

Teradici PCoIP® Software Clients User Guide

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Issue 3



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Revision History

Version	Date	Description
Issue 3	March 27, 2014	Updated document for Release 1.2.
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 Introduction

Welcome to Release 1.2 of the Teradici PCoIP[®] Software Clients.

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. 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.

1.2 Additional Documentation

For a summary of feature additions, important bug fixes, and known issues for the Teradici PCoIP[®] Software Clients, please refer to "Teradici PCoIP[®] Software Clients Release Notes" (TER1301002).

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 System Requirements

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

2.1 Client Operating System

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

- Windows 8.1 (64 bit)
- Windows 7 (64 bit)
- Windows 7 (32 bit)
- Windows XP (32 bit)
- Mac OS X Mavericks (10.9)
- 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.

2.2 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	4.2.0 or later
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 or 4.2.2 (or later)

2.3 Remote Workstation Configuration Requirements

Before using a Teradici PCoIP Client to connect to a remote workstation, ensure that the workstation is configured as outlined below.

2.3.1 Disable Temporal Dithering

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](#).

3 Installing/Uninstalling Teradici PCoIP Software Clients

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

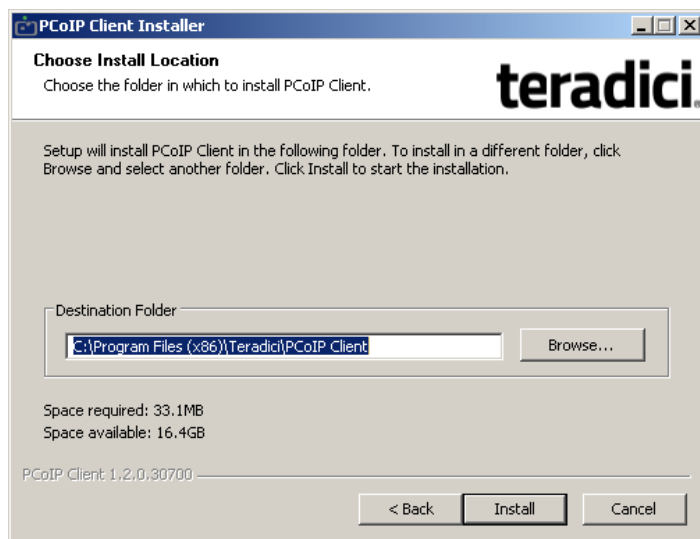
1. Copy the Teradici PCoIP Client installer executable (**PCoIP_Client_installer.exe**) to your local PC or virtual desktop.
2. Double-click the file to begin installation.
3. Click **Next** at the welcome screen to launch the installation wizard.



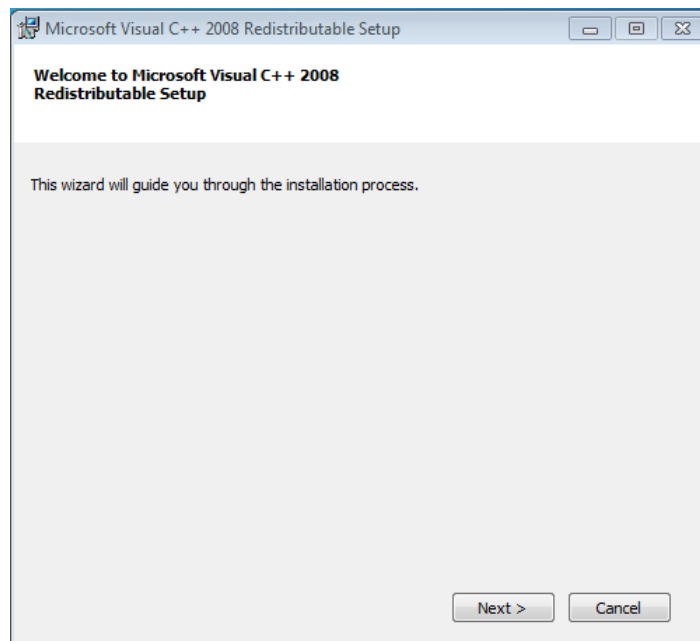
4. Accept the license agreement by clicking **I Agree**.



