

Welcome to PCoIP Software Client for Linux

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

PCoIP Software Clients are applications that establish PCoIP sessions with remote Windows or Linux desktops. Connections can be made remote desktops and workstations via either PCoIP Agents (component of Cloud Access Software) or Remote Workstation Cards.

This guide explains how to install, configure, and use the PCoIP Software Client for Linux. 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 Linux.

Understanding terms and conventions in Teradici guides

For more information on the industry specific terms, abbreviations, text conventions, 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 following features are supported in this release of the PCoIP Software Client for Linux 21.07:

Webcam Support

USB webcams now supported in a PCoIP session when connecting to PCoIP Agents for Windows. Use webcams with conference applications such as Microsoft Teams or Zoom in the remote desktop. For more information on this, see [Webcam Support](#).

Security and Stability Updates

Increased security and stability updates and enhancements around the PCoIP Client.

Menu Options added to High Performance Client

Additional menu items have been added to the High Performance Client mode of the PCoIP Software Client for Linux. For more information on this, see [High Performance Client](#).

PCoIP Ultra AVLock

PCoIP Client for Linux now has PCoIP Ultra AVLock menu available in the High Performance Client mode and with PCoIP Ultra enabled, for more information on this, see [here](#).

PCoIP Ultra AVLock enables regulated synchronization of audio and video frames. For some use cases, such as video editorial, audio video synchronization is critical and must be tolerant of variable network conditions that may be present with remote work.

To enable PCoIP Ultra AVLock with PCoIP Client for Windows see <https://docs.teradici.com/tech-preview/pcoip-ultra-avlock-technology-preview>

TLS 1.1 Deprecation

The PCoIP Software Client for Windows will no longer negotiate PCoIP connections using TLS 1.1.

Azure Virtual Desktop Support

It is possible to connect to a Azure Virtual Desktop (AVD) using the PCoIP Software Client for Linux over RDP. For more information on this, see [Azure Virtual Desktop](#). The PCoIP Software Client for Linux only supports AVD connectivity on Ubuntu 20.04.

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 Linux:

| System | Version Required |
|--|---|
| PCoIP Software Client Operating Systems | <ul style="list-style-type: none"> • Ubuntu Bionic Beaver 18.04 • Ubuntu 20.04 |
| Compatible PCoIP Agents | All PCoIP Agents and versions should work. Teradici recommends using the same version of PCoIP Agent as PCoIP Client. |
| Compatible PCoIP Remote Workstation Cards* | TERA22x0 with firmware 20.04 and PCoIP Host Software for Windows or Linux 20.04. |
| IPv Support | IPv4 and IPv6 supported |

*For details on feature limitations between PCoIP Software Clients and PCoIP Remote Workstation Cards, see [here](#).

For information on h264 hardware decode with the PCoIP Software Client for Linux, see [here](#).

Hardware System Requirements

For different display configurations Teradici recommends certain processor and RAM combinations:

- For up to dual 1920 x 1080 display configuration Teradici recommends 1.6 GHz dual core processor or higher with at least 4 GB RAM.
- For up to dual 4K/UHD Teradici recommends a 3.0 Ghz quad core processor or higher with at least 2 x 4 GB RAM.

Audio Support

Stereo audio output and mono audio input are supported and enabled by default.

The PCoIP Client provides an enhanced audio and video synchronization (A/V Sync) feature that 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.

Audio input devices should not be bridged to the remote session. Audio input devices are locally terminated and utilize local OS audio drivers. A bluetooth headset can be supported locally, but cannot be bridged.

For more information on the A/V Sync feature, see [Enhanced Audio and Video Synchronization](#).

Displays

The PCoIP Client supports a maximum of four displays and a maximum resolution of 4K UHD (3840×2160).

Monitors can be arranged in a vertical line, a horizontal line, or as a 2×2 box display. They can be used in any standard rotation (0°, 90°, 180°, or 270°), with any monitor as the primary display.

Note: Using multiple high-resolution displays

Systems with multiple high-resolution displays, such as quad 4K UHD topologies, require powerful system infrastructure. Be sure to use a system with sufficient bandwidth and client capability to support your required display topology.

Important: Attaching monitors to the host machine is not supported

PCoIP client supports a maximum of four displays. Attaching extra monitors to the host machine will conflict with client display topologies.

Supported Installer Languages

The PCoIP Client installer supports the following languages:

- French
- German
- Spanish
- Simplified Chinese
- Traditional Chinese
- Japanese
- Portuguese
- Italian
- Korean
- Russian
- Turkish

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 enhancements are controlled on the PCoIP Agent. There is no configuration required on the PCoIP Client.

PCoIP Ultra is appropriate for specific use cases

For most users, the default PCoIP protocol will provide the best possible experience. Carefully review the recommended use cases in the next section to determine whether you should enable it.

For additional detail on PCoIP Ultra technical requirements for various use cases and troubleshooting steps, refer to [KB 2109: PCoIP Ultra Troubleshooting](#).

When to Enable PCoIP Ultra

PCoIP Ultra is appropriate for users with the following requirements:

Auto Offload: Achieves the best balance between color accuracy and network efficiency. This setting is appropriate for work-from-home or WAN content creators who require optimized delivery of high resolution content, including video playback, while still achieving build-to-lossless color accuracy.

CPU Offload: Provides efficient scaling across multicore CPUs, leveraging AVX2 instruction sets. Appropriate for users that require CPU-optimized delivery of 4K UHD, high-framerate video playback and build-to-lossless color accuracy. It is also useful when GPU encoding resources must be reserved for video encoding applications, typically in LAN environments.

GPU optimization Offload: PCoIP encoding is always offloaded to a GPU. Appropriate for users who demand the highest possible CPU efficiency.

For all other scenarios, Teradici recommends that you leave PCoIP Ultra disabled.

Requirements

To take advantage of PCoIP Ultra, you need:

- A PCoIP Agent (any type), 21.03 or later
- A PCoIP Software Client (any type), 21.03 or later
- The CPUs on both the agent and the client machines must support the AVX2 instruction set.

Enabling PCoIP Ultra

In order to enable PCoIP Ultra features you need to turn on GPO variables in the PCoIP Agent. For information on enabling this with Linux, see [Enabling PCoIP Ultra for Linux](#). For information on enabling this with Windows, see [Enabling PCoIP Ultra for Windows](#).

