Welcome to PCoIP Software Client for Windows

Welcome to the Teradici PCoIP® Software Client for Windows Administrators' Guide.

PCoIP Software Clients are applications that establish PCoIP sessions with remote Windows or Linux desktops. Connections can be made to virtual machines via PCoIP agents, and to remote workstations via PCoIP Host Software and Remote Workstation Cards.

This guide explains how to install, configure, and use the PCoIP Software Client for Windows. It includes client system requirements and information on host dependencies.

Who Should Read This Guide?

This guide is intended for administrators and users who install, configure, or use the Teradici PCoIP® Software Client for Windows.

> ✏️ **Understanding terms and conventions in Teradici guides**
>
> For more information on the industry specific terms, abbreviations, text converntions, and graphic symbols used in this guide, see Using Teradici Product and Component Guides and the Teradici Glossary.

What's New in This Release

The PCoIP Software Client for Windows 19.08 introduces the following features and enhancements:

Local Termination of Wacom Tablets

This release introduces support for USB local termination on some models of Wacom tablets. Locally terminated tablets have greatly improved responsiveness and tolerate higher latency (25ms and higher) networks for accurate drawing.

Enhanced Security and Stability

This release contains improvements and enhancements around the security and stability of the Software Client.

Additional Documentation

The following guides contain additional information relevant to PCoIP systems and PCoIP Software Clients:

- For more information about Teradici Cloud Access Software, including detailed information on included PCoIP components as well as Teradici All Access plans, see the Teradici Cloud Access Architecture Guide.

- For more information about Teradici PCoIP agents, which are required on remote virtual machines, see the following pages:

    - Teradici PCoIP Standard Agent for Windows

    - Teradici PCoIP Graphics Agent for Windows

    - Teradici PCoIP Standard Agent for Linux

    - Teradici PCoIP Graphics Agent for Linux

- For information about Teradici PCoIP Host Software, which is required on remote workstations using a Teradici PCoIP Remote Workstation Card, see the following pages:

    - PCoIP Host Software for Windows

    - PCoIP Host Software for Linux

System Requirements

The following table outlines the system requirements for the PCoIP Software Client for Windows:

System	Version Required
PCoIP Software Client Operating Systems	• Windows 10 (64-bit) • Windows 7 (64-bit)
Compatible PCoIP agents	All PCoIP agents and versions
Compatible Teradici Remote Workstation Cards	TERA22x0 with firmware 5.0.1+
Compatible PCoIP Host Software	• Host Software for Windows: 4.3.1+ • Host Software for Linux: 4.7.0+

Remote Workstation Platforms

PCoIP Host Software must be installed on Remote Workstation machines to enable keyboard and mouse functionality.

⚠ Windows Embedded Standard systems are not supported

PCoIP Software Clients do not work on Windows Embedded Standard 7 or Windows Embedded Standard 8.

Host Instance Requirements

Instance Requirements	
Operating Systems	• Windows 10 1709, 1803, 1809 (64-bit Professional and Enterprise) • Windows 7 64-bit Professional, Enterprise, Ultimate • Windows Server 2016 (single-user only) • Windows Server 2008 R2 (single-user only) • .NET 4.5
Remote Host Memory	At least 2GB of RAM is required on the host desktop. The agent should have at least 512MB of available memory.
Remote Host CPUs	At least 2 CPUs are required on the host desktop. Processors must support Streaming SIMD Extensions (SSE) 4.2. To use PCoIP Ultra, processors must support AVX2 instruction set.
Network Ports	The following ports must be open on the host desktop: • TCP 443 • TCP 4172 • UDP 4172 • TCP 60443
Storage	At least 100MB for installation and 100MB for logging are recommended.

Wacom Tablet Support

The Software Client for Windows supports Wacom tablets in two configurations: *bridged*, where peripheral data is sent to the desktop for processing, and *locally terminated*, where peripheral data is processed locally at the Software Client.

Locally terminated Wacom tablets are much more responsive and tolerate low latency connections.

Locally Terminated Wacom Tablets

Locally-terminated tablets have greatly improved responsiveness, and tolerate higher-latency (including 25ms and higher) networks.

Local termination requires:

• A Standard Agent for Windows version 2.15 or higher.

The following Wacom tablet models have been tested and are supported with local termination.

PCoIP client support for *locally terminated* Wacom tablets and the Software Client for Windows

	PTK-440	PTH-451	PTH-660	PTH-860	Cintiq 22HD
PCoIP Standard Agent for Linux	—	—	✔	✔	—
PCoIP Graphics Agent for Linux	—	—	✔	✔	—
PCoIP Standard Agent for Windows	—	—	✔	✔	—
PCoIP Graphics Agent for Windows	—	—	✔	✔	—
PCoIP Remote Workstation Card	—	—	—	—	—

Bridged Wacom Tablets

Bridged Wacom tablets are supported only in low-latency environments. Tablets in network environments with greater than 25ms latency will show reduced responsiveness and are not recommended.

The following Wacom tablet models have been tested and are supported on a PCoIP Software Client for Windows.

PCoIP client support for *bridged* Wacom tablets and the Software Client for Windows

	PTK-440	PTH-451	PTH-660	Cintiq 22HD
PCoIP Standard Agent for Linux	✔	—	—	—
PCoIP Graphics Agent for Linux	✔	—	—	—
PCoIP Standard Agent for Windows	✔	—	—	—
PCoIP Graphics Agent for Windows	✔	—	—	—
PCoIP Remote Workstation Card	—	—	—	—

Other Wacom tablets may work, but have not been tested.

Installing the Software Client for Windows

In this section, you will learn how to install and uninstall the Software Client for Windows for Windows.

Before You Begin

Before installing the Software Client for Windows:

- You must be logged in as an administrator to the client machine.

- Close any existing Software Client for Windows applications.

- To enable PCoIP Ultra you need to have the 64-bit version of the Software Client for Windows.

Installing the Software Client

You can install the Software Client for Windows with the provided Windows installation wizard or from the command line.

To install the Software Client for Windows using the wizard:

1. Double-click the Software Client for Windows installer executable (pcoip-client.exe) to begin installation.

2. Follow the prompts to specify installation locations, and to agree to any licenses.

> ✏️ **Microsoft Visual C++ Redistributable package**
>
> The libraries in this package are required by the Software Client for Windows. If they aren't already installed, a wizard will launch and install them for you.

3. Click **Finish** to complete installation and close the installer.

To install the Software Client for Windows silently from the command line:

- Install the Software Client for Windows silently by running the installer executable from the command line:

```
<path-to-installer>\pcoip-client.exe /S`
```

where `<path-to-installer>` is the full path to the folder containing the pcoip-client.exe executable.

> ✏️ **Silent installation uses default options**
>
> The silent installer uses default settings and options. For example, a silent installation won't create a desktop shortcut.

Uninstalling the Software Client

To uninstall the Software Client for Windows:

1. Click **Start** (or **Search Windows** for Windows 10).

2. In the search box, type **Programs and Features** and press **Enter**.

3. Select **Software Client for Windows** from the list of programs.

4. Click the **Uninstall/Change** button above the list.

Using the PCoIP Software Client

After installing a PCoIP Software Client on your client machine, you can connect to the following PCoIP solutions or products or hosts:
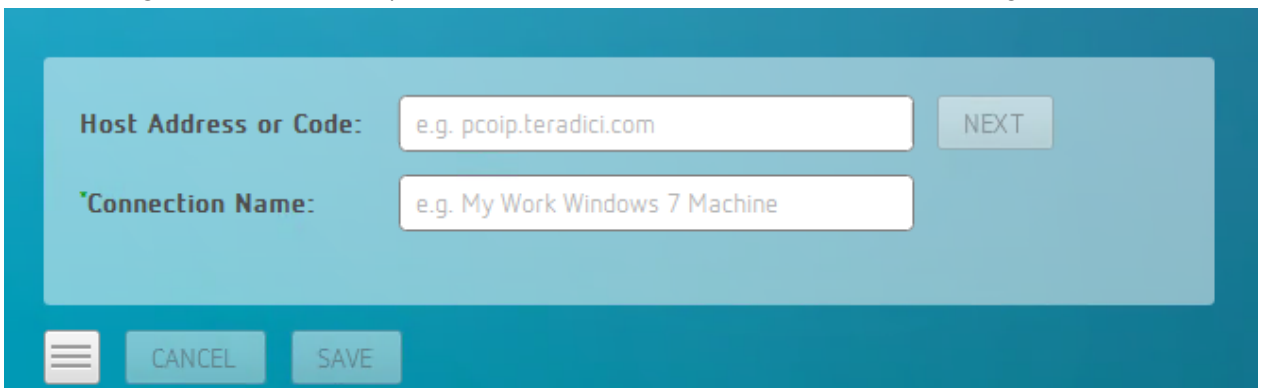
- Teradici PCoIP Graphics Agent or PCoIP Standard Agent installed as part of Teradici Cloud Access Software.

- Teradici PCoIP Remote Workstation Card and Teradici PCoIP Host Software installed in a Windows or Linux workstation.

