

Teradici PCoIP[®] Software Clients Release Notes

TER1301002

Issue 2

teradici[®]
PCoIP

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Revision History

Version	Date	Description
Issue 2	Dec. 12, 2013	Updated document for Release 1.1.
Issue 1	Sept. 26, 2013	Created document for Release 1.0.

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1 Preface

Teradici PCoIP[®] Software 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.

These release notes provide a summary of feature additions, important bug fixes, and known issues for the Teradici PCoIP[®] Software Clients.

1.1 Audience

This document is intended for administrators who are responsible for setting up Teradici PCoIP Clients.

1.2 Additional Documentation

For instructions on how to install, configure, and use Teradici PCoIP[®] Software Clients, please refer to "Teradici PCoIP[®] Software Clients User Guide" (TER1307002).

For instructions on how to install and configure the PCoIP Host Software that is required on the remote workstation, please refer to "PCoIP[®] Host Software for Windows User Guide" (TER1008001).

2 Release 1.1

This release supports the following Teradici PCoIP® Software Clients:

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

2.1 Compatibility

Teradici PCoIP® Software Clients are supported on the client and host platforms described below.

2.1.1 Client Operating System

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)
- Mac OS X Lion (10.7)

Note: Teradici PCoIP® Software Clients do not operate with Windows Embedded Standard 7 or Windows Embedded Standard 8 systems.

2.1.2 Remote Workstation Platform

To be compatible with Teradici PCoIP® Software Clients, remote workstations must have the following hardware, firmware, and software versions installed:

System Requirements	Supported Versions
Teradici PCoIP® Remote Workstation Card	<ul style="list-style-type: none"> • TERA22x0 • TERA1202
Teradici PCoIP Firmware	4.1.2 or later

System Requirements	Supported Versions
Remote Workstation Operating System	<ul style="list-style-type: none"> Windows 7 (64 bit) Windows XP (64 bit) <p>Note: Connecting to Linux workstations using Teradici PCoIP Clients is not supported in this release</p>
Teradici PCoIP Host Software	<ul style="list-style-type: none"> PCoIP Host Software for Windows: 4.0.10

Note: For details on how the remote workstation must be configured for compatibility with Teradici PCoIP® Software Clients, please see "Teradici PCoIP® Software Clients User Guide" (TER1307002).

2.2 Feature Additions

This release of the Teradici PCoIP® Software Clients adds the following new features:

- Dual Monitor:** Dual monitor topology is now supported for remote Windows workstations. When connecting to a Windows workstation using the Teradici PCoIP® Software Client for Windows, you can connect two monitors to the client PC. The maximum supported resolution for each display is 1920x1080.
- Utility Menu Bar:** When a PCoIP session window is in full-screen mode, the program menus are located in a drop-down utility menu bar that displays when you hover the mouse cursor at the top of the window.
- Ctrl+Alt+Del:** You can now send a Ctrl+Alt+Del command to the remote workstation during a PCoIP session by selecting the **Connection > Send CTRL-ALT-DEL** menu option.
- In-session Performance Indicator:** During a PCoIP session, a square performance indicator  appears in the systems tray of a Windows client computer or in the menu bar of a Mac client computer. This icon changes color from green to orange to red to indicate the quality of the connection between the client and the host.
- Multimedia Keyboards:** The Teradici PCoIP® Software Client for Windows now supports multimedia keyboards.

2.3 Important Bug Fixes

The following issues have been fixed since Release 1.0.