Auto-Offload with PCoIP Ultra

The auto-offload feature with PCoIP Ultra enables users to allow PCoIP Ultra to select the best protocol, whether that is CPU or GPU, based on display rate change. CPU Offload is used by default to provide the best image fidelity, GPU Offload is used during periods of high display activity to provide improved frame rates and bandwidth optimization. This setting is only effective if the remote host and client endpoints are capable of both CPU and GPU Offload. You can select this option when you are enabling PCoIP Ultra.

For information on how to do this, see [PCoIP Ultra - Windows](#), and [PCoIP Ultra - Linux](#).

H.264 Hardware Decode

The PCoIP Software Client for Linux supports H.264 hardware decode for selected hardware configurations by using the PCoIP Client to enable the decode. For information on this, see [here](#).

PCoIP Codec Indicator

When enabling PCoIP Ultra there will be an onscreen indicator at the bottom left corner of the screen. PCoIP Ultra CPU optimization is indicated with a dark blue dot. PCoIP Ultra GPU optimization is indicated by a magenta dot. To disable this codec update the `pcoip.codec_indicator` parameter:

```
~/.pcoip.rc pcoip.codec_indicator = 0
```

Ensure that you maintain the space before and after the `=` sign.

Printing Support

Cloud printing is available from all clients if supported by the desktop system and correct PCoIP Agent.

The following are the printing options available with the PCoIP Client:

- **Local USB Printing:** Printing to a USB printer locally attached to the Client device.
- **Remote Network Printing:** Enables printing to a network printer on the host machine's network. Not suitable in situations where the PCoIP Software Client device is not on the same network as the host device.
- **Cloud Printing:** This is access to external Cloud Services that are set-up on your local workstation and network. Once these services have been correctly configured they can be used by the PCoIP Software Client.
- **Local Network Printing:** Enables printing from the host machine to a printer in the PCoIP Client machine's local area network. This method is suitable for printing when host and client are not on the same network or for identifying and printing to local printers that exist in multi-site organizations.

| | PCoIP Agent for Windows | PCoIP Agent for Linux |
|-------------------------|-------------------------|-----------------------|
| Local USB Printing | – | – |
| Remote Network Printing | ✓ | – |
| Local Network Printing | ✓ | – |
| Cloud Printing | ✓ | – |

The PCoIP Standard Agent for Linux does not support local printing on remote clients.

Local, network, and cloud printers are supported in various ways:

- Linux hosts can print to any printer on the host machine's local area network.
- If your host workstation has access to the Internet, cloud-based printing is supported through cloud-printing services such as Google Cloud Print and HP Mobile Printing.

USB Support

PCoIP Clients supports redirecting USB devices to a remote session. Administrators can set rules governing allowed and disallowed devices, device classes, or device protocols.

Important: USB support is enabled by default

USB bridging is enabled by default. If you want to restrict or disable USB support, you can globally disable or set rules governing USB behavior via GPO settings on the PCoIP Agent.

USB Redirection

USB redirection is only intended to be used with a single instance of the PCoIP Software Client. Launching a second instance of the PCoIP Software Client while USB devices are redirected from another client may not work as expected.

Isochronous USB device support

Some USB devices with time-sensitive information, such as webcams, are supported when connecting to the PCoIP Agent for Linux.

Additionally, Teradici's technology partners provide solutions to expand peripheral support. For more information, look for partners listed under Peripherals on the [Teradici Technology Partners](#) page.

Wacom Tablet Support

The Software Client for Linux 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.

Whether the Wacom tablet is locally terminated or bridged, the process of remoting the USB device is the same, you need to click connect in the USB menu or auto forward the device. If local termination is supported for the particular device, it will automatically be chosen over bridging. For more information on this, see [Local Termination Blacklist](#).

Locally Terminated Wacom Tablets

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Locally Terminated Wacom Tablets

Local termination requires:

- A Standard agent or Graphics agent for Windows version 21.01 or higher.
- A Standard agent or Graphics agent for Linux version 21.01 or higher.

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

| | PCoIP Standard Agent for Linux | PCoIP Graphics Agent for Linux | PCoIP Standard Agent for Windows | PCoIP Graphics Agent for Windows | PCoIP Remote Workstation Card |
|---|---|---|---|---|-------------------------------------|
| Intuos Pro Small <i>PTH-460</i> | ✓ | ✓ | ✓ | ✓ | – |
| Intuos Pro Medium <i>PTH-660</i> | ✓ | ✓ | ✓ | ✓ | – |
| Intuos Pro Large <i>PTH-860</i> | ✓ | ✓ | ✓ | ✓ | – |
| Cintiq 22HD <i>DTK-2200</i> | ✓ | ✓ | ✓ | ✓ | – |
| Cintiq Pro 24 - Pen Only <i>DTK-2420</i> | ✓ | ✓ | ✓ | ✓ | – |
| Cintiq 22 <i>DTK-2260</i> | ✓ | ✓ | ✓ | ✓ | – |
| Cintiq 22HDT - Pen & Touch <i>DTH-2200</i> | – | – | – | – | – |
| Cintiq Pro 24 - Pen & Touch <i>DTH-2420</i> | ✓ | ✓ | ✓ | ✓ | – |
| Cintiq Pro 32 - Pen & Touch <i>DTH3220</i> | ✓ | ✓ | ✓ | ✓ | – |

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. A HID Local Termination Blacklist has been added to override the preferred local termination mode. Devices on the blacklist would be bridged to the remote desktop. For more information, see [Local Termination Blacklist](#).

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

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

| | PCoIP Standard Agent for Linux | PCoIP Graphics Agent for Linux | PCoIP Standard Agent for Windows | PCoIP Graphics Agent for Windows | PCoIP Remote Workstation Card |
|---|--------------------------------|--------------------------------|----------------------------------|----------------------------------|-------------------------------|
| Intuos Pro Small <i>PTH-460</i> | ✓ | ✓ | ✓ | ✓ | — |
| Intuos Pro Medium <i>PTH-660</i> | ✓ | ✓ | ✓ | ✓ | — |
| Intuos Pro Large <i>PTH-860</i> | ✓ | ✓ | ✓ | ✓ | — |
| Cintiq 22HD <i>DTK-2200</i> | ✓ | ✓ | ✓ | ✓ | — |
| Cintiq Pro 24 - Pen Only <i>DTK-2420</i> | ✓ | ✓ | ✓ | ✓ | — |
| Cintiq 22HDT - Pen & Touch <i>DTH-2200</i> | ✓ | ✓ | ✓ | ✓ | — |
| Cintiq Pro 24 - Pen & Touch <i>DTH-2420</i> | ✓ | ✓ | ✓ | ✓ | — |
| Cintiq Pro 32 - Pen & Touch <i>DTH3220</i> | ✓ | ✓ | ✓ | ✓ | — |