Connecting to Virtual Machines

You can connect to virtual Windows or Linux hosts that have a PCoIP Standard Agent or PCoIP Graphics Agent installed. Connections can be made directly to individual host machines, or via a connection broker in managed deployments.

To connect to a remote workstation or virtual desktop:
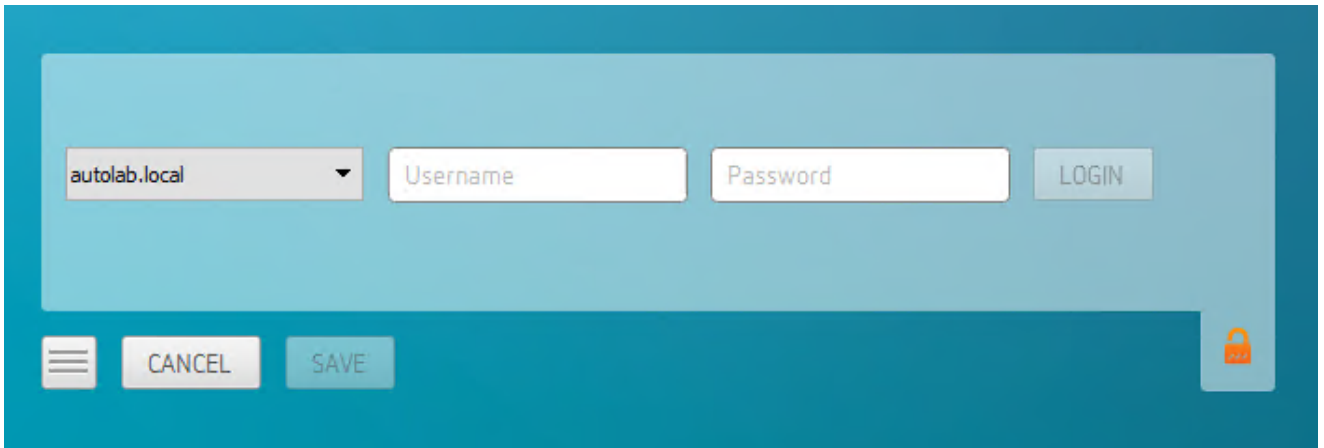
1. Double-click the PCoIP Client desktop icon, alias, or program file *PCoIPClient* to launch the application.

2. In the *Host Address or Code* field, enter one of the following:

   - For **direct connections**, provide the address of the host machine.

   - For **managed connections**, provide the address of the connection manager.

   If you want to save this connection later for easy recall, enter a name in the *Connection Name* field. You will save the connection in step 5.

3. Click **NEXT.**

4. On the next screen, select your domain from the dropdown list, enter your user name and password for the desktop, and then click **LOGIN**.


If your domain does not appear in the list, specify it along with your user name (for example, `MyDomain\MyUserName`).

ℹ️ **About the Security Padlock Indicator**

The login screen displays a red padlock indicator when accessing a PCoIP agent desktop that uses default self-signed certificates. The icon indicates that the software's certificate is not signed by a trusted certificate authority (CA). You can use your own CA to create a certificate and then install the appropriate files at each end. If the client trusts your internal CA, a green padlock icon displays on the screen instead. To learn more about certificates, see the PCoIP agent administrators guides listed in the Teradici Cloud Access Architecture Guide.

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5. If your login is successful, the following screen appears with a list of available desktops:
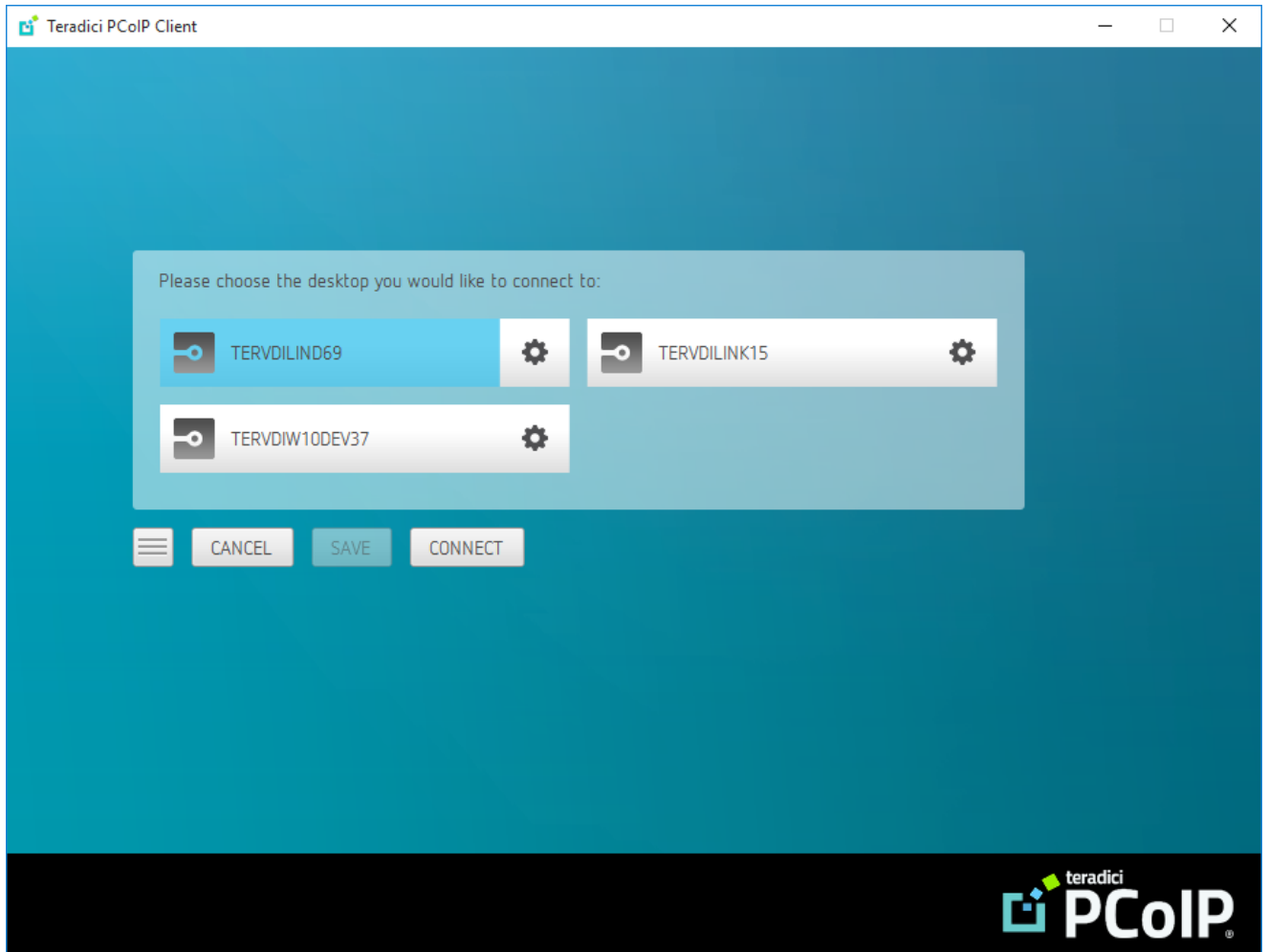
6. Click **Connect** to connect to the selected desktop.
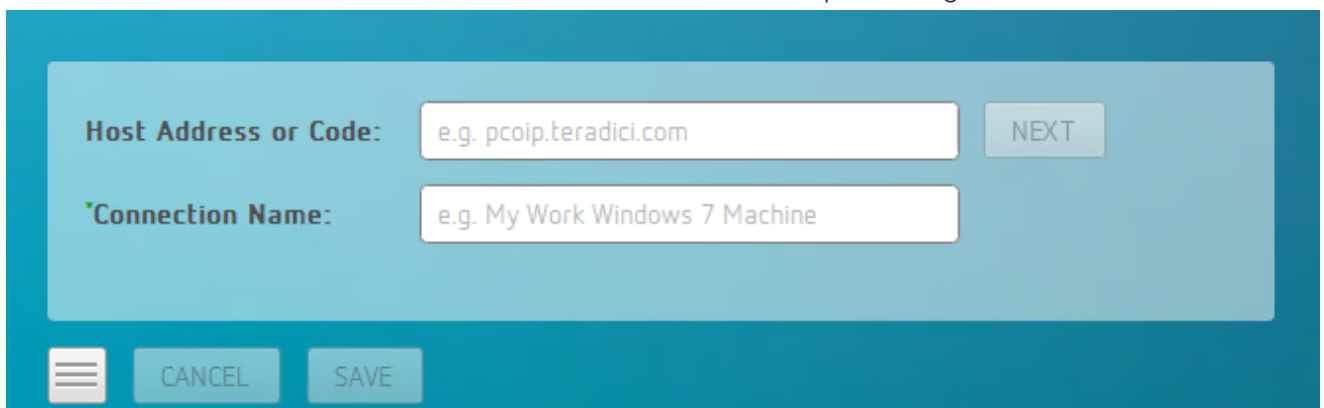
> ✏️ **A short interface delay is normal**
>
> When a session is first connected, it may take a few seconds before you can take control of the keyboard and mouse. This is normal behavior.