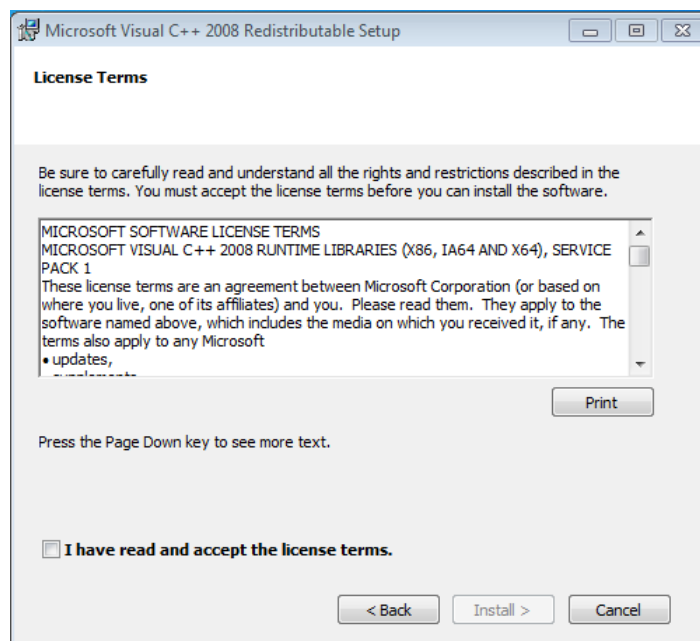
5. Use the **Browse** button to select the folder in which to install the Teradici PCoIP Client or accept the default, and then click **Install**.



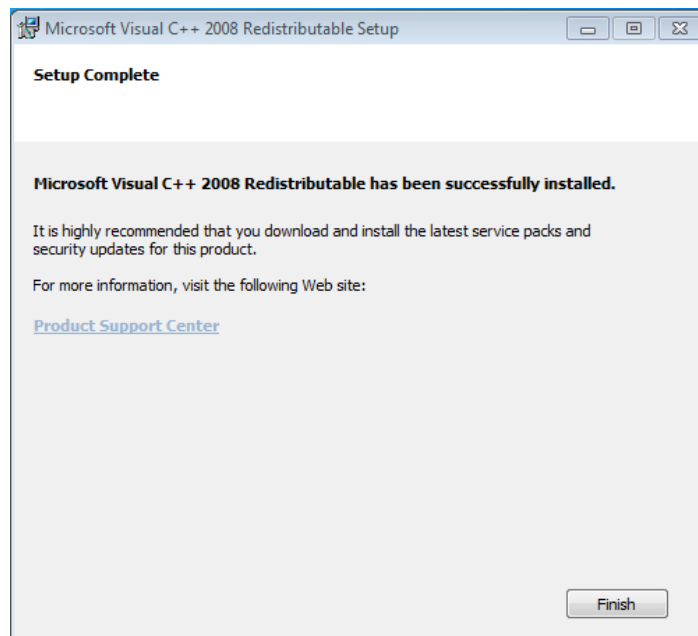
6. If you do not have the latest Microsoft Visual C++ Redistributable package installed on your machine, the following wizard appears to install the necessary runtime libraries. Click **Next**.



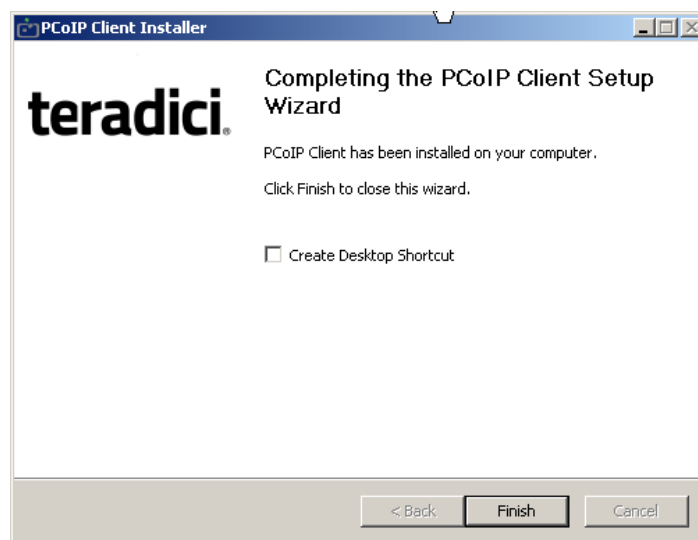
7. Enable **I have read and accept the license terms**, and then click **Install**.



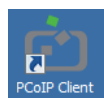
8. Click **Finish** to exit the Microsoft setup wizard.



