-sensitive.

### 2.5.3 Uninstalling the Teradici Virtual Audio Driver

Note: If you want to install an earlier version of the Teradici Virtual Audio Driver, you must uninstall the existing version first.

To uninstall the Teradici Virtual Audio Driver:

1. On the Windows desktop, navigate to **Start > Control Panel > Device Manager**.
2. Expand the **Sound, video and game controllers** node.
3. Right-click on **Teradici Virtual Audio Driver**, and then select **Uninstall**.
4. Close the Device Manager.
5. Reboot the virtual desktop operating system.

## 2.5.4 Disabling the Teradici Virtual Audio Driver

To disable the Teradici Virtual Audio Driver:

1. On the Windows desktop, navigate to **Start > Control Panel > Device Manager**.
2. Expand the **Sound, video and game controllers** node.
3. Right-click on **Teradici Virtual Audio Driver**, and then click **Disable**.
4. Close the Device Manager.
5. Reboot the virtual desktop operating system.

Note: If you disable and then re-enable the Teradici Virtual Audio Driver from the Device Manager, you will need to restart the PCoIP session by logging off and back on again or by rebooting the operating system.

## **3 Release 1.1.0**

### **3.1 Installation Components**

Release 1.1.0 of the PCoIP Component Installer installs version 1.1.0.10277 of the Teradici Virtual Audio Driver.

### **3.2 System Requirements**

The PCoIP Component Installer can only run on systems that have VMware View Agent 4.5 (or greater) already installed. The installer will fail if VMware View Agent 4.5 (or greater) is not detected.

The PCoIP Component Installer is supported on the following operating systems:

- Microsoft Windows XP 32 bit
- Microsoft Windows 7 32 bit
- Microsoft Windows 7 64 bit

### **3.3 Problems Fixed in This Release**

Version 1.1.0.10277 of the Teradici Virtual Audio Driver fixes the following issues:

- Fixed a problem where the audio playback stops after some time (i.e., one or two days) on Windows 7 64-bit desktops.
- Fixed a blue screening problem on Windows 7 desktops (32- and 64-bit) when playing a YouTube video with sound and muting the microphone input.
- Fixed audio/video lip synchronization drift over time on Windows 7 desktops.

## **4 Release 1.0.1**

### **4.1 Installation Components**

Release 1.0.1.6342 of the PCoIP Component Installer installs version 1.0.0.5707 of the Teradici Virtual Audio Driver.

### **4.2 System Requirements**

The PCoIP Component Installer can only run on systems that have VMware View Agent 4.5 (or greater) already installed. The installer will fail if VMware View Agent 4.5 (or greater) is not detected.

The PCoIP Component Installer is supported on the following operating systems:

- Microsoft Windows XP 32 bit
- Microsoft Windows 7 32 bit
- Microsoft Windows 7 64 bit