Connecting to Amazon Workspaces

You can connect to Amazon Workspaces desktops for either Linux or Windows. Connections can use either Active Directory or an existing Radius server to provide multi-factor authentication (MFA).

To connect to a virtual desktop:

1. Double-click the PCoIP Client desktop icon, alias, or program file *PCoIPClient* to launch the application.

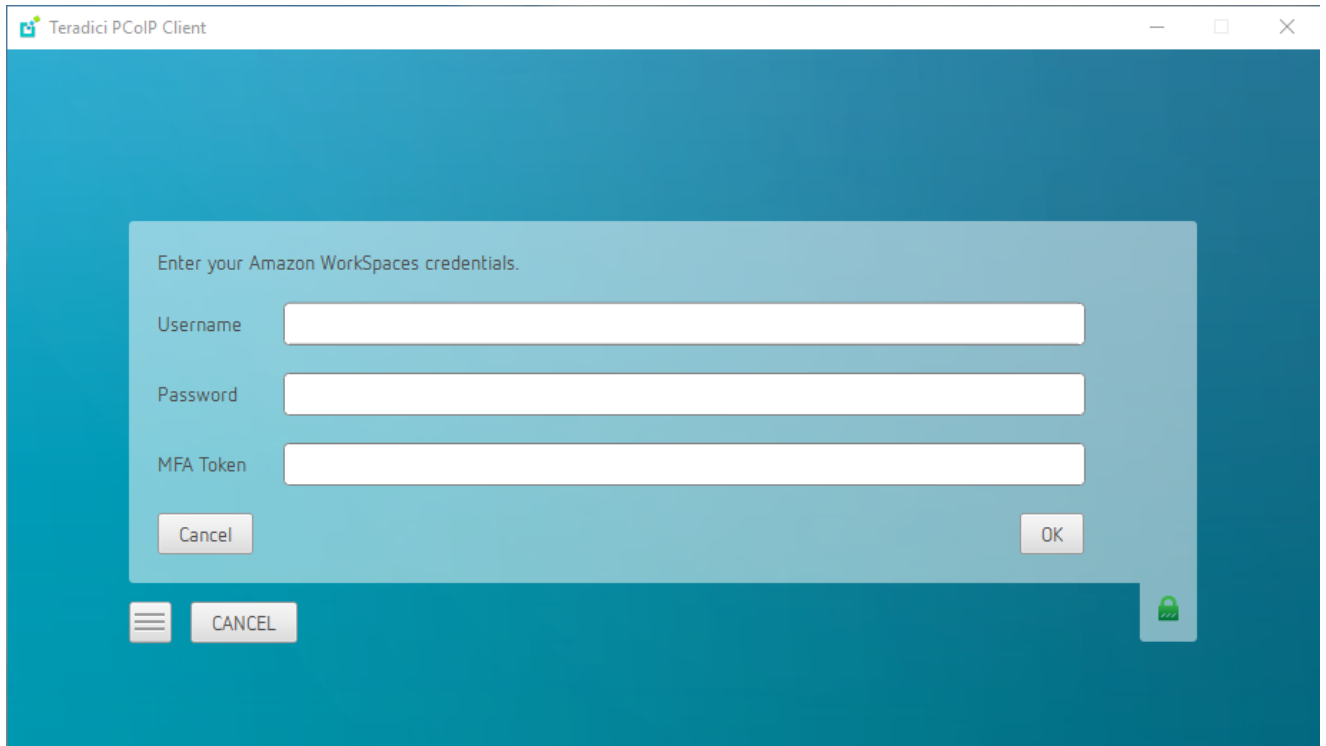2. In the *Host Address or Code* field, enter the Amazon Workspaces registration code:

   If you want to save this connection later for easy recall, enter a name in the *Connection Name* field.

3. Click **NEXT.**

4. On the next screen, enter your Amazon Workspaces Username, Password and MFA token and then click **OK**.

> ℹ️ **About the Security Padlock Indicator**
>
> The login screen displays a red padlock indicator when accessing a PCoIP agent desktop that uses default self-signed certificates. The icon indicates that the software's certificate is not signed by a trusted certificate authority (CA). You can use your own CA to create a certificate and then install the appropriate files at each end. If the client trusts your internal CA, a green padlock icon displays on the screen instead. For information on security features around certificates, see PCoIP Software Client Security Modes. To learn more about certificates, see the PCoIP agent administrators guides listed in the Teradici Cloud Access Architecture Guide.

> ✏️ **A short interface delay is normal**
>
> 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.

Connecting to Teradici PCoIP Remote Workstation Cards

You can connect to remote workstations with a Teradici PCoIP Remote Workstation Card and PCoIP Host Software installed. Refer to System Requirements for supported versions.

Initial Workstation Configuration

Before you can connect to your remote workstation for the first time, a few things must be configured on the host machine.

These configuration actions only need to be taken once on each remote workstation in your system:

- **Enable monitor emulation for the video ports on your remote workstation**

  If monitor emulation is not enabled, you may see blank gray screens when you connect from the PCoIP Software Client.

  To enable monitor emulation, log in to the card's Administrator Web Interface (AWI) and select **Enable Monitor Emulation on Video Port n** from the Configuration > Monitor Emulation menu. For more information, see the Tera2 PCoIP Zero Client Firmware 4.x and Remote Workstation Card Firmware 4.9 Administrators' Guide.

- **Disable temporal dithering**

  Temporal dithering causes blurriness, heavy packet loss, and high CPU usage on the PCoIP Software Client machine. See Should I disable the dithering feature of my graphics card in a remote workstation environment? (KB 15134-207) for more information.

- **Linux workstations: configure PCoIP Host Software to Start Automatically**

  To configure the PCoIP host software to start automatically, log into the workstation using a PCoIP Zero Client or directly from a local mouse and keyboard, and modify the workstation startup script to launch the PCoIP host software. For details, see Installing PCoIP Host Software Binary RPM in the PCoIP® Host Software for Linux User Guide.
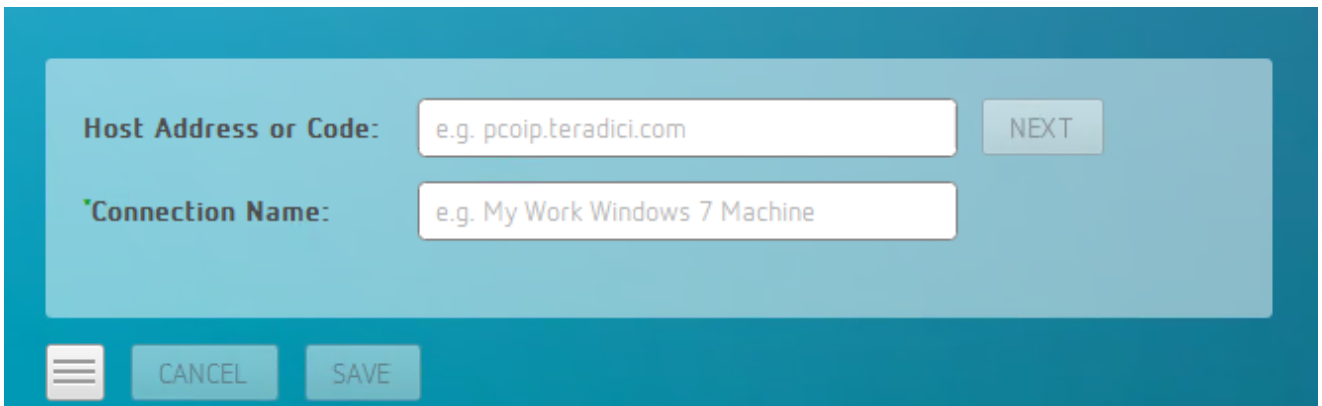
Connecting to a Remote Workstation Card

Once the remote workstation is properly configured, you can connect to it from the PCoIP Software Client.

⚠ **Workstation configuration is required before connecting**

If you experience connection problems or degraded performance, make sure that the workstation is configured as described in Initial Workstation Configuration.

To connect to a remote workstation with a Teradici PCoIP Remote Workstation Card installed:

1. Double-click the PCoIP Client desktop icon, alias, or program file (PCoIPClient) to launch the application.

2. In the **Host Address** box, enter the fully-qualified computer name or IP address of the Teradici PCoIP Remote Workstation Card installed in the remote workstation.

3. *Optional:* In the **Connection Name** box, enter a name for your connection. This field accepts any Unicode character.

✏ **The Connection Information can be saved**

If you provide a connection name now, you will have the option of saving the connection after you are authenticated. Saved connections can be quickly recalled later, without manually re-entering connection information.

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4. Click **NEXT.**

> ✏️ **A short interface delay is normal**
>
> 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.

5. If your desktop is locked upon connection and requires you to enter Ctrl+Alt+Delete to log in, select **Connection > Send CTRL-ALT-DEL** from the PCoIP Software Client menu bar.

