

PCoIP[®] Host Software Driver Installation Guide for Mac OS X Leopard

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Issue 1



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Revision History

Version	Date	Description
1	May 28, 2010	Initial release

Contents

REVISION HISTORY	3
CONTENTS	4
TABLE OF FIGURES	5
TABLES	6
DEFINITIONS	7
INTRODUCTION.....	8
1 PCOIP SOFTWARE DRIVER FOR MAC OS X LEOPARD	9
1.1 System Requirements	9
1.2 Release Notes	9
2 INSTALLING PCOIP HOST SOFTWARE.....	10
2.1 Enabling HD Audio	10
2.2 Ensure Host Driver Function Not Enabled.....	11
2.3 Installing PCoIP Host Driver Software.....	11
3 UNINSTALLING PCOIP HOST DRIVER	16
3.1 Uninstalling the PCoIP Host Driver for Mac OS X.....	16
4 USING THE PCOIP DRIVER	17
4.1 USB Controller.....	17
4.2 Configuring Sound Output	17
4.3 Configuring Sound Input.....	18
4.4 Graphics Card.....	18
5 TROUBLESHOOTING	19
5.1 Troubleshooting	19

Table of Figures

Figure 2-1: Audio Webpage	10
Figure 2-2: Host Driver Function Webpage	11
Figure 2-3: PCoIP Host Driver Setup Welcome.....	12
Figure 2-4: PCoIP Host Driver License.....	13
Figure 2-5: PCoIP Host Software Driver Continue	13
Figure 2-6: PCoIP Host Software Driver Install	14
Figure 2-7: PCoIP Host Driver Install Succeeded and Restart.....	14
Figure 4-1: Configuring Sound Output.....	17
Figure 4-2: Configuring Sound Input.....	18
Figure 5-1: Snow Leopard Install Error.....	19

Tables

Table 5-1: Troubleshooting

19

Definitions

NIC	Network Interface Card
PCoIP®	Personal Computer over Internet Protocol (PC-over-IP®)
PCoIP Host	Host or server side of PC-over-IP system
PCoIP Zero Client	Desktop Portal or Integrated Display based on a PCoIP hardware device

Introduction

The PCoIP Host Driver Software contains the drivers to use a PCoIP host card with a Mac computer. The driver contains USB controller, HD Audio, and Video driver updates for Mac OS X Leopard (OS X v10.5).

This document provides guidelines for installing, uninstalling, using and troubleshooting the PCoIP Host Driver Software with Mac OS X Leopard.

1 PCoIP Software Driver for Mac OS X Leopard

PCoIP Software Driver allows use of PCoIP host cards in Mac computers with OS X Leopard.

The PCoIP Software Driver for OS X performs three functions:

- Enables USB redirection to remote clients
- Enables HD audio
- Disables temporal dithering on NVIDIA graphics cards, which generates excessive bandwidth when remoted

Note: The PCoIP Software Driver for Mac OS X Leopard does not include functionality of the PCoIP Host Driver Software package for Windows or Linux (e.g. agent features such as local keyboard/mouse, and VMware View brokering functionality). When using PCoIP host cards with Mac computers, the PCoIP Host Driver Function must be disabled.

1.1 System Requirements

Before installing the PCoIP driver for Mac OS X Leopard, ensure the Mac computer meets the following requirements:

- *Enable HD Audio* is enabled on the PCoIP host card (and PCoIP zero client) - see Section 2.1 Enabling HD Audio
- *Host Driver Function* is disabled on the PCoIP host card - see Section 2.2 Ensure Host Driver Function Not Enabled
- PCoIP host card installed in an available PCIe slot loaded with firmware release 2.x or 3.1.x
- Supported Operating Systems:
 - Mac OS X Leopard

Once the driver is installed the PCoIP session can be configured. Connect the DVI cables to graphics card and connect the host card NIC to the network (see *TER0809002 V200 PCoIP® Virtual Desktop System Quick Start Guide* for more information).

1.2 Release Notes

PCoIP Host Software releases are accompanied by release notes. Refer to TER1005004 PCoIP Host Mac OS Software Driver Release Notes for latest information on PCoIP host features and possible known issues.