9. If desired, enable **Create Desktop Shortcut**, and then click **Finish** to exit the setup wizard.



10. 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.

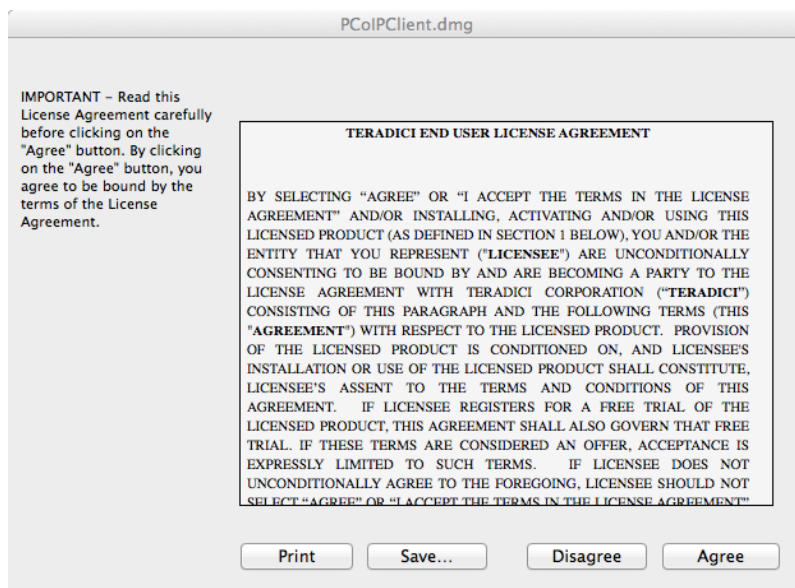
3.2.3 Uninstalling the Teradici PCoIP® Software Client for Windows

To run the uninstall script, select **Start > All Programs > Teradici > PCoIP Client Uninstall** on the client Windows machine.

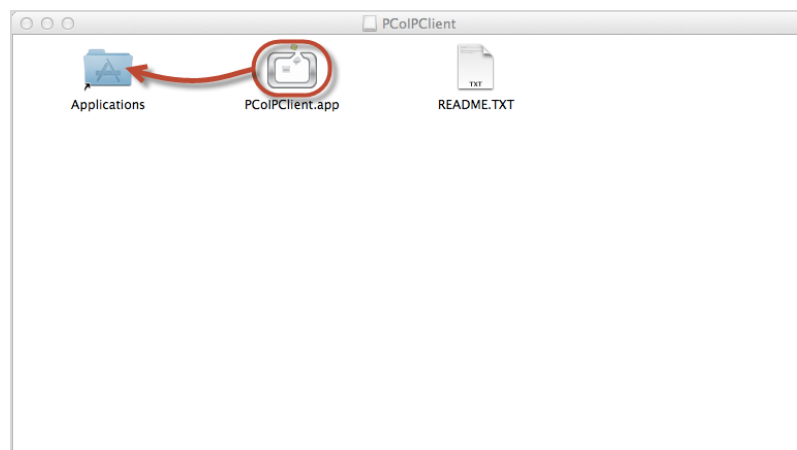
3.3 Teradici PCoIP® Software Client for Mac