Known Issues with Wacom Tablets and Functionality

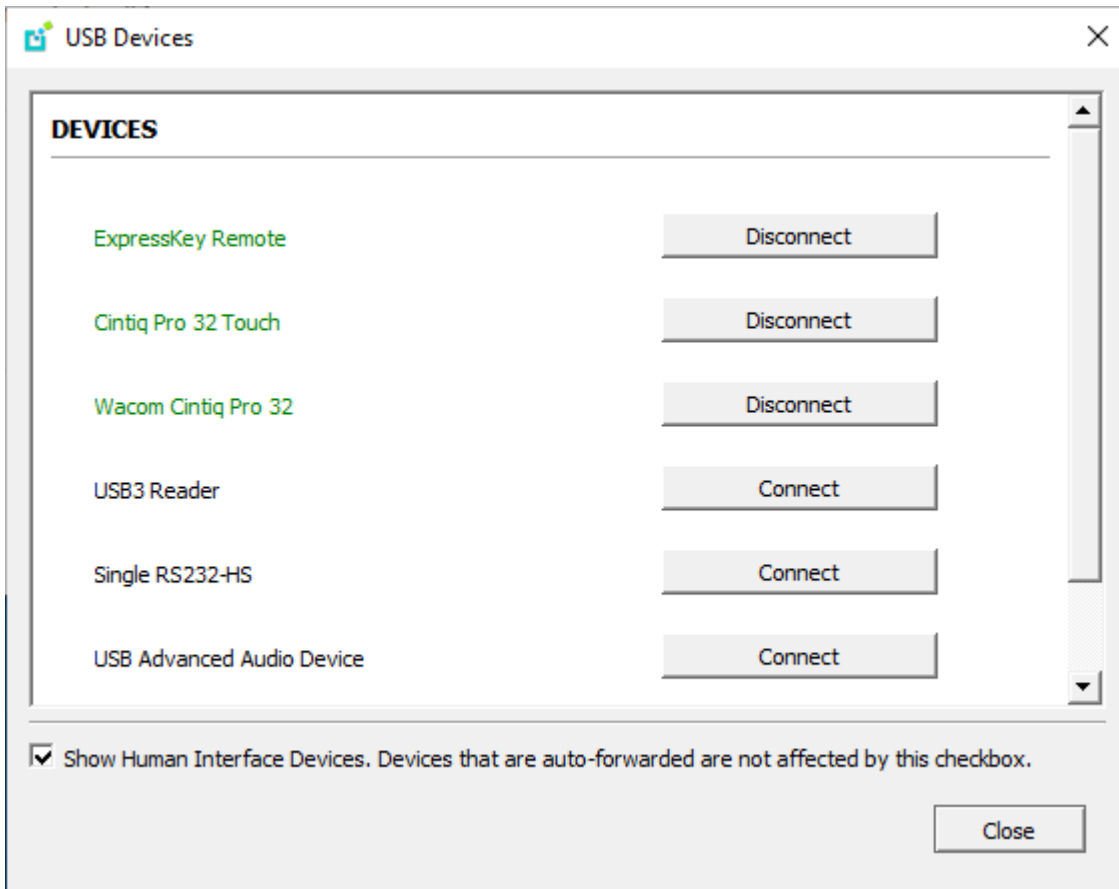
Whilst testing and developing the compatibility of Teradici Cloud Access Software with different Wacom tablets, certain performance issues arise. The following is a list of the current known issues with certain Wacom tablets:

- The touch feature only works on the Cintiq Pro 32 Pen & Touch (DTH-2420). It does not work on any other bridged and locally terminated devices across all platforms.
- ExpressKey Remote does not work on the Wacom Cintiq Pro 32 (DTH-3220). You should still remote to this device when remoting to the Wacom tablet.
- There are cursor limitations when working with the Wacom Cintiq 22HD (DTK-2200) and Wacom Cintiq Pro 24 (DTK-2420) for both bridged and locally terminated devices across all platforms.
- There is an issue with the control buttons on the Wacom Cintiq Pro 32 (DTH-3220) device. The buttons do not function on locally terminated devices across all platforms.
- PCoIP Clients are not compatible with NoMachine and No Machine USB drivers. For information on how to uninstall NoMachine USB drivers, see [here](#).

Wacom Cintiq Pro 32 Tablet Selection

The Wacom Cintiq Pro 32 shows up as multiple devices in the USB menu. You should remote the following USB devices as outlined in the image below to remote to this Wacom tablet:

- ExpressKey Remote
- Cintiq Pro 32 Touch
- Wacom Cintiq Pro 32



A HID Local Termination Blacklist has been added to override the preferred local termination mode. Devices on the blacklist would be bridged to the remote desktop. For more information, see [Local Termination Blacklist](#).

Webcam Support

The PCoIP Software Client for Linux now supports USB webcams when connecting to a PCoIP Agent for Windows. USB webcams can now be used while in the remote desktop, including with applications such as Microsoft Teams or Zoom.

For detailed information which models have been tested and the performance metrics associated with these models see [here](#). This knowledge base article also deals steps on how to test and verify other webcam models.

As of 21.07, this feature is enabled by default.

Requirements

Webcam support in Cloud Access Software requires the following:

- PCoIP Software Client for Windows or PCoIP Software Client for Linux, 21.07+
- PCoIP Standard Agent for Windows or PCoIP Graphics Agent for Windows, 21.03+
- USB-attached webcam.

Notes and Limitations

- Webcams must be connected via USB. Webcams that are not USB, such as embedded laptop webcams, are not supported.
- Linux agents are not supported.
- PCoIP Software Client for macOS is not supported.

Setup

On the PCoIP Software Client, connect the webcam as described in the following sections:

- PCoIP Client for Windows: [USB Bridging of Webcams](#).

- PCoIP Client for Linux: [USB Bridging of Webcams](#).

Console Game Controller Support

PCoIP Software Clients are compatible with the following console game controllers:

- PS4
- PS5
- Logitech F310 gamepad

The following console game controllers are supported with the PCoIP Zero Client:

- Xbox One 2015
- Xbox One
- Xbox One S
- Xbox One Bt
- Xbox One Elite

Relative Mouse Support

Relative Mouse is a method of translating mouse movements as a delta from the last mouse position rather than a move to an absolute position on the screen. This type of mouse control is used in many CAD/CAM, Visual Effects and First-Person Gaming software. In a CAD program you may want to control an objects orientation in 3-D with mouse movements. Moving the mouse to the left or right rotates the object around the Z-axis, and moving the mouse up or down rotates the object around the X-axis. As you continue to move the mouse left the object continues to rotate about the axis, and the rotation is not bounded by the mouse stopping at the borders of the screen.