2 Installing PCoIP Host Software

This section describes how to install the PCoIP Host Software Driver.

2.1 Enabling HD Audio

To remote audio, the HD Audio must be enabled on both the host card and zero client.

To enable the audio on the host card, execute the following steps:

1. Open a web browser on a computer connected to the same network as the PCoIP host card. Browse to the host card's webpage
2. Login and navigate to the *Audio* webpage under the *Permissions* menu as shown Figure 2-1

Figure 2-1: Audio Webpage



3. Check the *Enable Host Driver Function* box and then click *Apply*. This will generate a prompt indicating the host PCoIP processor must be reset. Select *Reset* followed by *OK* to schedule a deferred reset
4. Restart the host card by restarting the Mac
5. Repeat steps 1-3 for the zero client
6. Power cycle or reset the zero client

2.2 Ensure Host Driver Function Not Enabled

To disable the *Host Driver Function* on the host card, execute the following steps:

1. Open a web browser on a computer connected to the same network as the host card. Browse to the PCoIP Host's webpage
2. Login and navigate to the *Host Driver Function* webpage under the *Configuration* menu as shown Figure 2-2

Figure 2-2: Host Driver Function Webpage



3. Be sure the *Enable Host Driver Function* box is not checked. (If it checked, uncheck the box and then click *Apply*. This will generate a prompt indicating the host PCoIP processor must be reset. Select *Reset* followed by *OK* to schedule a deferred reset)
4. Restart the PCoIP Host by restarting the Mac (not required if *Enable Host Driver Function* was not enabled)

2.3 Installing PCoIP Host Driver Software

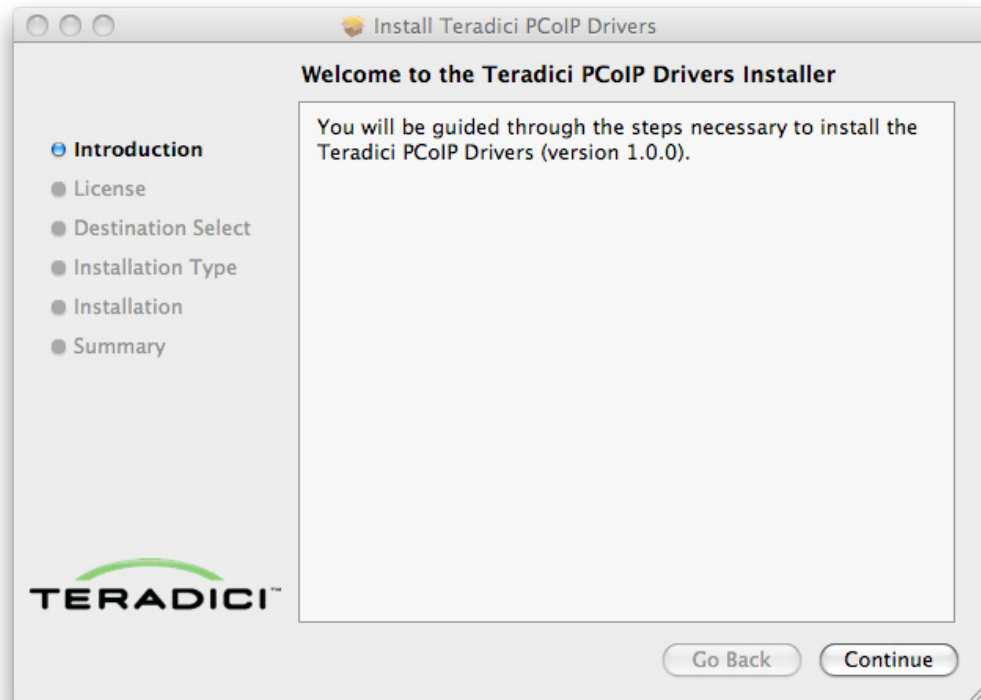
The PCoIP Host Driver is provided as a Mac OS X installation package.

Users require administrative rights in order to install the software.