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

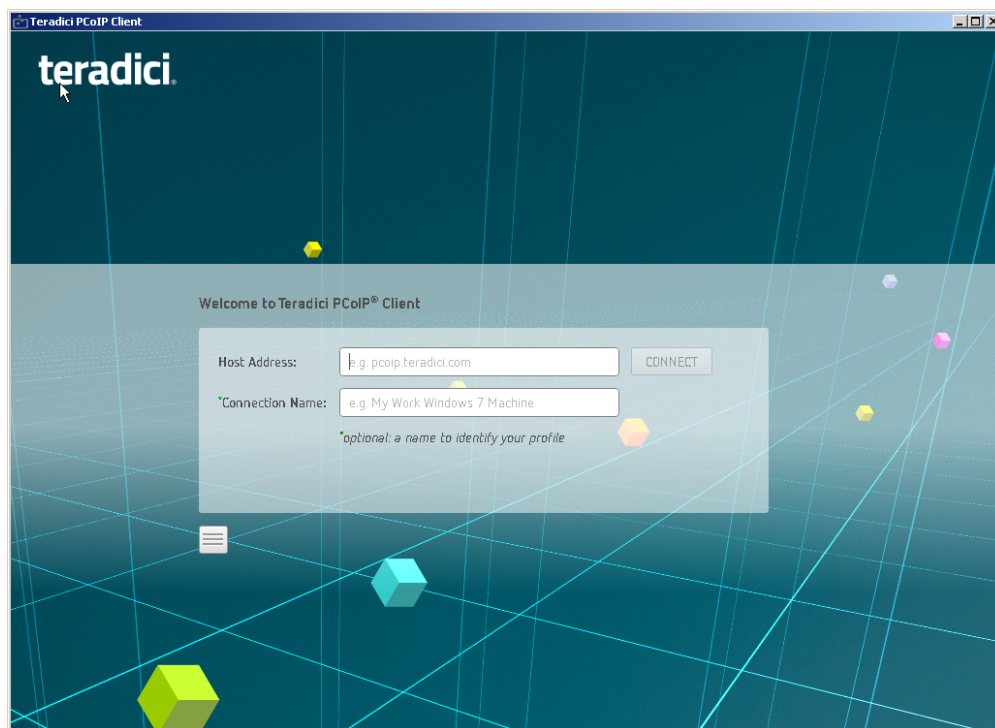
4.1 Connecting to a Teradici PCoIP® Remote Workstation Card

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

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

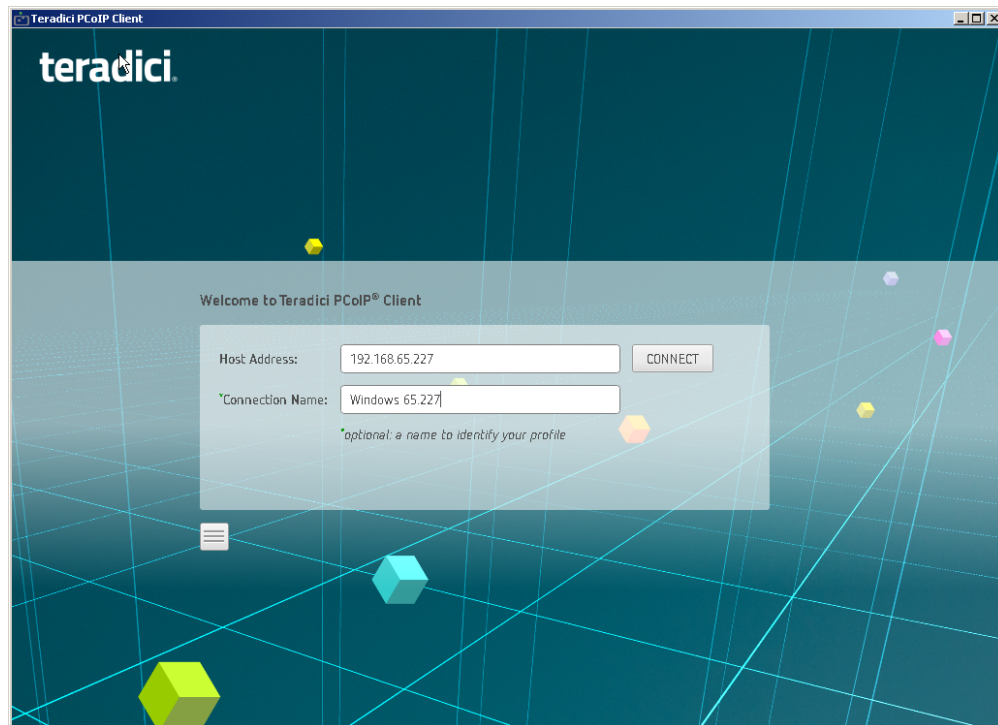
4.1.1 Connecting Using the Teradici PCoIP Client GUI

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 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, click the button for the saved connection. The button label displays the connection name you assigned when you configured the connection, as shown in the example below.



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.