Connecting to a USB Device

Remote Windows hosts using the PCoIP Standard Agent or the PCoIP Graphics Agent can use USB devices that are attached to the client. When you connect a local USB device to your remote host it will be disabled on the client machine.

USB device connections do not persist across multiple PCoIP sessions. You must connect your USB device each time you connect.

> ✏️ **PCoIP Agent needs to be configured to enable USB redirection**
>
> The USB menu will only show up if the PCoIP Agent has been configured to enable USB redirection and a USB device has been detected by the PCoIP Client.

> ✏️ **ePadLink Signature Pad and some Wacom tablets are connected via local termination**
>
> If you are using an ePadLink Signature Pad and certain Wacom tablets they can be connected via local termination. You do not need to carry out any other steps to establish this connection. For information on which Wacom tablets are locally terminated, see Wacom Tablets.

To connect to a USB device:

1. Attach the USB device you want to connect.
2. Select **Connection > USB Devices** from the PCoIP Software Client menu.
    - A list of USB devices connected to your client machine appears. Integrated USB devices, such as built-in cameras on laptops, will appear in this list along with devices you have plugged in yourself.
    - Some devices will identify themselves only as USB Device.
3. Click **Connect** beside the USB device you want to use.
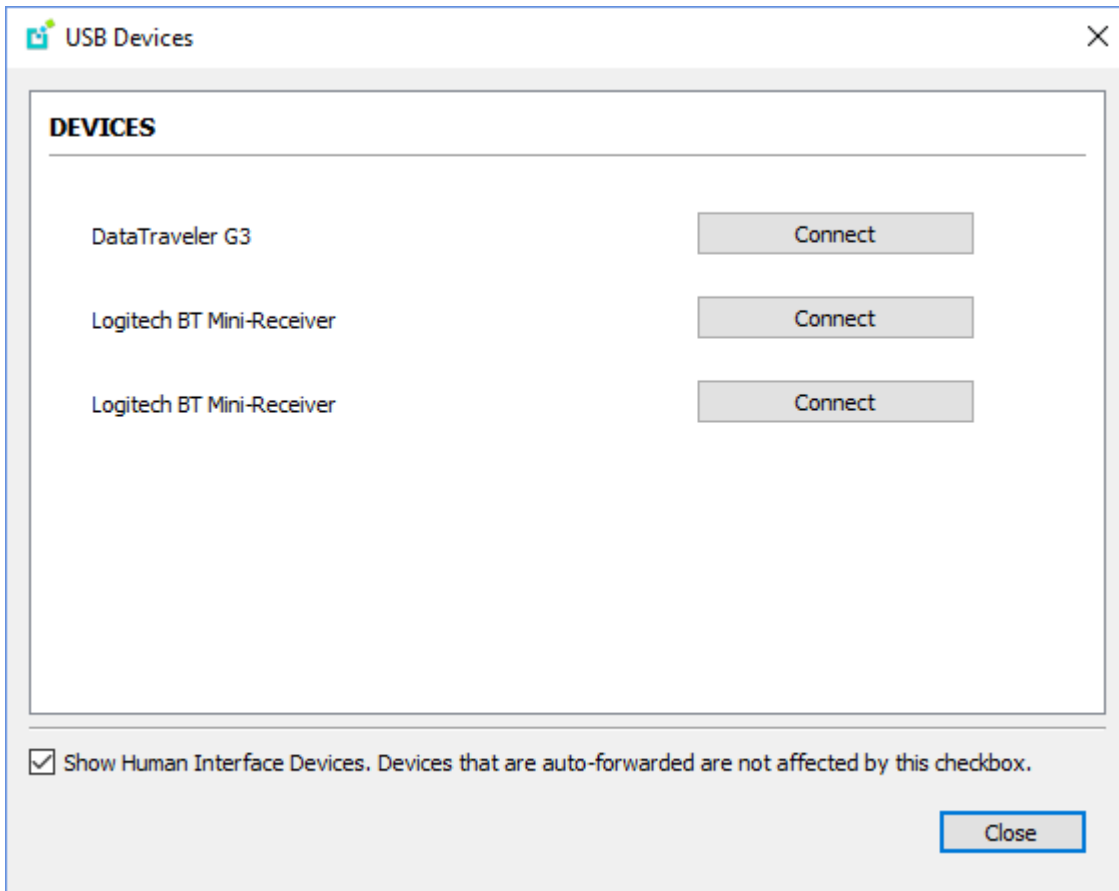
> **🔥 Connecting to Human Interface Devices**
>
> Most Human Interface Devices (HIDs), such as keyboards and mice, are automatically handled by the PCoIP Software Client and don't appear on in this list even if they use a USB connection.
>
> If you need to connect a Human Interface Device that can't be locally processed, like a 3D mouse or a Wacom tablet, enable the **Show Human Interface Devices** checkbox to reveal the device in the USB device list and click its Connect button.
>
> You may also have to complete additional configuration steps or install drivers on the host machine.

To disconnect a USB device:

1. Select **Connection > USB Devices** from the PCoIP Software Client menu.

2. Click **Disconnect** beside the USB device you want to disconnect.
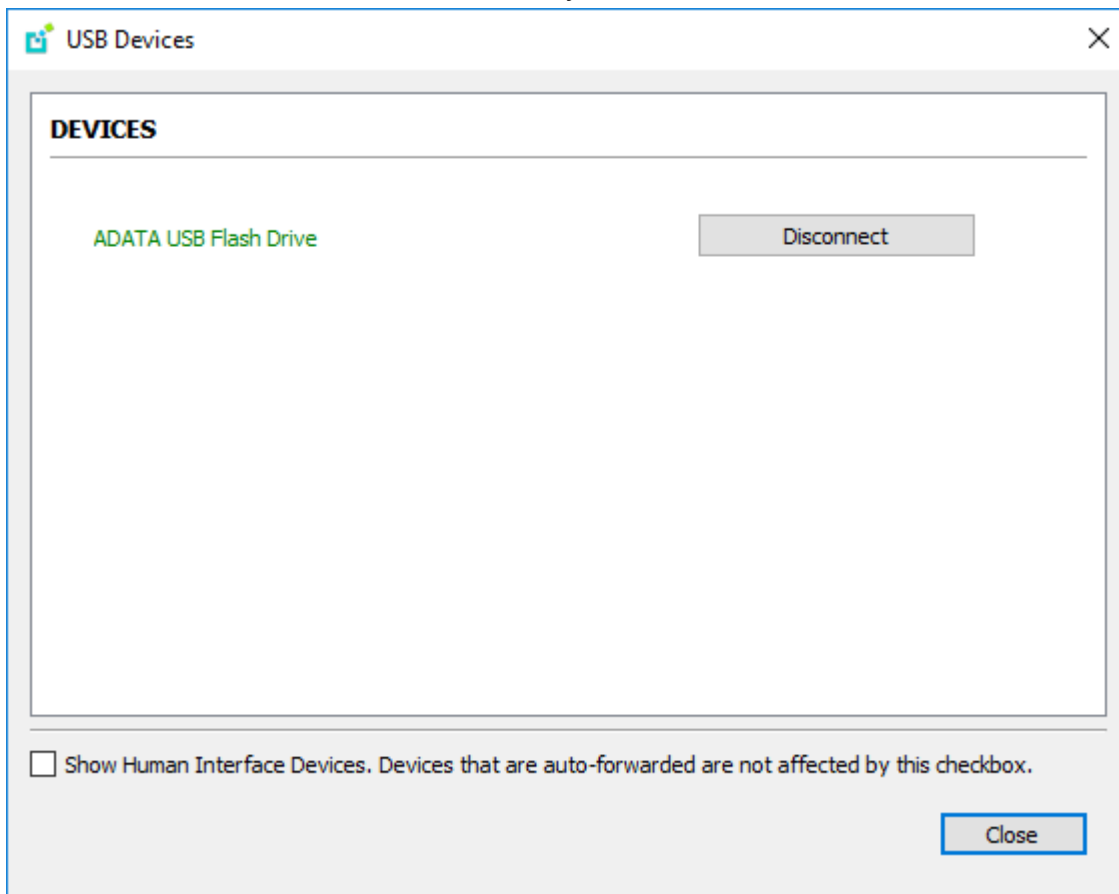
Configuring Wacom Tablets

This section outlines how to configure your Wacom tablet through the PCoIP Client session. There are two available features within the PCoIP Client that can be used to configure the monitor display and orientation. This only applies to locally terminated Wacom Tablets.

Tablet Monitor

The Tablet Monitor feature enables you to select the monitor you want to use with your Wacom tablet. You can change between using a pen or mouse and select the orientation position.

To configure Tablet Monitor settings:

1. Select **View** from the in-session options bar.

2. Check the **Tablet Monitor** option.

3. Open **Wacom Tablet Properties** from the Wacom Desktop Center.

4. Select your device, tool and application.

5. Select your screen area from the dropdown menu.

Tablet Orientation Left-handed

The left-handed orientation configures the tablet for a left-handed orientation. Select **ExpressKeys Right** for a left-handed orientation, and **ExpressKeys Left** for a right-handed orientation. Rotate the tablet to the desired orientation.