To install the software, execute the following steps:

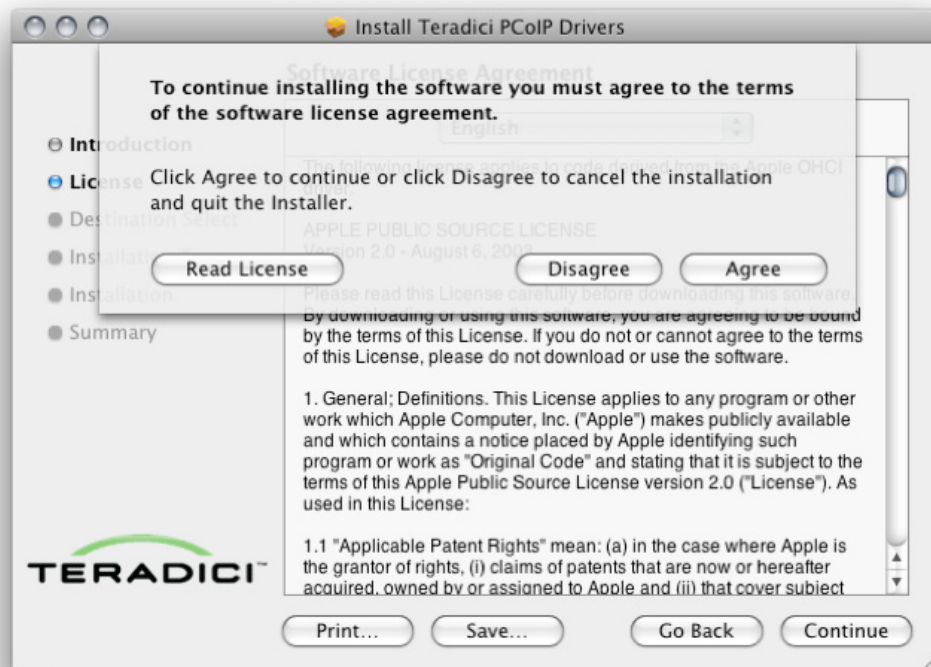
1. Activate the installer by double-clicking on the file. This will activate a screen as shown in Figure 2-3. Click *Continue*.

Figure 2-3: PCoIP Host Driver Setup Welcome



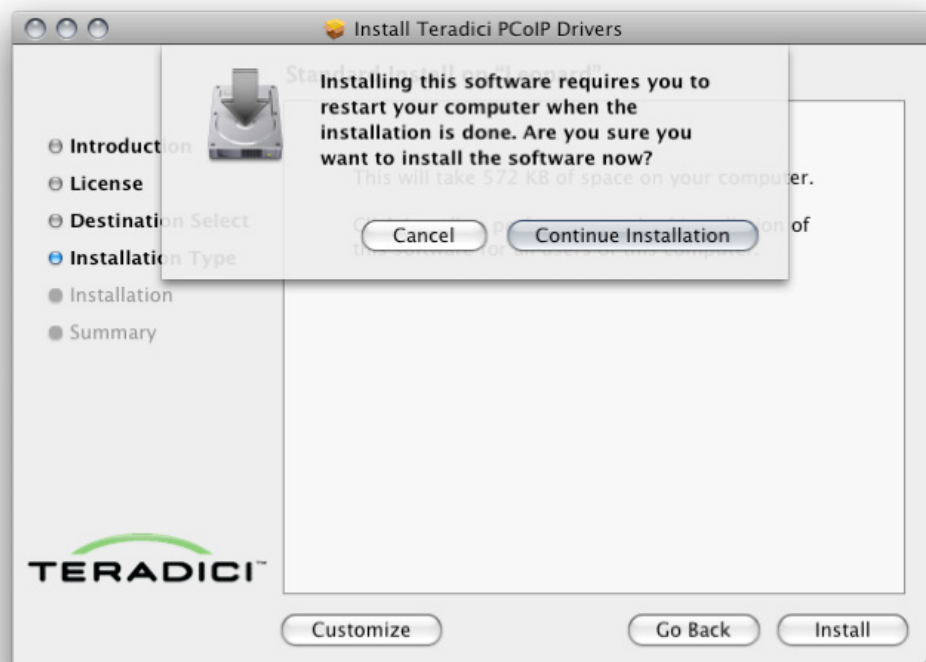
2. Review the End-User License Agreement and then select *Continue*. If you accept the terms, select the *Agree*.