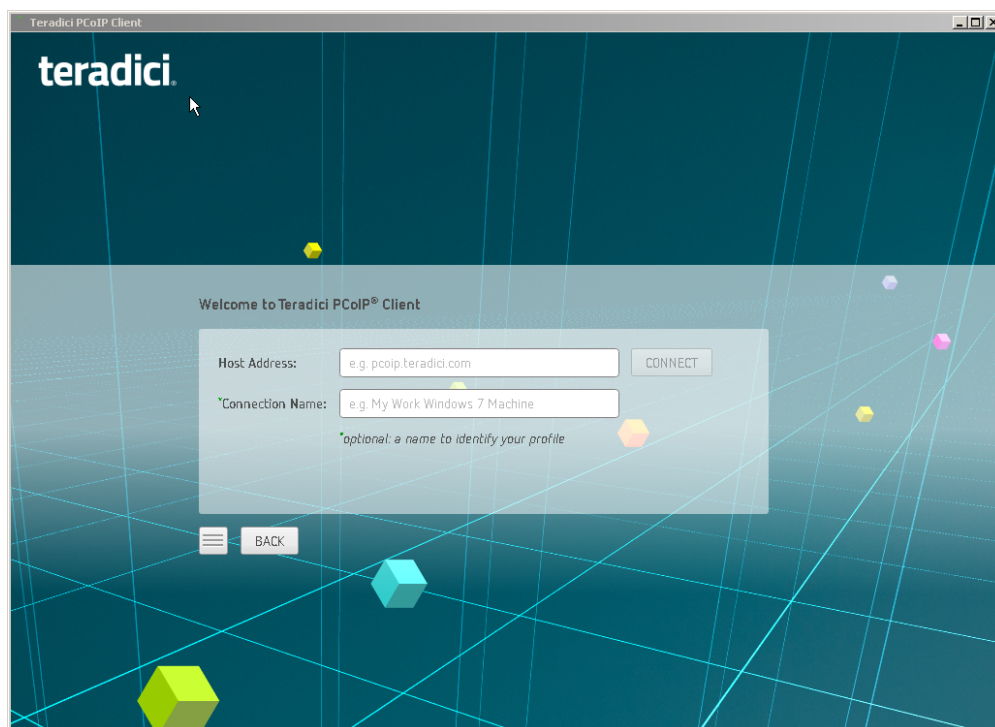
4. If you have saved multiple connections, simply click on the desired one to reconnect. If you have more than four saved connections, the additional saved connection buttons will appear in an extended area of the page. Use the forward and back arrows to navigate between areas.



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.

4.1.2 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 -h <fully qualified host name or IP address of host card>**
 - Mac OS X: **./pcoip_client -h <fully qualified host name or IP address of host card>**

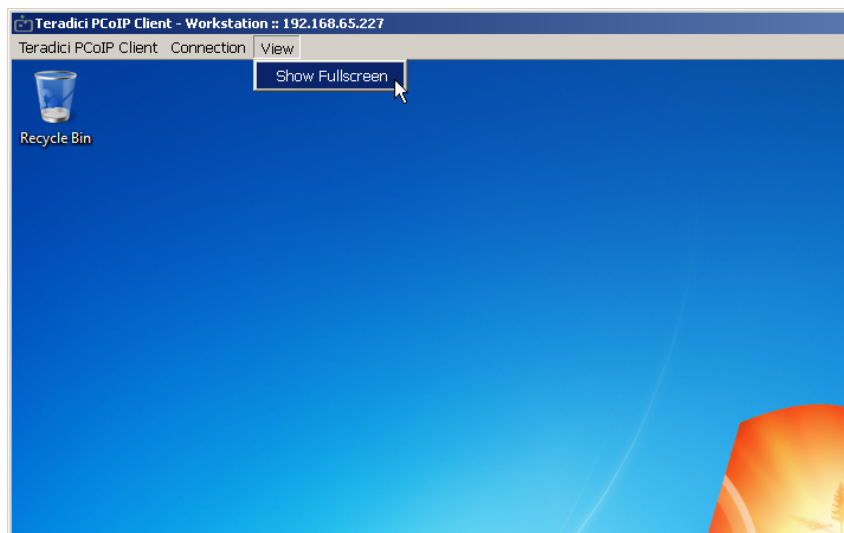
To see a list of all **pcoip_client** command parameters, type the following at the prompt:

- 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 or windowed mode. Full-screen is the recommended mode to use for best results.

From either client, use the **View > Show/Exit Fullscreen** menu to change the screen mode.