In fact while in relative mouse mode, the mouse cursor is not visible as the position of the mouse is not important, the mouse is only being used to control movements - up/down or left/right.

Applications that use relative mouse movements generally provide methods for entering or exiting relative mouse mode, for instance clicking on an object with the middle button. While the middle button is held down the object may be controlled using relative mouse movements.

This feature is currently supported with the following components:

| Relative Mouse Support | Supported |
|--|-----------|
| PCoIP Software Client for Windows | ✓ |
| PCoIP Software Client for Linux | ✓ |
| PCoIP Tera2 Zero Client 6.4 (Requires Configuration to enable) | ✓ |
| PCoIP Standard Agent for Windows | ✓ |
| PCoIP Graphics Agent for Windows | ✓ |

The following components do not support this feature:

- PCoIP Standard Agent for Linux
- PCoIP Graphics Agent for Linux

Enabling Relative Mouse Support

To enable relative mouse support create a file `~/.pcoip.rc`, if it does not already exist, and add the following line:

```
pcoip.enable_relative_mouse = 1
```

You are also required to enable relative mouse support on the PCoIP Agent also. For instructions on this, see [here](#). Please note that relative mouse support is not supported on the PCoIP Agent for Linux. You must connect to a PCoIP Agent for Windows and enable the feature there.

Azure Virtual Desktop Support

From version 2021.07, the CAS Software Client for Linux supports connections to both PCoIP and Azure Virtual Desktop (AVD) sessions on Ubuntu 20.04. Users can choose to use the PCoIP protocol when connecting to remote desktops for high performance graphics-intensive workloads or use AVD for less graphics intensive, multi-session workloads via the RDP protocol.

The AVD Client uses RDP protocol and does not require a PCoIP Agent to be installed for basic connectivity to AVD. The PCoIP Client requires installation of a PCoIP Standard Agent or Graphics Agent.

Connections with RDP are brokered by Azure, and are authenticated using the Microsoft Account linked to your Azure profile.

When using the CAS Software Client to connect to AVD using RDP, the following features are supported:

- Support for single display.
- Support for windowed and full screen modes.
- Keyboard and mouse inputs.
- Audio output for stereo only.

See [Connecting to Azure Virtual Desktops](#) and [Azure Virtual Desktop Keyboard Shortcuts](#) for more information on using the PCoIP Software Client with AVD.

Installing the Software Client for Linux on Ubuntu

To install the PCoIP Software Client for Linux software:

In this section, you will learn how to install and uninstall the Software Client for Linux on Ubuntu. There are a few prerequisites to complete before a PCoIP Software Client for Linux installation will work.

Prerequisites

- These instructions assume you have already built the desktop machine, and that the machine meets the client's requirements.
- You must be have super user (root) privileges and be able to issue `sudo` commands.

A desktop environment is required

Before proceeding, install a desktop environment of your choice. Kubuntu distributions are bundled with KDE; you can install KDE from other distributions by using this command:

```
sudo apt install kubuntu-desktop
```

To install Mate Desktop, use this command:

```
sudo apt install ubuntu-mate-desktop
```

These commands are provided as a convenience; there is no requirement for KDE or Mate Desktop. Any desktop environment will work.

Installing the PCoIP Software Client for Linux

To install the PCoIP Software Client for Linux:

1. Install the Software Client for Linux repository. A shell script to install this is [here](#).

Teradici Distribution Platform

Teradici's distribution platform has recently changed. The new system requires access to the dl.teradici.com subdomain. The old system, which used downloads.teradici.com, is deprecated and will be decommissioned in the future.

teradici-repo Package

If you do not install the teradici-repo package then you will not be able to successfully install the PCoIP Software Client. You may be experiencing this issue if you see an error message stating **Unable to locate pcoip-client**. Please ensure you download and install the repo.

2. Install the PCoIP Software Client for Linux:

```
sudo apt update
sudo apt install pcoip-client
```

3. Launch the *pcoip-client* to create default configuration files and then quit the client.

The reference section also has information on [Disabling the Virtual Terminal Functionality](#) and configuring [Linux Keyboard Shortcuts](#).

Kernel Network Configuration

The `pcoip-configure-kernel-networking.sh` script is installed with the PCoIP Software Client for Linux. This script tunes the kernel networking configuration to facilitate the network performance required by the Client. You need to run this script after installing the PCoIP Software Client for Linux.

Run the following command:

```
sudo pcoip-configure-kernel-networking --persistent
```

The script contains the following parameters:

- `rmem_max` : A kernel parameter that controls the maximum size of receive buffers used by sockets.
- `rmem_default` : A kernel parameter that controls the default size of receive buffers used by sockets.
- `ipv4.udp_mem` : A kernel parameter that controls the maximum total buffer-space to allocate.
- `netdev_max_backlog` : A kernel parameter that controls the maximum size of the receive queue.

`rmem_max` size

This parameter must be at least as large as `rmem_default` /

The values of these parameters can be viewed on the command line when the script is run, as outlined in the example below:

```
# cat /etc/sysctl.d/01-pcoip-client.conf
net.core.rmem_max = 32000000
net.core.rmem_default = 32000000
net.ipv4.udp_mem = 1000000 2000000 4000000
net.core.netdev_max_backlog = 2000
```

Troubleshooting PCoIP Session Connection Issues

If you encounter issues with your PCoIP Session, please see the following KB article: <https://help.teradici.com/s/article/1027>. This article details some potential causes and fixes for common connection issues.