To configure Tablet Orientation:

1. Select **View** from the in-session options bar.

2. Check the **Tablet Orientation Left-handed** option.

3. Open **Wacom Tablet Properties** from the Wacom Desktop Center.

4. Select your device, tool and application.

5. Select your orientation from the dropdown menu.
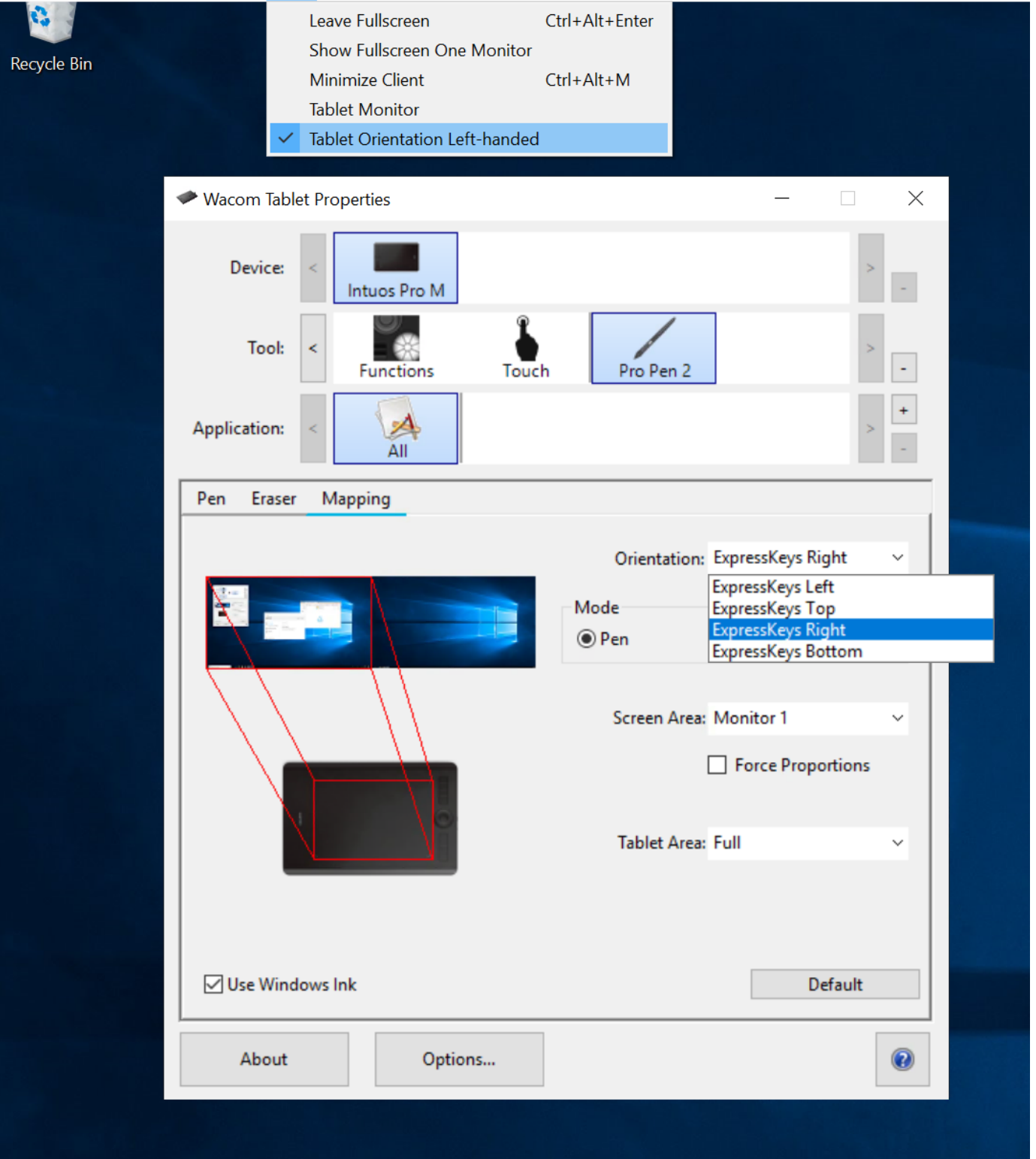
Using Saved Connections

Once you have saved a connection, you can use it to reconnect easily.
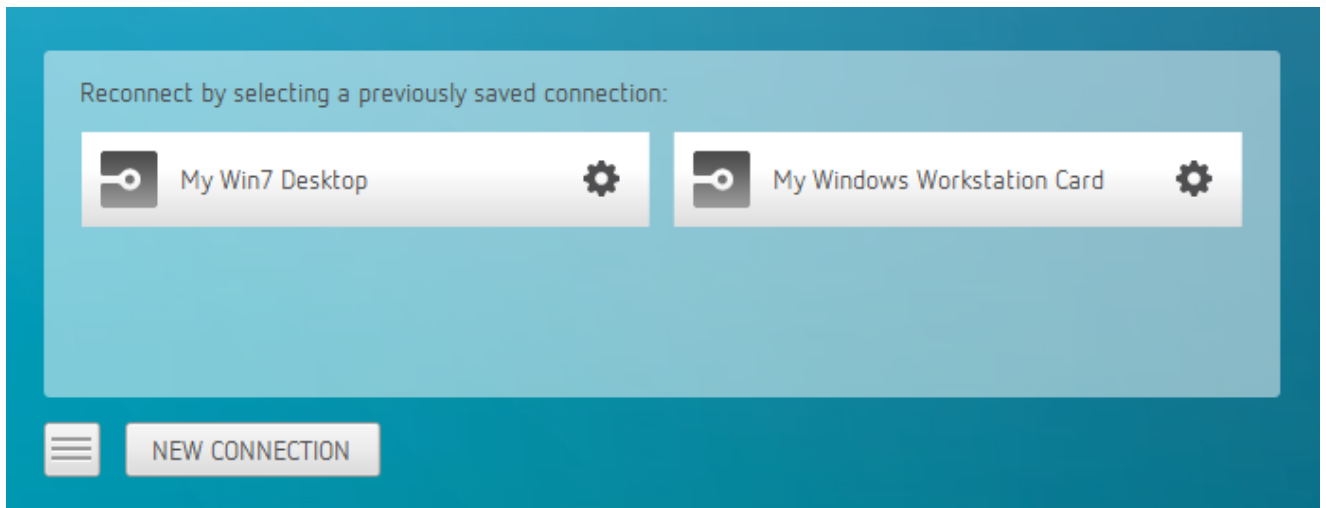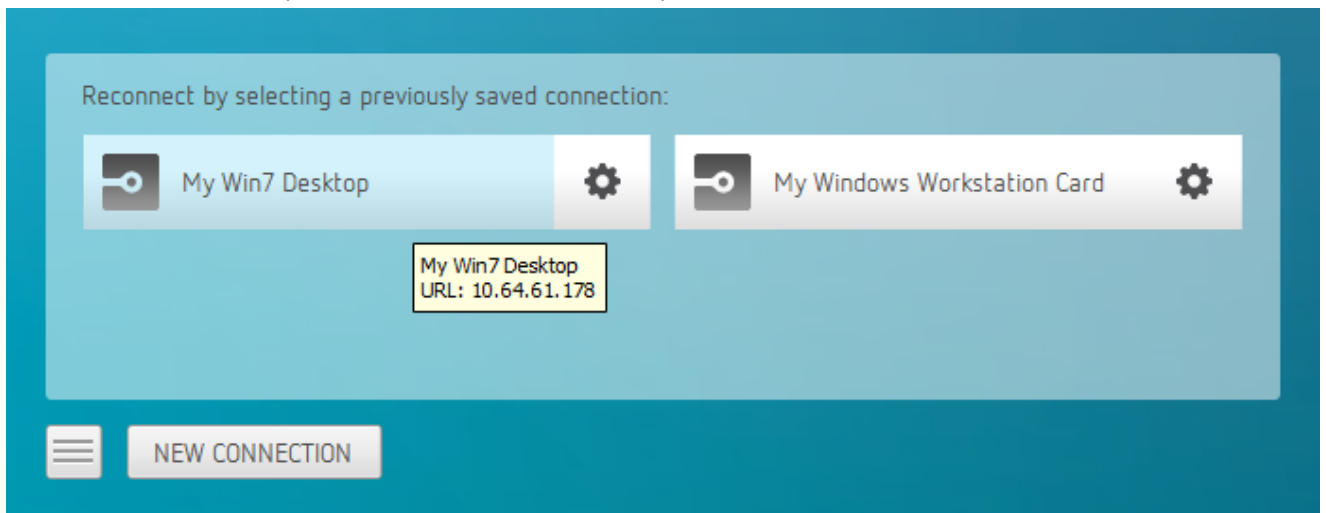
To reconnect using your saved connection:

1. 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 connection address, hover your mouse over the saved connection. Hovering over a saved virtual desktop will also show the desktop name.