Issue	Status
<p>PCoIP sessions do not support the Ctrl+Alt+Delete command for Windows workstations. After locking the screen or logging off a Windows workstation using either client, the keyboard and mouse may become unresponsive. Users cannot log back in, even if they disconnect the session or restart the host software.</p>	<p>Fixed. A new Connection > Send CTRL-ALT-DEL menu option is available in this release.</p>
<p>Only one monitor can be attached to the local computer in this release. The host workstation must reflect this configuration by having a single cable connected between the GPU and the Teradici PCoIP® Remote Workstation Card. Otherwise, issues such as unresponsive keyboard and mouse, flickering on the client monitor, and other display anomalies may occur.</p>	<p>Fixed for Windows workstations. Linux workstations still require a single cable connected between the GPU and host card.</p>
<p>When users are in full-screen mode, the drop-down menu is not available.</p>	<p>Fixed. A drop-down utility menu bar now displays in full-screen mode when you hover the mouse at the top of the screen.</p>
<p>The client window does not have scroll bars in windowed mode.</p>	<p>Fixed. You can use scroll bars in windowed mode to scroll vertically and horizontally.</p>
<p>Multimedia keyboards are not supported.</p>	<p>Fixed for the Windows client.</p>
<p>The caps lock key does not work correctly. Every second press of the key is ignored.</p>	<p>Fixed.</p>
<p>If a PC keyboard is used with a Mac, pressing the Insert key will change the cursor to a question mark. Clicking the session window with the question mark cursor will cause the client application to crash.</p>	<p>Fixed.</p>
<p>Mac OS X users cannot use the command+C and command+V keyboard shortcuts to copy and paste within a PCoIP session window.</p>	<p>Fixed. Note: The Windows key is now mapped to the Control key. You can use either control+C or command+C to copy within a session window. However, a Windows key is not available when using the Mac client.</p>

Issue	Status
Two-finger touchpad scrolling scrolls far too quickly.	Fixed.
Audio out does not work with Mac OS X.	Fixed.

2.4 Limitations/Known Issues

The tables below summarize the known issues for this release and include workarounds whenever possible.

Table 4-1: Known Issues Affecting Both Clients

Known Issues	Workarounds
Connecting to a Linux workstation using a Teradici PCoIP® Software Client is not supported.	This feature will be resolved in a future release.
Connecting to a workstation via a broker is not supported.	This release supports direct connections only. For WAN access, please use a VPN to connect a client computer to the corporate LAN before connecting the client to a host workstation.
Dual monitor mode is not supported with Linux workstations. Only one monitor can be attached to the local computer. The remote Linux workstation must reflect this configuration by having a single cable connected between the GPU and the Teradici PCoIP® Remote Workstation Card. Otherwise, issues such as unresponsive keyboard and mouse, flickering on the Teradici PCoIP Client monitor, and other display anomalies may occur.	On the Linux workstation, check that only one cable is attached between the <i>lowest</i> number GPU port (DisplayPort or DVI) and the <i>first</i> port on the card. If you change the cabling during a PCoIP session, disconnect the session and reboot the workstation before initiating another session.
In a dual monitor session, the primary display must be located to the left of the secondary display. This ensures normal behavior when you move the mouse cursor or drag a window between monitors.	Arrange the client monitors horizontally, with the primary display to the left of the secondary display. A vertical display topology is not supported in this release.

Known Issues	Workarounds
If you connect a monitor with a higher resolution than 1920x1080, it will use a 1920x1080 resolution.	The maximum supported resolution for each display is 1920x1080. Lower resolutions are also supported.
Changing the screen orientation to portrait or landscape during a session is not supported.	Ensure that you do not rotate your monitor during a PCoIP session.
Hot-plugging monitors on the client machine during a session is not supported.	Connect monitors to the client machine before starting a session. If you do change the monitor topology during a session, disconnect the session and then reconnect.
During a PCoIP session, the keyboard settings configured in the client or remote workstation OS have no effect. The PCoIP Host Software keyboard repeat detection values are always used.	<p>Use the PCoIP Host Software sliders to configure keyboard repeat settings for your PCoIP session:</p> <ol style="list-style-type: none"> 1. Open the PCoIP Host Software GUI. 2. In the Features window, enable Enable Client Keyboard Repeat Detection (located in the WAN Experience section). 3. Configure the Keyboard repeat delay and Keyboard repeat rate sliders as desired. 4. Click OK.
"Audio out" is not supported for Linux workstations.	This feature will be resolved in a future release.
"Audio out" occasionally does not work when the client is connected to a TERA22x0 Teradici PCoIP® Remote Workstation Card.	This feature will be resolved in a future release.
Changing the master volume control on the host side has no effect.	Use the volume controls on your local PC or Mac if you want to change the volume.
Videos running in a PCoIP session may occasionally appear choppy. "RX queue is full" and "Failed ref check" messages appear in the log when this issue occurs.	This issue will be resolved in a future release.