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

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

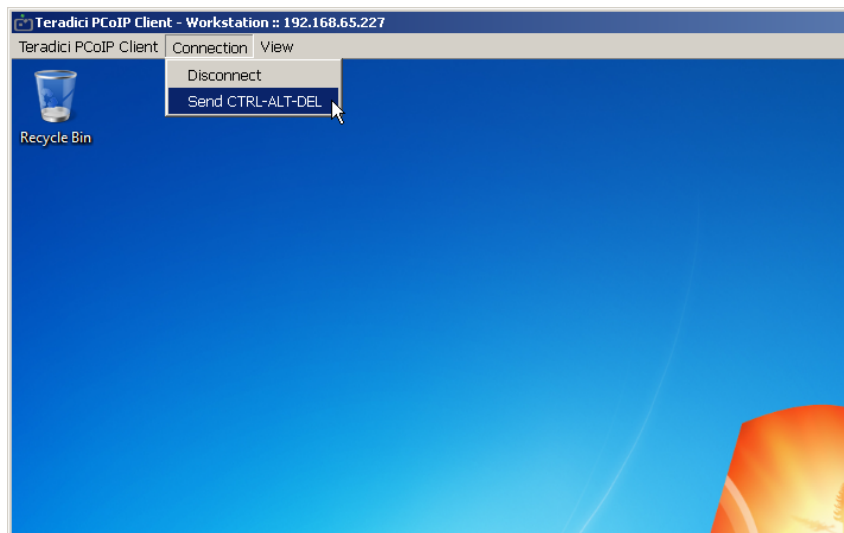
Note: Maximizing the window does not put the **Teradici PCoIP Client** window into full-screen mode.

4.2.1 Displaying the Utility Menu Bar


In full-screen mode, **Teradici PCoIP Client** menus are located in a drop-down utility menu bar. You can display this menu bar by moving the mouse cursor to the top of the screen.

4.3 Sending Ctrl+Alt+Del

To send the Ctrl+Alt+Del keyboard command to a remote workstation from either client, select the **Connection > Send CTRL-ALT-DEL** menu option.



4.4 Checking the 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 depending on the quality of the connection and the data throughput between the client and the host:

- **Green:** Session optimal
- **Orange:** Session laggy
- **Red:** Session lost

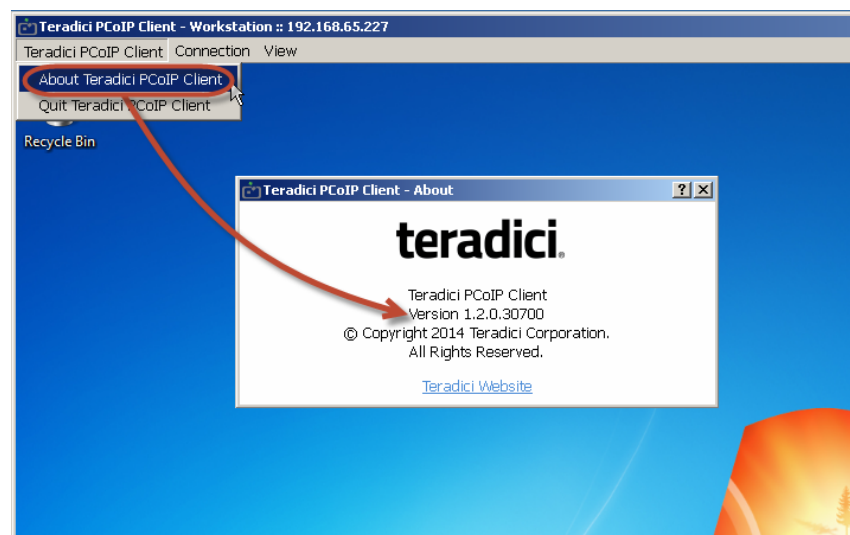
4.5 Checking the Software Release

The Teradici PCoIP Client GUI contains an About button in the lower left area of the window. Click this button and then select **About** from the popup menu to display the Teradici PCoIP Client software release version.

Note: The build number shown in the examples below may differ from the build number in your release.