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

    Reconnect by selecting a previously saved connection:

    My Win7 Desktop   Edit   My Windows Workstation Card
                       Delete
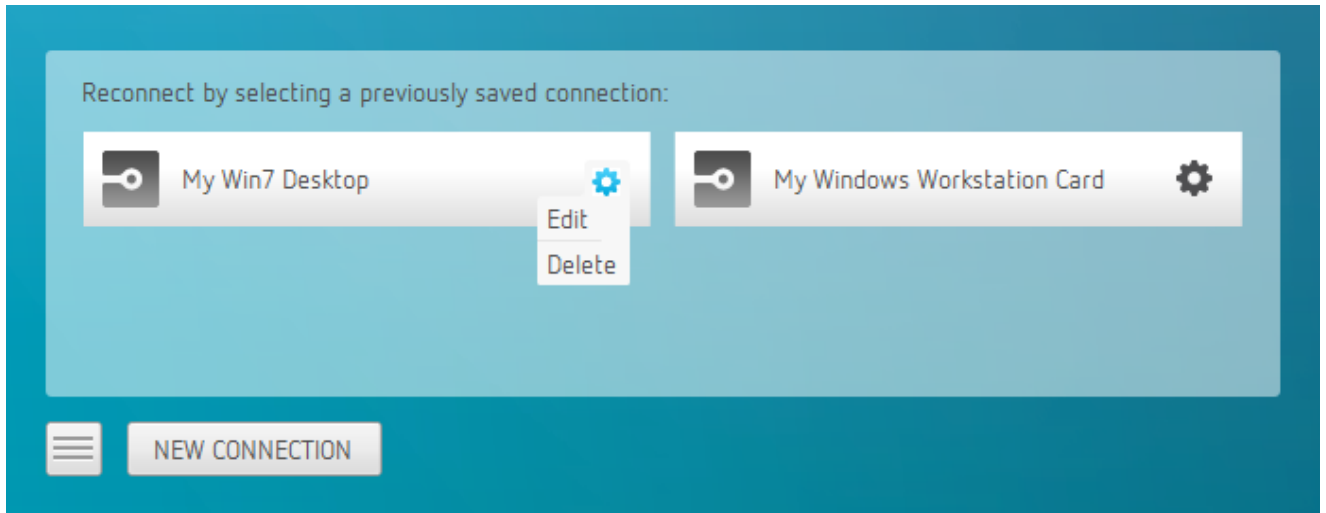
    NEW CONNECTION

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

    Reconnect by selecting a previously saved connection:

    My Win7 Desktop   My Windows Workstation Card

    My Win8 Desktop   My Linux Workstation Card
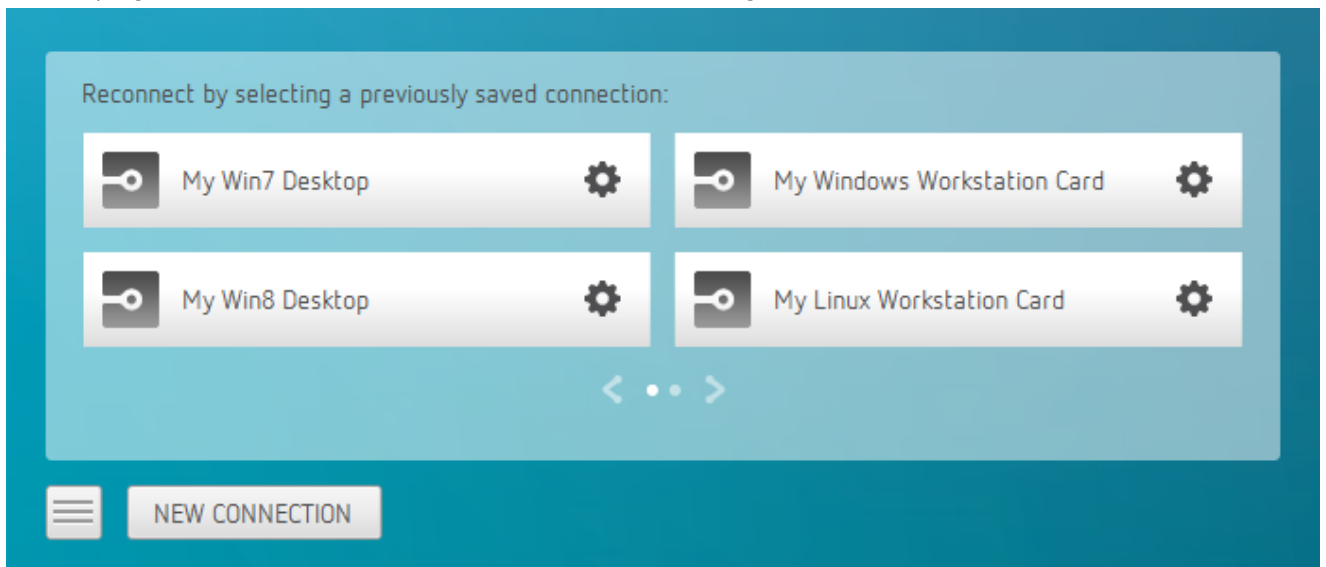
    NEW CONNECTION

5. Any time you wish to connect to a new workstation, just click **NEW CONNECTION** to return to the main screen, and then enter the connection details.

Disconnecting a Session

To disconnect a PCoIP session from either client, select the **Connection > Disconnect** menu option.
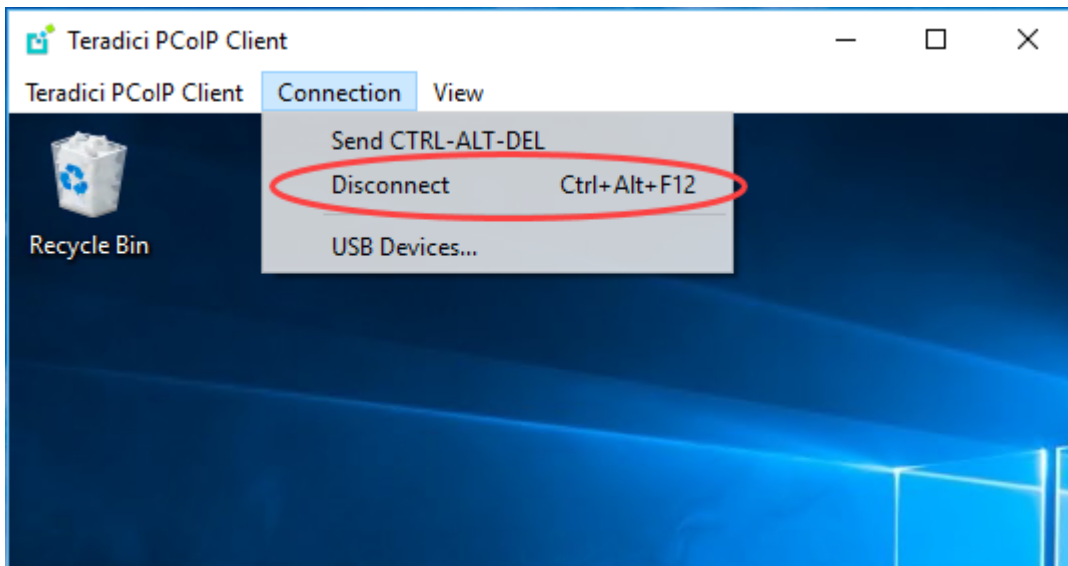
> 🔥 **Quickly disconnect from a session**
>
> To quickly disconnect from a session, press **Ctrl + Alt + F12**.

Quitting the application will also disconnect the current session.

Session Reconnection

If a network interruption is detected, the PCoIP session enters a reconnecting phase. In this phase the client will show you the network reconnecting dialog which indicates that there is a network issue and that the client is trying to reconnect and re-establish the PCoIP session. You can click **disconnect** to cancel the attempted reconnect and disconnect the session completely. If the reconnection is successful, the notification dialog will disappear and the session will be restored, if not, the session will be disconnected completely.

Changing the PCoIP Software Client Window Mode

You can use the PCoIP Software Client in full-screen or windowed mode. Full-screen mode is recommended in most cases.

Activating Full Screen Modes

The PCoIP Software Client provides two full-screen modes: one monitor and all monitors.

To switch from windowed mode to full-screen mode:

- To use one full-screen display, select **View > Show Fullscreen One Monitor**.

All open windows and applications will be moved to a single full-screen display. This is equivalent to disconnecting all but one monitor from a physical host.

- To use all available full-screen displays, select **View > Show Fullscreen All Monitors**.

This mode shows full-screen displays on all client monitors.

> 🔥 **Keyboard shortcut**
>
> You can also enter full-screen mode by pressing **Ctrl+Alt+Enter** while in windowed mode. The shortcut will activate whichever full-screen mode was used last, or *all monitors* if no previous selection was made.