Installing the Software Client in Silent Mode

The following section outlines how to install the PCoIP Software Client in silent mode. Please note that you must authorize the application to run in silent mode. The following commands outline how to install the PCoIP Software Client on Ubuntu in silent mode:

- Ubuntu Client:

```
sudo apt install -y <pcoip-client deb package>
```

Uninstalling the PCoIP Software Client for Linux

To uninstall the PCoIP Software Client for Linux

- To uninstall the PCoIP Software Client for Linux:

```
sudo apt-get remove pcoip-client
```

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:

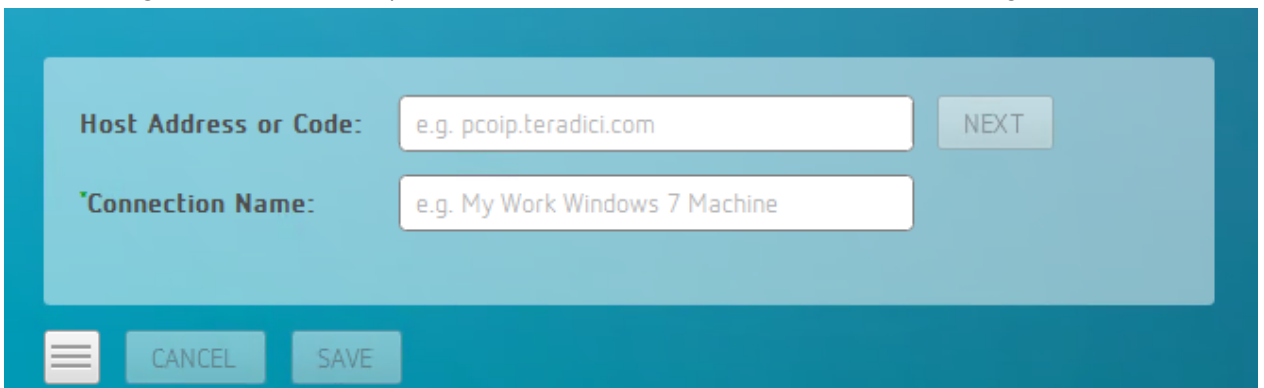
- Teradici PCoIP Graphics Agent or PCoIP Standard Agent installed as part of Teradici Cloud Access Software.
- Teradici PCoIP Remote Workstation Card and Teradici PCoIP Host Software installed in a Windows or Linux workstation.
- If you want to connect to the PCoIP Remote Workstation Card you need to install the PCoIP Remote Workstation Card Agent along with PCoIP Host Software.

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.

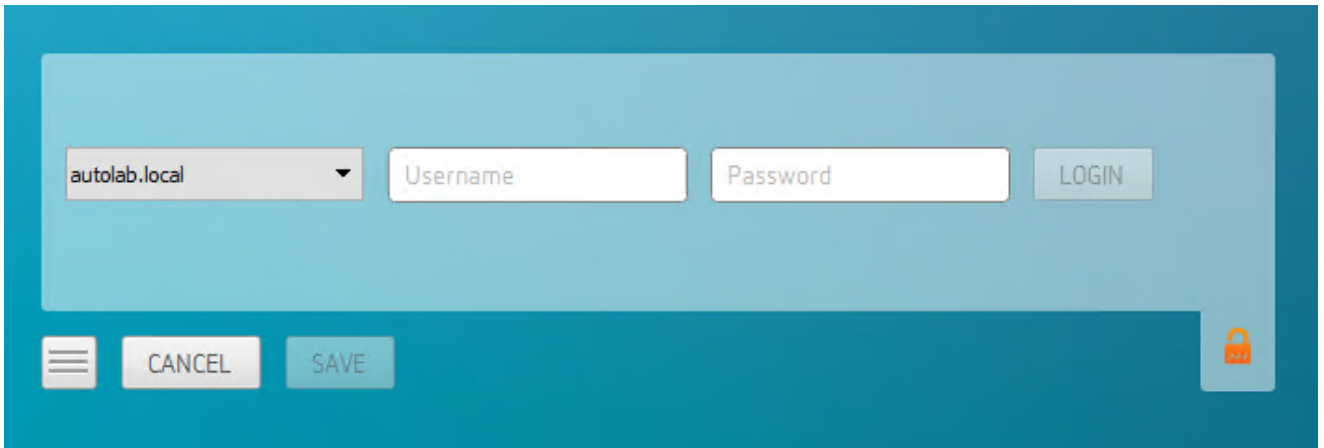
The image shows a screenshot of the PCoIP Client connection dialog box. The dialog has a teal background. At the top, there is a light blue rectangular area containing two input fields. The first field is labeled "Host Address or Code:" and contains the text "e.g. pcoip.teradici.com". To the right of this field is a "NEXT" button. The second field is labeled "Connection Name:" and contains the text "e.g. My Work Windows 7 Machine". Below this light blue area, there is a dark teal bar containing three buttons: a menu icon (three horizontal lines), a "CANCEL" button, and a "SAVE" button.

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**.

To connect to a remote workstation or virtual desktop:

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**.



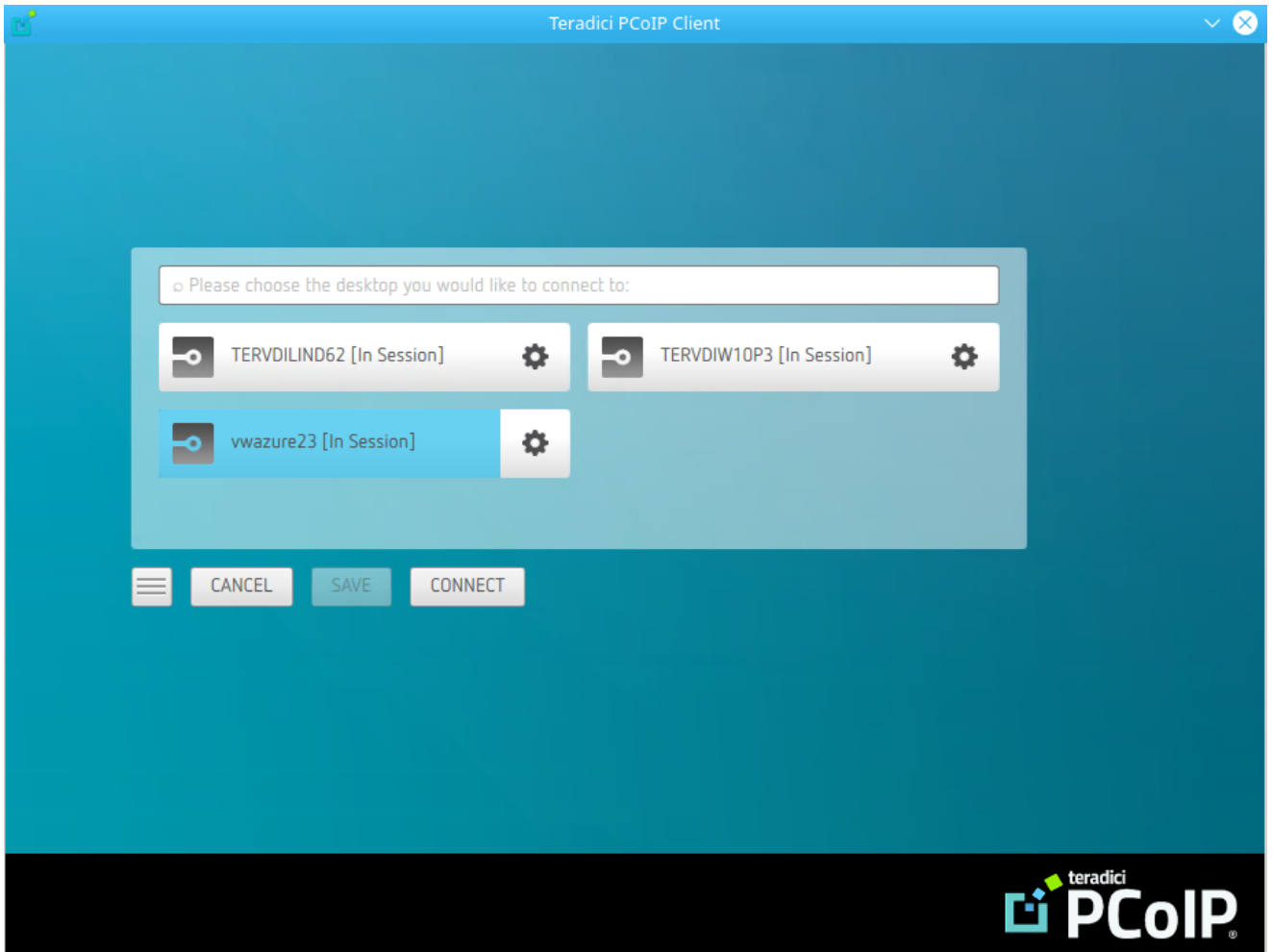
The screenshot shows a login interface with a teal background. At the top, there is a light blue rounded rectangle containing a dropdown menu with 'autolab.local' selected, a 'Username' input field, a 'Password' input field, and a 'LOGIN' button. Below this, there is a dark teal bar with a hamburger menu icon, 'CANCEL' and 'SAVE' buttons, and a red padlock icon in the bottom right corner.