Figure 2-4: PCoIP Host Driver License



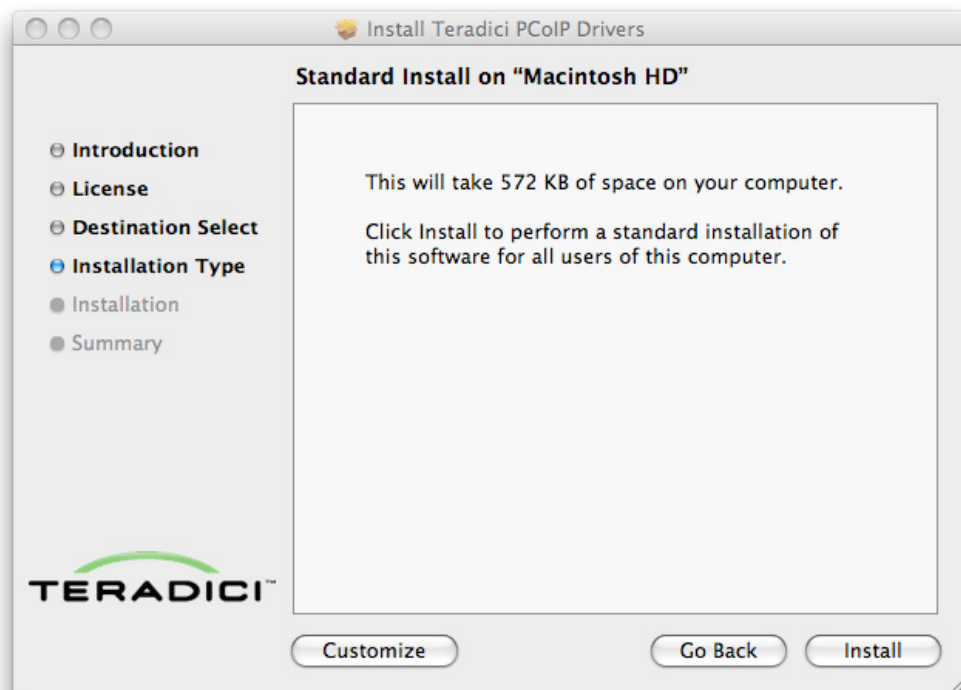
3. The installer will warn that it must restart the computer during the installation. If this okay, select *Continue Installation* to continue.

Figure 2-5: PCoIP Host Software Driver Continue



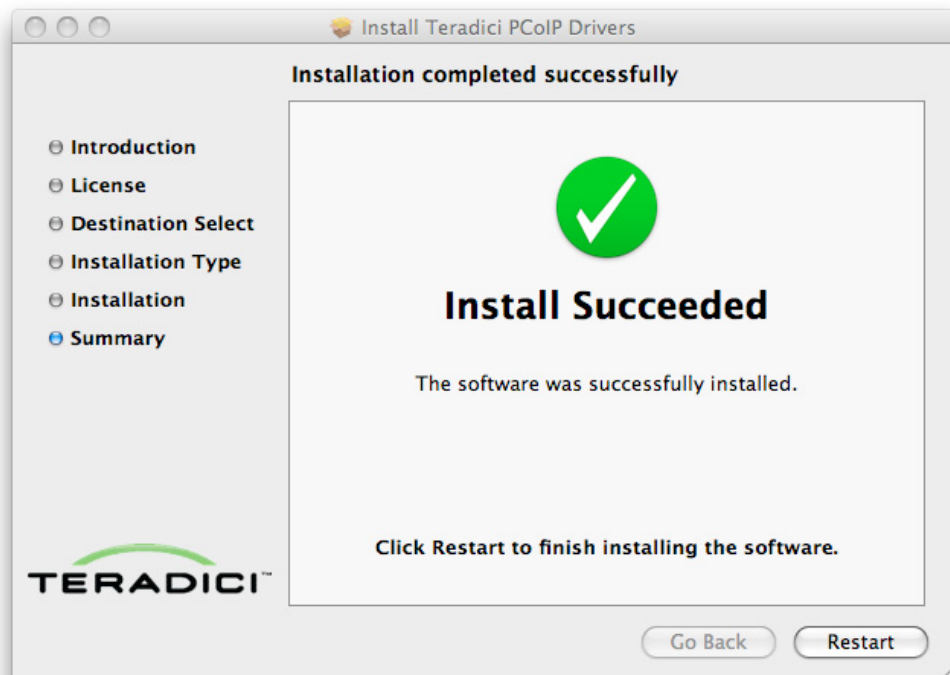
4. Select *Install*, to start the installation process