To switch from Fullscreen One Monitor to Fullscreen All Monitors mode:

1. Reveal the menu bar by moving the mouse cursor to the top of a client display.

2. Select **View > Show Fullscreen All Monitors**.

To switch from Fullscreen All Monitors to Fullscreen One Monitor mode:

1. Reveal the menu bar by moving the mouse cursor to the top of a client display.

2. Select **View > Show Fullscreen One Monitor**.

> **ⓘ Persistent Display Topology**
>
> Depending on the display topology mode you have selected, for example **Fullscreen One Monitor**, if you disconnect and then reconnect to the session, it will maintain that same mode upon reconnection. The state and mode will be preserved.

Miminizing the PCoIP Software Client from a Full-screen Mode

To minimize a software client in full-screen mode:

1. Reveal the menu bar by moving the mouse cursor to the top of any display.

2. Select **View > Minimize Client**.

> **🔥 Keyboard shortcut**
>
> You can also minimize the client by pressing **Ctrl+Alt+m** while in any full-screen mode.

Activating Windowed Mode

To switch from full-screen mode to windowed mode:

1. Reveal the menu bar by moving the mouse cursor to the top of any display.

2. Select **View > Leave Fullscreen**.

> **🔥 Keyboard shortcut**
>
> You can also enter windowed mode by pressing **Ctrl+Alt+Enter** while in any full-screen mode.

Enhanced Audio and Video Synchronization

Enhanced Audio and Video Synchronization (A/V Sync) provides improved full-screen video playback, reducing the difference in delays between the audio and video channels and smoothing frame playback on the client. This improves lip sync and reduces video frame drops for movie playback.

This feature introduces a small lag in user interaction responsiveness when enabled. Using enhanced audio and video synchronization will reduce the maximum frame rate.

Enhanced A/V Sync is enabled on a per-display basis, so you can dedicate individual displays to playback without impacting responsiveness on the others.

The enhanced A/V Sync feature is turned off by default and needs to be turned on for the menu items to appear.

To turn on A/V Sync:

1. Go to *C:\%appdata%\Teradici\Teradici PCoIP Client.ini* and add the following line:

   ```
   enable_enhanced_avsync=1
   ```

   The above text is OS specific. Note the setting changed from 0 to 1.

When enabled, a check mark will appear beside the enhanced A/V Sync menu item on that display. It is disabled on all displays by default.

To use enhanced A/V Sync:

1. If you are in full-screen mode, reveal the menu bar on the display you want to enhance by moving the mouse cursor to the top of the screen.

2. On the display you want to enhance select **View>Enhanced A/V Sync** to toggle the enhanced sync mode.

ⓘ Persistent Display Topology

The Enhanced Audio and Video Synchronization feature is persistent across sessions from the same client, provided that the display topology has not changed.

Sending a Ctrl-Alt-Del Command

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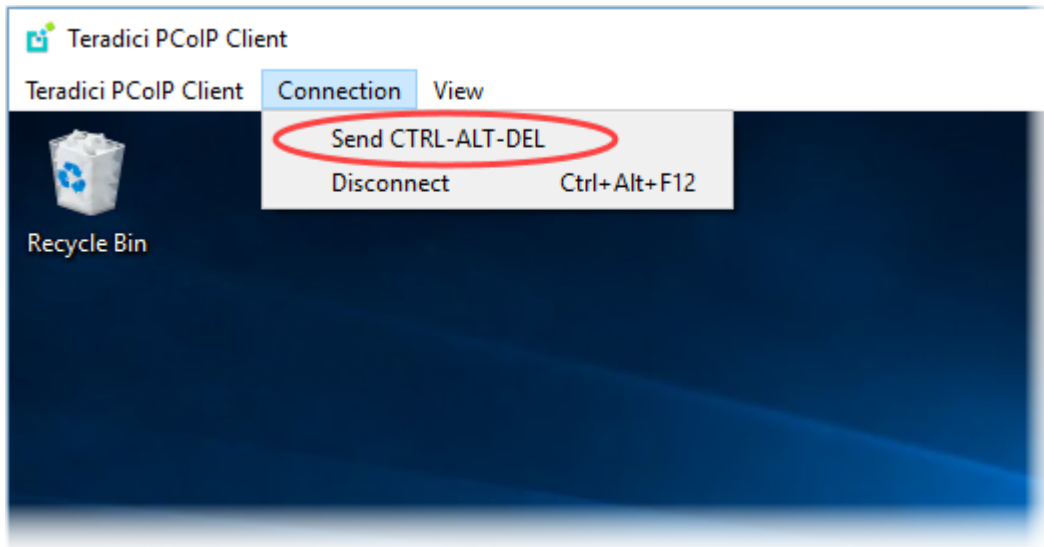
Changing the Language

In addition to English, the PCoIP Software Client also supports these languages: Chinese (Simplified), French, German, Italian, Japanese, Korean, Portuguese (Brazil), Portuguese (Europe), Russian, Spanish, and Turkish. During installation, you can select one of the supported languages.

To change the language after installation:

In **Control Panel > Region and Language > Formats** tab, select another language in the **Format** list.

PCoIP Ultra

The PCoIP Client provides support for PCoIP Ultra, the latest protocol enhancements from Teradici. PCoIP Ultra is optimized for truly lossless support with bit-exact color accuracy and preservation of content detail at the highest frame rates.

PCoIP Ultra protocol enhancements propels our industry-recognized performance into the future of remote computing, with faster, more interactive experience for users of remote workstations working with high-resolution content.

PCoIP Ultra is disabled by default. To enable it, see Enabling PCoIP Ultra.

PCoIP Ultra Enhancements

In version 19.05, PCoIP Ultra provides the following benefits:

- Support for 4K/UHD high frame rate content.

- Efficient scaling across multicore CPUs leveraging AVX2 instruction sets.

- Highest image quality, with efficient build-to-lossless and color accurate.

- Dynamic network adaption and network resilience.

The Software Client for Windows 19.05 with PCoIP Ultra contains certain limitations around USB and printer plugin redirection. The latest beta version of PCoIP Ultra is available via our Technology Preview version, as outlined below.

> 🔥 **PCoIP Ultra Technology Preview**
>
> PCoIP Ultra is an evolving technology, and new capabilities and enhancements are introduced frequently.
>
> If you would like to test unreleased versions of PCoIP Ultra, we invite you to join the PCoIP Ultra Technology Preview program. Technology Preview users receive pre-release versions of Teradici software for use in non-production environments, and provide feedback to our engineering teams.
>
> To learn more and to join the technology preview, visit the Teradici Support site.

Requirements

To take advantage of PCoIP Ultra, you need to meet these requirments:

- A PCoIP agent (any type) 19.05.0 or later.

- A PCoIP Software Client for macOS, PCoIP Software Client for Windows or PCoIP Software Client for Linux, 19.05.0 or later.

> ✏️ **PCoIP Software Client for Windows users**
>
> Support for PCoIP Ultra on the PCoIP Software Client for Windows is provided via the PCoIP Ultra Technology Preview as described above.

- The CPUs on both the agent and the client machines must support the AVX2 instruction set.

Troubleshooting the Software Client for Windows

This section demonstrates using Software Client for Windows log files to troubleshoot problems you may encounter with your Software Client for Windows.

Software Client for Windows logs are text (.txt) files that contain system and session information about your connection. They are useful for troubleshooting problems. A new log file is created each time you use a Software Client for Windows to initiate a PCoIP session.

Client logs are placed in `%localappdata%\Teradici\PCoIPClient\log`.

If you experience a problem, recreate the issue, generate a support bundle and contact Teradici Support. You can also check the Teradici PCoIP Community Forum for troubleshooting information about this product.

Session Log IDs

The Software Client for Windows creates a unique session ID when a new session is established, and distributes that ID to all components in the system. When PCoIP components generate log messages, they are prefixed by this unique session ID, allowing administrators and support to easily group events by session across multiple components:

```
yyyy-mm-ddThh:mm:ss.ffffffZ xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx > …
```

For example:

```
2015-11-06T08:01:18.688879Z 4208fb66-e22a-11d1-a7d7-00a0c982c00d > …
```

Log messages that do not pertain to a specific session will show a string of zeroes in place of the session log ID number.

Setting Log Levels

You can set log levels to determine the level of details provided in the log. Log levels range from 0 to 3, where 0 provides the least information and 3 provides the most information.

To set log levels:

1. From the command prompt, navigate to `C:\Program Files (x86)\Teradici\PCoIP Client\bin.`

2. Enter the following command:

   ```
   pcoip_client.exe -l x
   ```

   where `l` is lowercase L and `x` is desired the log level (1, 2, or 3).

Reconnecting a PCoIP Session

If a network interruption is detected, the PCoIP session enters a reconnecting phase. In this phase the client will show you the network reconnecting dialog which indicates that there is a network issue and that the client is trying to reconnect and re-establish the PCoIP session. You can click **disconnect** to cancel the attempted reconnect and disconnect the session completely. If the reconnection is successful, the notification dialog will disappear and the session will be restored, if not, the session will be disconnected completely.

PCoIP Software Client Security Modes

The PCoIP Software Client uses certificates to verify the identity of the host to which it connects. The security mode is configured by the `security_mode` setting in the **Teradici PCoIP Client** configuration file, which is described next. Three security mode options are available:

- **security_mode=0**: verification is not required A red, unlocked padlock icon appears on the client login screen.