i 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.

To connect to a remote workstation or virtual desktop:

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.

Single-desktop users

If a user only has access to a single desktop, that desktop is automatically selected and the connection is initiated immediately. These users are not presented with a desktop selection screen.

Connecting to Azure Virtual Desktops

The CAS Software Client for Linux supports connections to both PCoIP and Azure Virtual Desktop (AVD) sessions. Users can choose to use the PCoIP protocol when connecting to remote desktops for high performance graphics-intensive workloads or use AVD for less graphics intensive, multi-session workloads via the RDP protocol. Connections with RDP are brokered by Azure, and are authenticated using the Microsoft Account linked to your Azure profile.

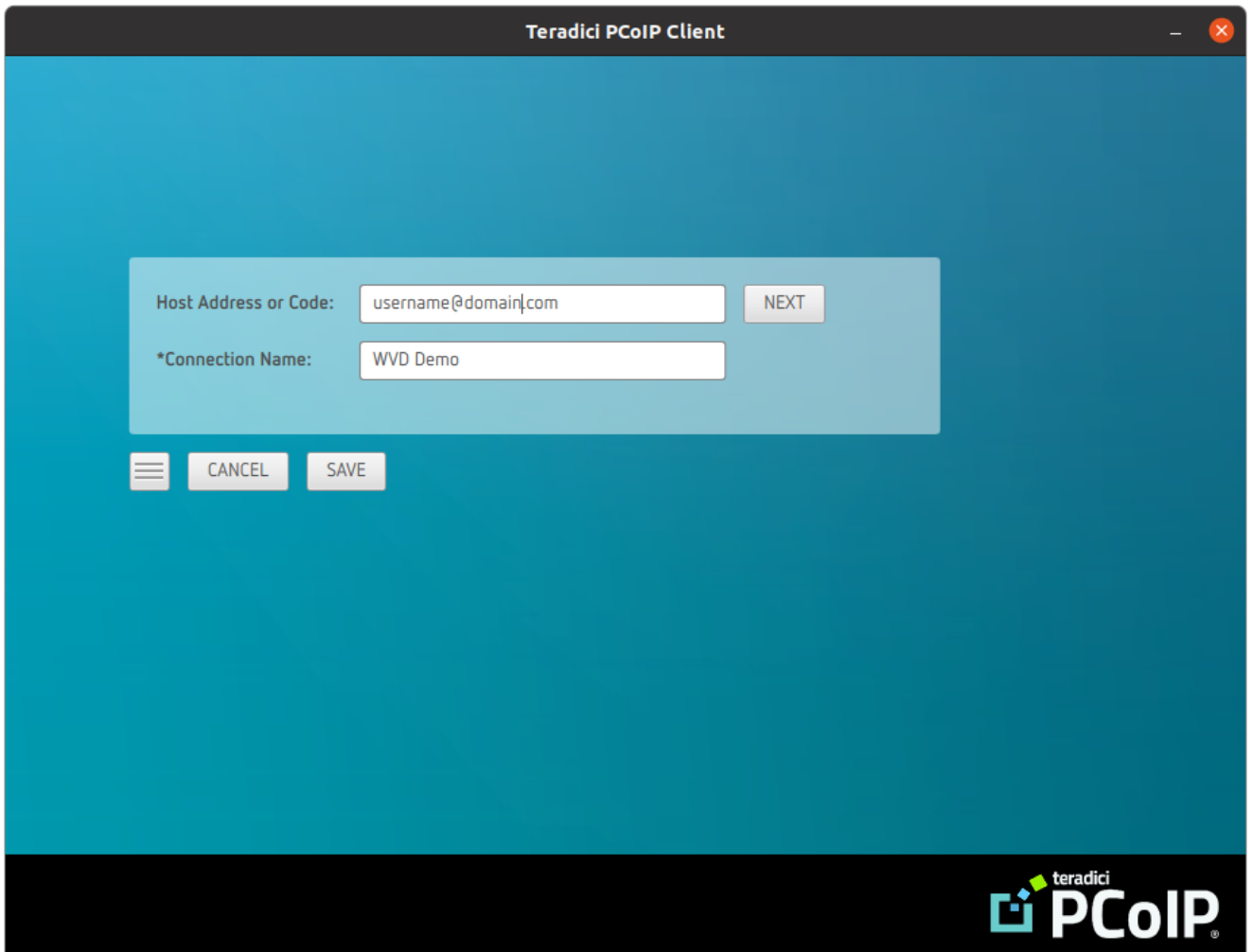
AVD Connectivity Support

The PCoIP Software Client for Linux only supports AVD connectivity on Ubuntu 20.04

To connect to a Azure Virtual Desktop (AVD)