Figure 2-6: PCoIP Host Software Driver Install



5. Wait for the installation process to finish. Select on *Restart* to complete the installation.

Figure 2-7: PCoIP Host Driver Install Succeeded and Restart



6. A PCoIP session can now be initiated (if require, see *TER0809002 V200 PCoIP® Virtual Desktop System Quick Start Guide* for more information).

3 Uninstalling PCoIP Host Driver

The PCoIP Host Driver can be easily removed from the computer at any time by following the steps below.

3.1 Uninstalling the PCoIP Host Driver for Mac OS X

To uninstall the PCoIP Host Driver, execute the following steps:

1. Go to the *System* folder (e.g. *Macintosh HD > Applications*)
2. Move following files to trash can:
 - a. `System/Library/Extensions/TeradiciGraphics.kext`
 - b. `System/Library/Extensions/TeradiciHDA.kext`
 - c. `System/Library/Extensions/TeradiciUSBOHCI.kext`
3. Confirm deletion

4 Using the PCoIP Driver

To enable the sound to be output to the zero client, you must enable the audio (done in Section 2.1) and configure the OS X sound.

4.1 USB Controller

No additional configuration is required for the USB controller, as the driver has added the necessary functionality for USB remoting.

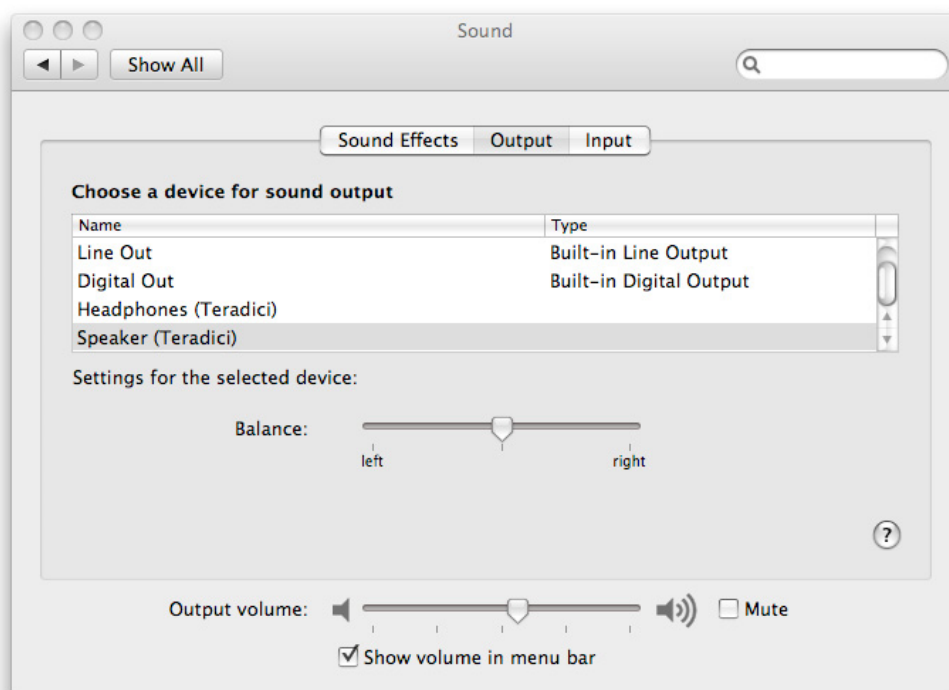
4.2 Configuring Sound Output

To configure the computer to use the PCoIP audio output, execute the following steps:

1. Go to *System Preferences* application (e.g. *Macintosh HD > Applications > System Preferences*)
2. In the *Hardware* section, choose *Sound*
3. In the *Sound* window, choose the *Output* tab, and choose *Speaker (Teradici)* as shown in Figure 4-1

Note: There are two audio outputs on the PCoIP zero client; *Headphones (Teradici)* and *Speaker (Teradici)*. The headphone audio jack is on the front of the zero client, and the speaker audio jack is on the rear.

Figure 4-1: Configuring Sound Output

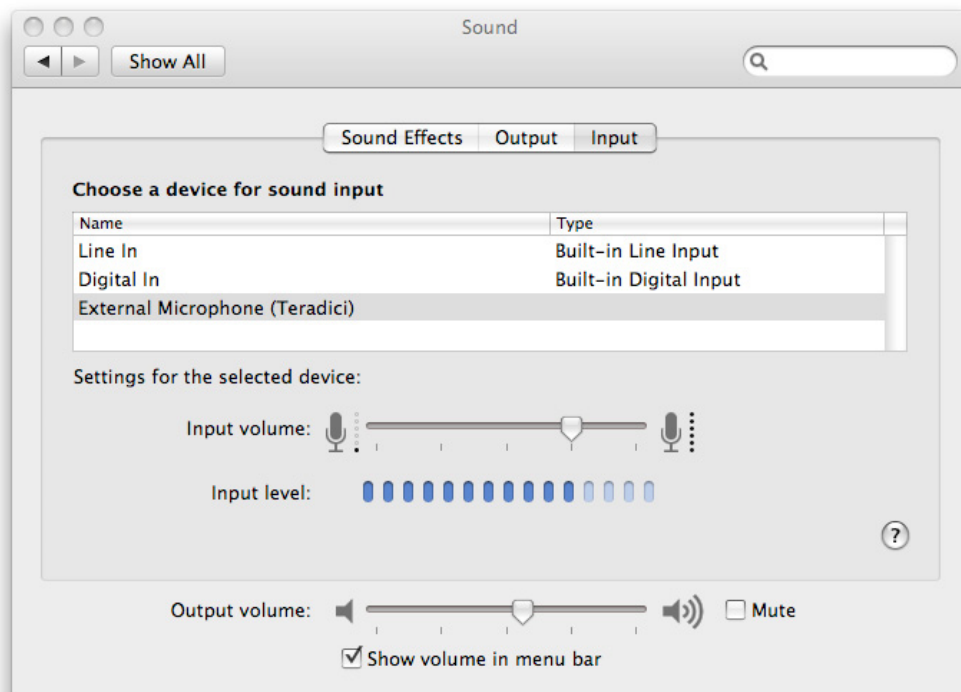


4.3 Configuring Sound Input

To configure the computer to use the PCoIP audio input, execute the following steps:

1. Go to *System Preferences* application (e.g. *Macintosh HD > Applications > System Preferences*)
2. In the *Hardware* section, choose *Sound*
3. In the *Sound* window, choose the *Input* tab, and choose *External Microphone (Teradici)* as shown in Figure 4-1

Figure 4-2: Configuring Sound Input



4.4 Graphics Card

No additional configuration is required for the graphics card. If required, the driver will disable temporal dithering for NVIDIA graphic cards.

5 Troubleshooting

This section outlines some common issues and suggested solutions.

5.1 Troubleshooting

Table 5-1: Troubleshooting

Item	Description	Solution
1	Driver will not install on Mac OS X Snow Leopard (OS X v10.6).	Only Mac OS X Leopard (OS X v10.5) is supported at this time (see Figure 5-1).

Figure 5-1: Snow Leopard Install Error