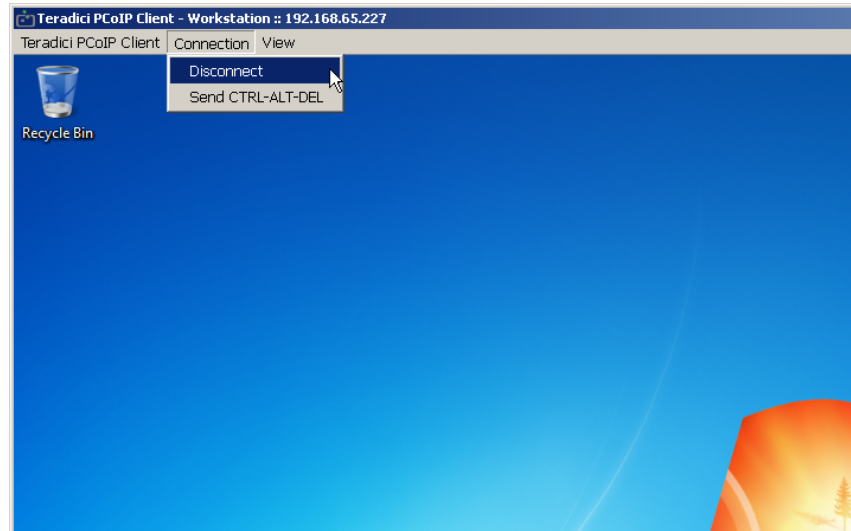


For either client, you can also select the **Teradici PCoIP Client > About Teradici PCoIP Client** menu to display the software release version from within a PCoIP session.



4.6 Disconnecting a Session

To disconnect a PCoIP session from either client but still leave the Teradici PCoIP Client application running, select the **Connection > Disconnect** menu.

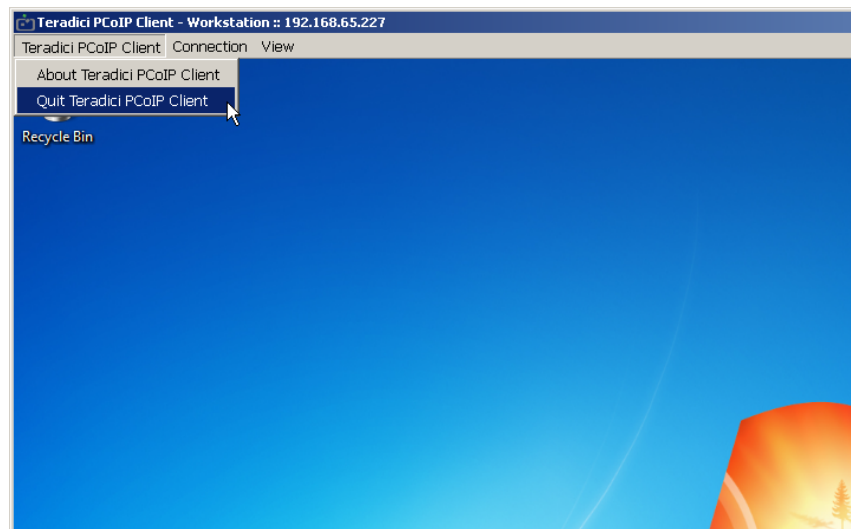


4.7 Quitting the Teradici PCoIP Client Application

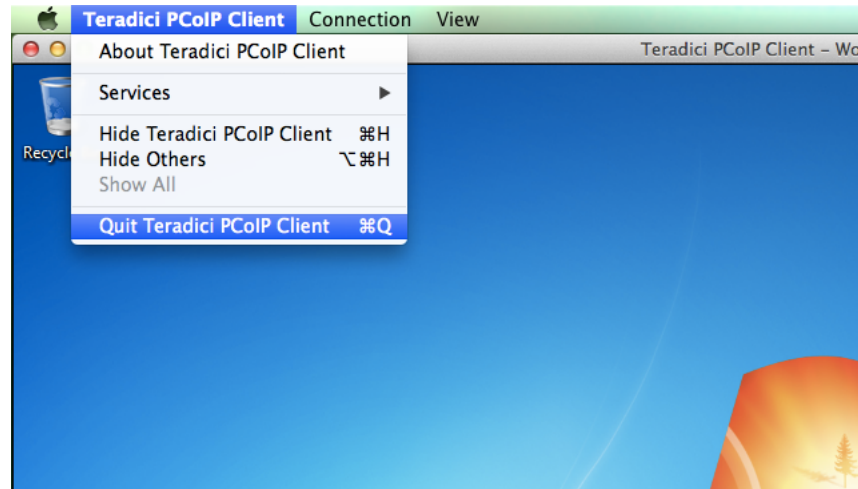
Note: If you have not disconnected your PCoIP session, quitting the Teradici PCoIP Client application also disconnects the session.

To quit the application:

- For Windows, select the **Teradici PCoIP Client > Quit Teradici PCoIP Client** menu.



- For Mac, select the Mac OS X **Teradici PCoIP Client** > **Quit Teradici PCoIP Client** menu (or simply press **command+Q**).