1. Double-click the PCoIP Client desktop icon from Ubuntu Desktop Applications to launch the application.

2. In the *Host Address or Code* field enter your email address that is associated with your Azure profile.

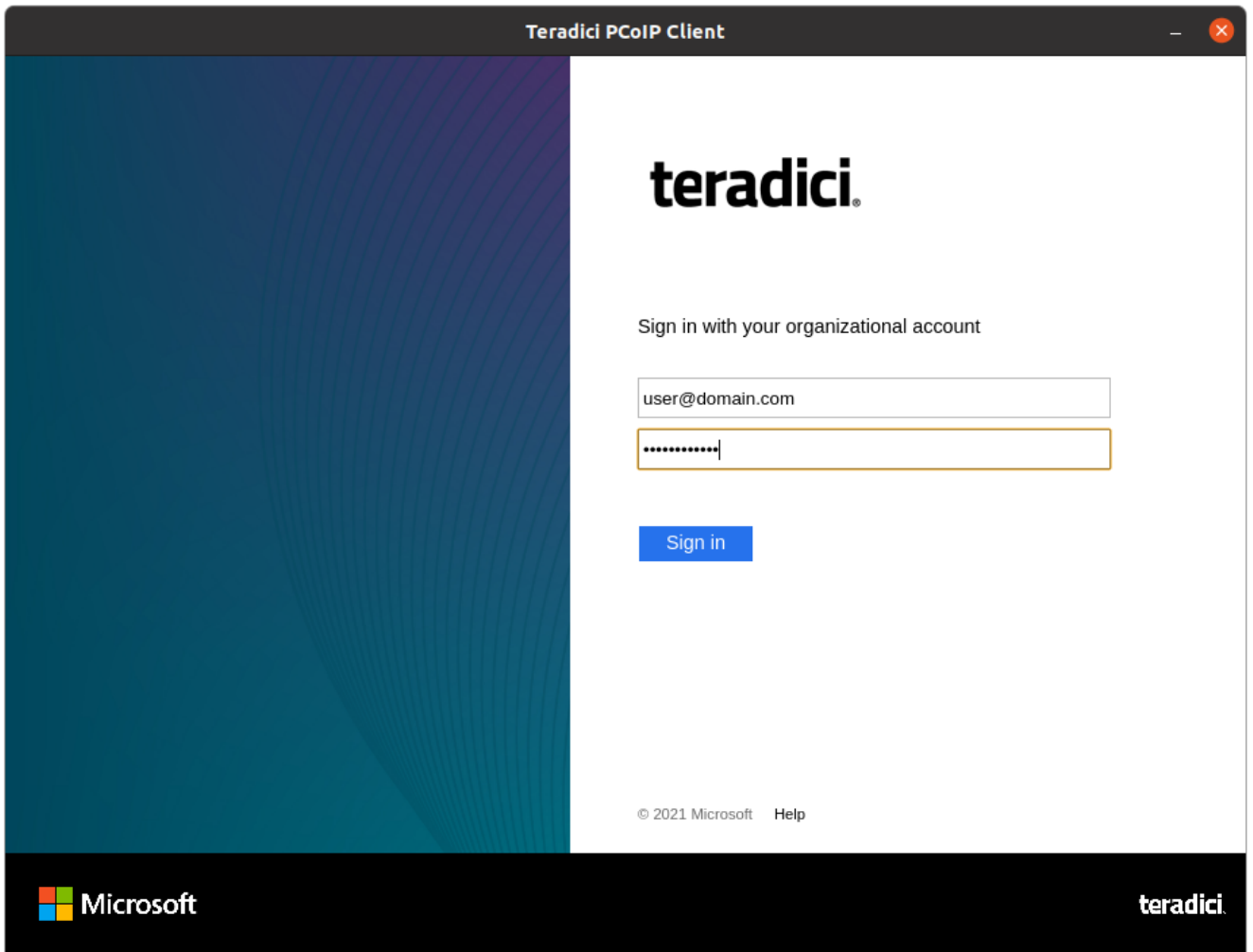


The screenshot shows the Teradici PCoIP Client window. The title bar reads "Teradici PCoIP Client". The main area has a teal background. A light blue panel contains two input fields: "Host Address or Code" with the text "username@domain.com" and a "NEXT" button to its right; and "*Connection Name" with the text "WVD Demo". Below this panel are three buttons: a menu icon (three horizontal lines), "CANCEL", and "SAVE". The bottom right corner features the Teradici PCoIP logo.

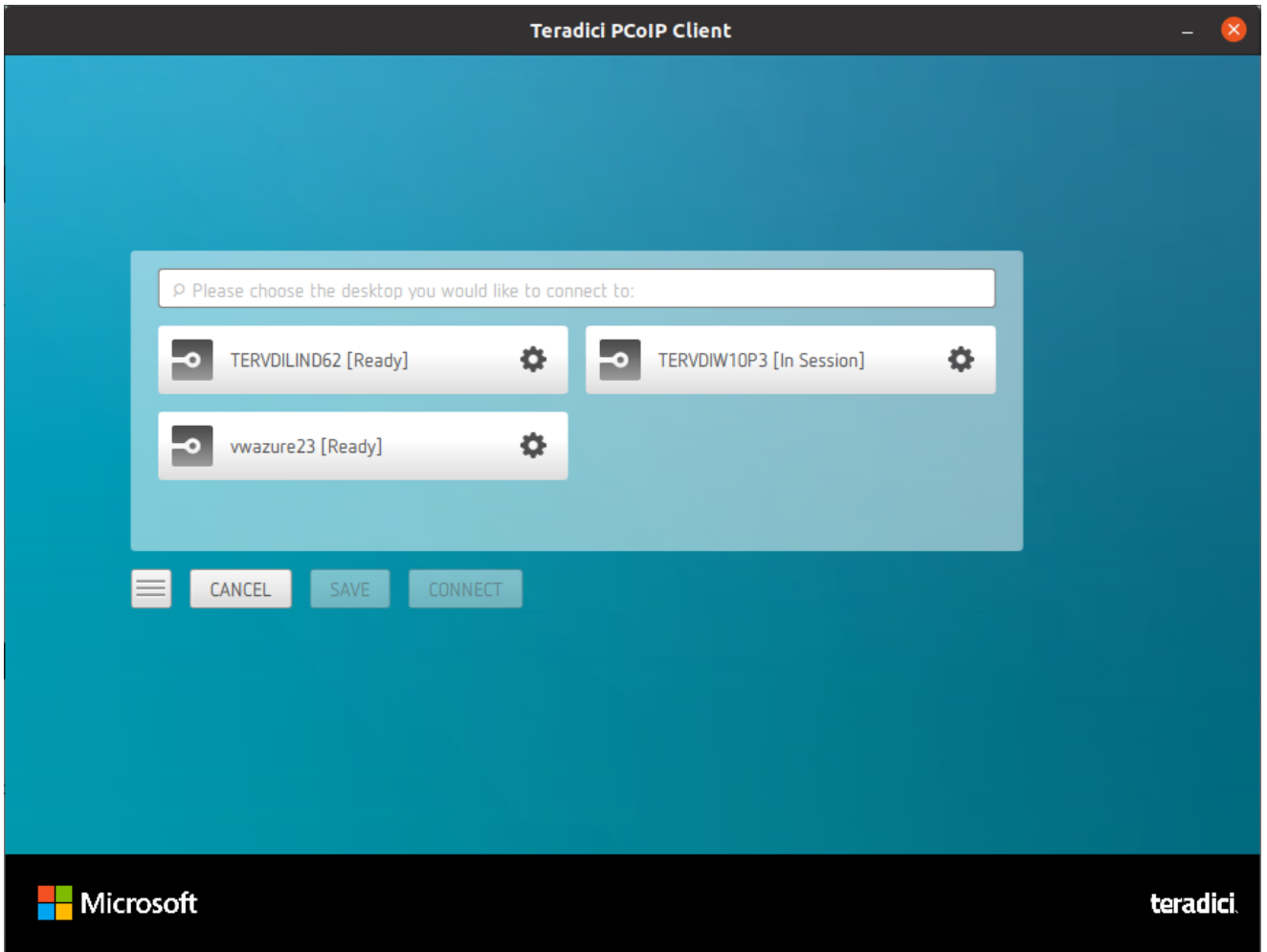
If you want to save this connection later for easy recall, enter a name in the *Connection Name* field and click **SAVE**.