Table 4-2: Known Issues Affecting the Mac Client Only

Known Issues	Workarounds
Multimedia keyboards are not supported.	This feature will be supported in a future release.
If the Mac client is not in focus when the session first connects, when it does gain focus the keyboard is non-responsive until the client loses then gains focus again.	Click on another application to cause the client to lose focus, then click on the client window again.
If the Mac client is not in a session, the OS X Teradici PCoIP Client menus do not work (e.g., Quit Teradici PCoIP Client and command+Q).	Use one of these quit options while in a session to disconnect the session and quit the Mac client.
The first time you start a PCoIP session using the Mac client, the Performance Indicator icon is not visible in the OS X menu bar.	<p>On the menu bar at the top of the screen:</p> <ol style="list-style-type: none"> 1. Hover the mouse cursor towards the left of the other menu bar icons until a tool tip for the Performance Indicator displays. (The tool tip will say "Session optimal," "Session laggy," or "Session lost," depending on the quality of the session.) 2. Click the tool tip to display the Performance Indicator icon. <p>Note: You only need to do this once. The icon will now display for all subsequent sessions.</p>
The PCoIP session window does not support the Mac OS X Mountain Lion "native full screen mode" feature. This mode allows users to display windows as virtual desktops and then navigate between them using horizontal scrolling.	This feature will be supported in a future release.

3 Release 1.0

This release supports the following Teradici PCoIP® Software Clients:

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

3.1 Compatibility

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

3.1.1 Client Platforms

Teradici PCoIP® Software 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)

3.1.2 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 Clients have 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.

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

3.2 Feature Additions

This release supports the following features:

- Direct connectivity to Windows and Linux workstations containing Teradici PCoIP® Remote Workstation Cards (see [Host Platforms](#) for remote workstation requirements).
- Full-screen and windowed modes for PCoIP sessions.
- "Audio out" analog support for Windows hosts. Users can plug analog headphones into their local machines and hear sound from either the local machine or the remote host.
- Easy **Ctrl+Alt+F12** disconnect for PCoIP sessions.
- Ability to connect to a host directly from the command line.

3.3 Release Limitations

The features for this release have the following limitations:

- **Access:** This release supports LAN access, where client computers and host workstations physically reside within the same LAN. For WAN access, a VPN must be used to connect a client computer to the corporate LAN before the client can connect to a host workstation.
- **Single monitor:** Only one monitor can be connected to the client computer in this release. A maximum screen resolution of 1920x1080 is supported. See [Known Issues](#) for details about how to connect the workstation's GPU and Teradici PCoIP® Remote Workstation Card for single monitor support.
- **No scroll bars in windowed mode:** Users will not have access to the complete screen if the PCoIP session window is sized to be smaller than the minimum resolution supported by the remote workstation. In this situation, users must resize the window to at least the minimum resolution supported by the workstation. If the PCoIP session window is sized larger than the next supported workstation resolution, black bars appear to fill in the screen.

Note: Local devices that have a lower screen resolution than the minimum resolution supported by the remote workstation will not display the entire workstation screen.

- **Windows Ctrl+Alt+Delete command:** PCoIP sessions between a Teradici PCoIP Client and a Teradici PCoIP® Remote Workstation Card on a Windows workstation do not support the **Ctrl+Alt+Delete** command sequence. Before connecting, make sure you are already logged on to the workstation and the screen is not locked. If necessary, use a Teradici PCoIP® Zero Client to log on to the workstation or to unlock the screen. See [Known Issues](#) for further details.
- **USB support:** This release supports USB mice and USB keyboards on the local computer. Multimedia keyboards are not supported.
- **No "audio in" support:** Users cannot attach analog or USB devices to the local machine to input sound to the remote workstation.