- **security_mode=1**: warn but allow (default) If a certificate cannot be verified, an 'untrusted server' warning displays and a red, unlocked padlock icon appears on the client login screen. Users still have the option of connecting.

This mode is used if `security_mode` is not set in the configuration file.

- **security_mode=2**: full verification is required Users cannot connect unless a certificate can be verified.

> ✏ **PCoIP sessions are always encrypted**
>
> Your PCoIP session is still encrypted and secure if you connect with security mode 0 or 1. The red padlock icon indicates that the certificate presented by the host is not signed by a trusted certificate authority in the client's certificate store, not that the session is insecure.

Setting the Security Mode

Use the following procedure to set the PCoIP Software Client's security mode.

To set the security mode for the PCoIP Software Client:

1. Close the PCoIP Software Client.

2. Open a Windows Explorer window and navigate to %appdata%\Teradici.

3. Using a text editor, open Teradici PCoIP Client.ini.

4. Add the line `security_mode=<value>` to the file, where `<value>` is your desired security option (**0, 1,** or **2**).

5. Save the file.

Contacting Support

If you encounter problems installing or using Teradici technology, you can:

- Check for updated release notes, which may address the issue you are experiencing. Release notes are published on Teradici Support.

- Browse the Teradici Knowledge Base.

- Submit a support ticket.

The Teradici Community Forum

The PCoIP Community Forum allows users to have conversations with other IT professionals to learn how they resolved issues, find answers to common questions, have peer group discussions on various topics, and access the Teradici PCoIP Technical Support Service team. Teradici staff are heavily involved in the forums.

To join the Teradici community, visit the Teradici Community Forum.

Creating a Technical Support File

Teradici may request a support file from your system in order to troubleshoot and diagnose PCoIP issues.

The support file is a tar.gz archive containing Software Client for Windows for Windows logs and other diagnostic data that can help support diagnose your problem.

To create a support file:

1. Open a command prompt window as the same Windows user that runs the client.

2. On the command line, run:

```
C:\>"Program Files (x86)\Teradici\PCoIP Client\ClientSupportBundler.exe"`
```

The support file will be created and placed in `%localappdata%\Teradici\Support`. A new File Explorer window will open with the generated support file selected.

Checking the PCoIP Software Client Software Release

The PCoIP Software Client pre-session window contains an About button in the lower left of the window. Click this button and then select **About** from the popup menu to display the PCoIP Software Client software release version.
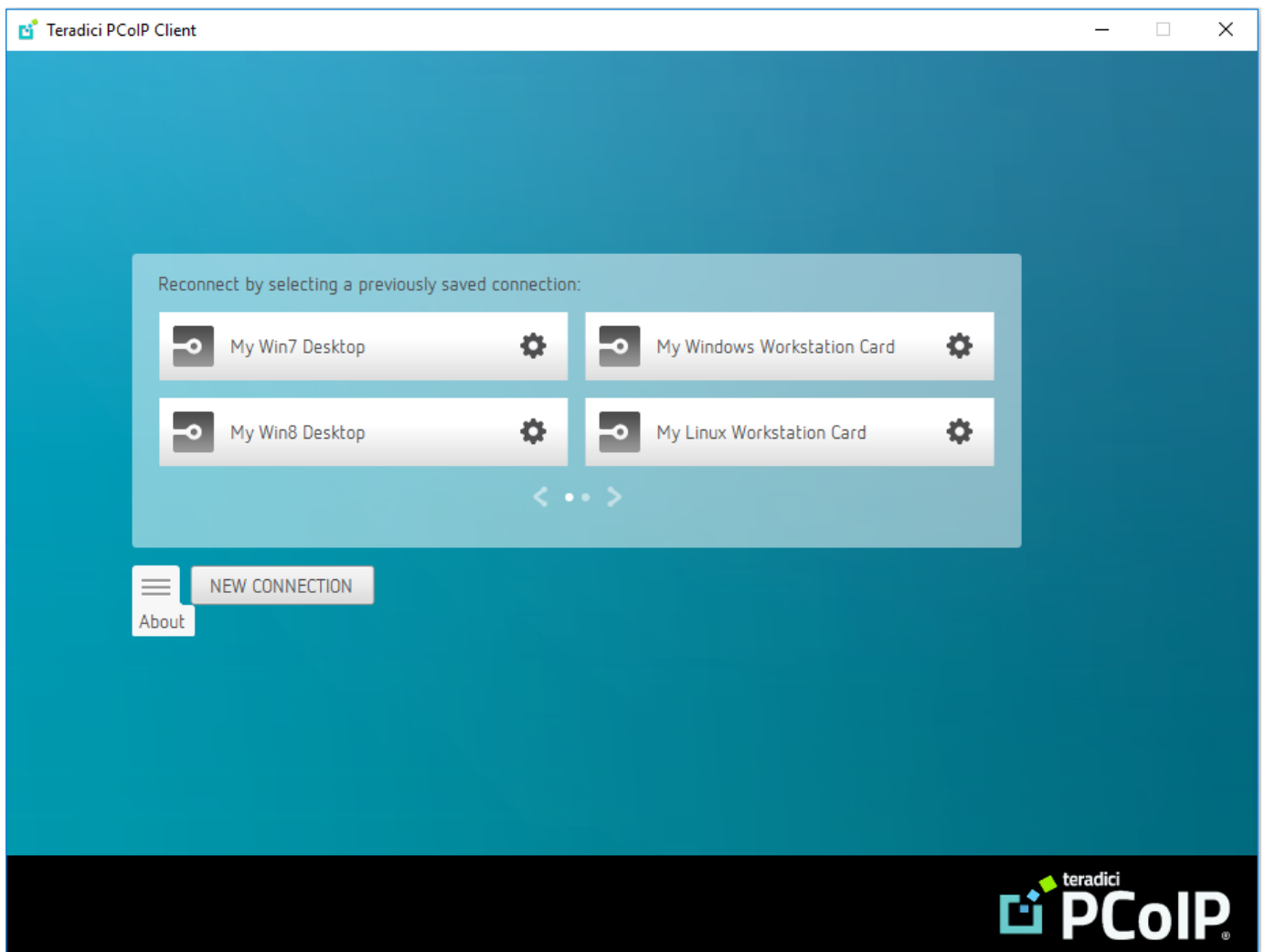
From either client, you can also select the **Teradici PCoIP Client > About Teradici PCoIP Client** menu to display the software release version from within a PCoIP session.
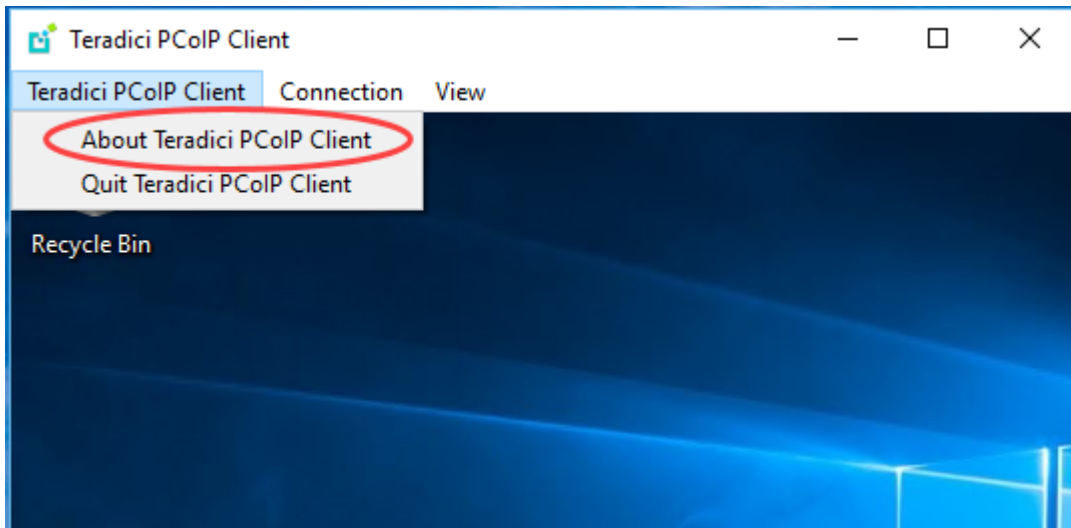
> ✏️ **About menu item only appears when the client is in session**
>
> The *About Teradici PCoIP Client* menu item only appears when the client is in session. The menu item is not available from the pre-session GUI.

PCoIP Support Bundler Tool

Teradici may request a support file from your system to help troubleshoot and diagnose PCoIP issues.

To create a support file:

1. Open a PowerShell command prompt.

2. Set the PowerShell execution policy to enable the script to run:

   ```
   Set-ExecutionPolicy -Scope Process -ExecutionPolicy Bypass
   ```

3. Launch the support bundler:

   ```
   <root_dir>/bin/pcoip-client-support-bundler.ps1
   ```

   The file will be created and placed in the $env:ProgramData\Teradici\Support\ directory.