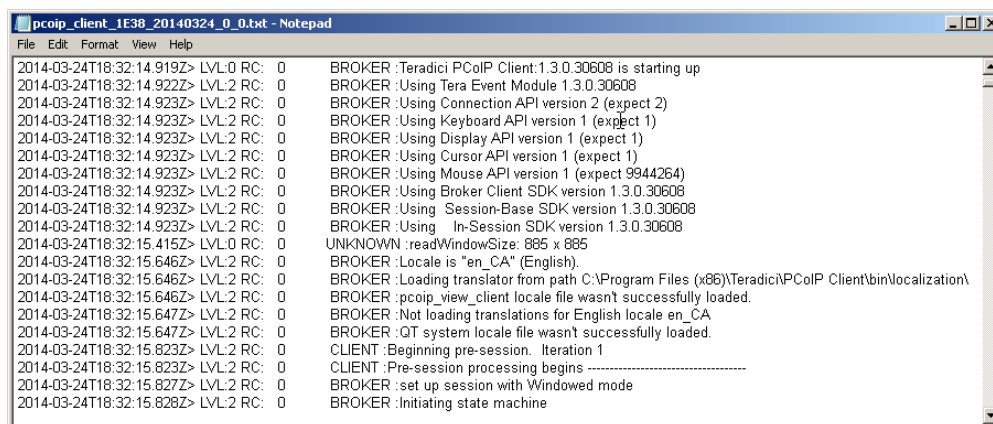
5 Troubleshooting

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 (.txt) 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.

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



```
pcoip_client_1E38_20140324_0_0.txt - Notepad
File Edit Format View Help
2014-03-24T18:32:14.919Z> LVL:0 RC: 0 BROKER:Teradici PCoIP Client:1.3.0.30608 is starting up
2014-03-24T18:32:14.922Z> LVL:2 RC: 0 BROKER:Using Tera Event Module 1.3.0.30608
2014-03-24T18:32:14.923Z> LVL:2 RC: 0 BROKER:Using Connection API version 2 (expect 2)
2014-03-24T18:32:14.923Z> LVL:2 RC: 0 BROKER:Using Keyboard API version 1 (expect 1)
2014-03-24T18:32:14.923Z> LVL:2 RC: 0 BROKER:Using Display API version 1 (expect 1)
2014-03-24T18:32:14.923Z> LVL:2 RC: 0 BROKER:Using Cursor API version 1 (expect 1)
2014-03-24T18:32:14.923Z> LVL:2 RC: 0 BROKER:Using Mouse API version 1 (expect 9944264)
2014-03-24T18:32:14.923Z> LVL:2 RC: 0 BROKER:Using Broker Client SDK version 1.3.0.30608
2014-03-24T18:32:14.923Z> LVL:2 RC: 0 BROKER:Using Session-Base SDK version 1.3.0.30608
2014-03-24T18:32:14.923Z> LVL:2 RC: 0 BROKER:Using In-Session SDK version 1.3.0.30608
2014-03-24T18:32:15.415Z> LVL:0 RC: 0 UNKNOWN:readWindowSize: 885 x 885
2014-03-24T18:32:15.646Z> LVL:2 RC: 0 BROKER:Locale is "en_CA" (English).
2014-03-24T18:32:15.646Z> LVL:2 RC: 0 BROKER:Loading translator from path C:\Program Files (x86)\Teradici\PCoIP Client\bin\localization\
2014-03-24T18:32:15.647Z> LVL:2 RC: 0 BROKER:pcoip_view_client locale file wasn't successfully loaded.
2014-03-24T18:32:15.647Z> LVL:2 RC: 0 BROKER:Not loading translations for English locale en_CA
2014-03-24T18:32:15.647Z> LVL:2 RC: 0 BROKER:QT system locale file wasn't successfully loaded.
2014-03-24T18:32:15.823Z> LVL:2 RC: 0 CLIENT:Beginning pre-session. Iteration 1
2014-03-24T18:32:15.823Z> LVL:2 RC: 0 CLIENT:Pre-session processing begins -----
2014-03-24T18:32:15.827Z> LVL:2 RC: 0 BROKER:set up session with Windowed mode
2014-03-24T18:32:15.828Z> LVL:2 RC: 0 BROKER:Initiating state machine
```

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 log file, use any Mac OS X command-line editor to open it.

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.