- **"Audio out" support for Windows only:** "Audio out" is supported on Windows workstations only. This feature is not supported on Linux workstations.
- **No copy/paste:** Copying and pasting between the client and remote workstation is not supported.

3.4 Known Issues

The table below summarizes the known issues for this release and includes workarounds whenever possible.

Table 4-3: Known Issues Affecting Both Clients

Known Issues	Workarounds
<p>PCoIP sessions do not support the Ctrl+Alt+Delete command for Windows workstations. After locking the screen or logging off a Windows workstation using either client, the keyboard and mouse may become unresponsive. Users cannot log back in, even if they disconnect the session or restart the host software.</p>	<p>Connect to the host workstation using a Teradici PCoIP® Zero Client, and log in. You can then use a Teradici PCoIP Client to connect to the workstation without having to log in.</p>
<p>Only one monitor can be attached to the local computer in this release. The host workstation must reflect this configuration by having a single cable connected between the GPU and the Teradici PCoIP® Remote Workstation Card. Otherwise, issues such as unresponsive keyboard and mouse, flickering on the Teradici PCoIP Client monitor, and other display anomalies may occur.</p>	<p>Check that only one cable is attached between the <i>lowest</i> number GPU port (DisplayPort or DVI) and the <i>first</i> port on the card. If you change the cabling during a PCoIP session, disconnect the session and reboot the workstation before initiating another session. For further details on how to set up a remote workstation, see "Teradici PCoIP® Software Clients User Guide" (TER1307002).</p>
<p>Changing the master volume control on the host side has no effect.</p>	<p>Use the volume controls on your local PC or Mac if you want to change the volume.</p>
<p>Multimedia keyboards are not supported.</p>	<p>Use a keyboard without multimedia buttons.</p>
<p>Videos running in a PCoIP session may occasionally appear choppy. "RX queue is full" and "Failed ref check" messages appear in the log when this issue occurs.</p>	<p>This issue will be resolved in a future release.</p>
<p>Users may experience a lag in the mouse cursor from time to time during the session.</p>	<p>Wait a few seconds for mouse control to resume.</p>

Table 4-4: Known Issues Affecting the Windows Client Only

Known Issues	Workarounds
When users are in full-screen mode, the in-session drop-down menu is not available.	Use Ctrl+Alt+Enter to toggle back to windowed mode.
Rotating your monitor and then reconfiguring the screen orientation using controls on the host side causes the local and remote mouse cursors to become out of sync.	The Windows client does not support changing the screen orientation in this release.
"Audio out" occasionally does not work when the Windows client is connected to a TERA22x0 Teradici PCoIP® Remote Workstation Card.	This feature will be fully supported in a future release.

Table 4-5: Known Issues Affecting the Mac Client Only

Known Issues	Workarounds
Rotating your monitor and then reconfiguring the screen orientation using controls on the host side causes the local and remote mouse cursors to become out of sync.	Use the screen orientation controls on your local Mac if you wish to change the orientation of your monitor to portrait or landscape.
The PCoIP session window does not support the Mac OS X Mountain Lion "native full screen mode" feature. This mode allows users to display windows as virtual desktops and then navigate between them using horizontal scrolling.	Use the PCoIP client key shortcut (option+command+return) to toggle between full-screen mode, where only the PCoIP session window displays, and windowed mode, where both the desktop and the PCoIP session window display.
The caps lock key does not work correctly. Every second press of the key is ignored.	Press the key twice to toggle it on or off. This feature will be fixed in a future release.
If a PC keyboard is used with a Mac, pressing the Insert key will change the cursor to a question mark. Clicking the session window with the question mark cursor will cause the client application to crash.	Do not use the Insert key if you are using a PC keyboard with a Mac. This feature will be fixed in a future release.
Two-finger touchpad scrolling scrolls far too quickly.	Click or drag scroll bars instead of using the two-finger touchpad method.

<p>Users cannot use the command+C and command+V keyboard shortcuts to copy and paste within a PCoIP session window.</p>	<p>Use the copy and paste commands instead.</p>
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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.