3. Click **NEXT** to proceed with the connection to AVD.

4. The PCoIP Client will then reach out to AVD and present the OAuth login page for your company.



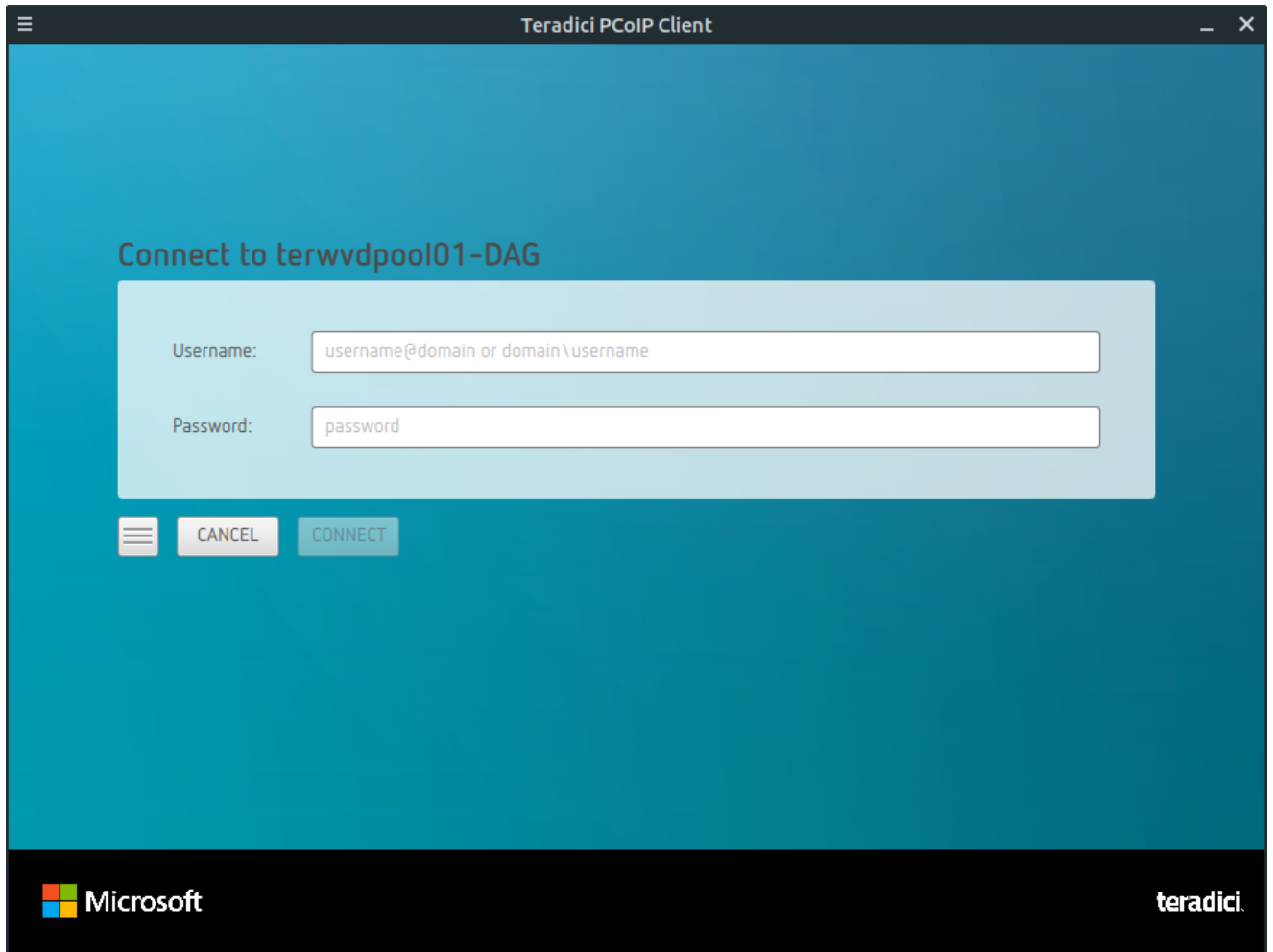
5. If you have more than one desktop available to connect to on AVD, select the resource you wish to use and click **CONNECT**.



If you have a single desktop associated with your profile, this step will be skipped and you will connect directly to that desktop.

6. Once the desktop is selected, you will be prompted to login to the desktop. This may be the same or different user account than you used to connect to AVD. Enter your user ID and

password and click **LOGIN**.



See [Azure Virtual Desktop Feature Support](#) and [Azure Virtual Desktop Keyboard Shortcuts](#) for more information on using the CAS Software Client with AVD.

 **A short interface delay is normal**

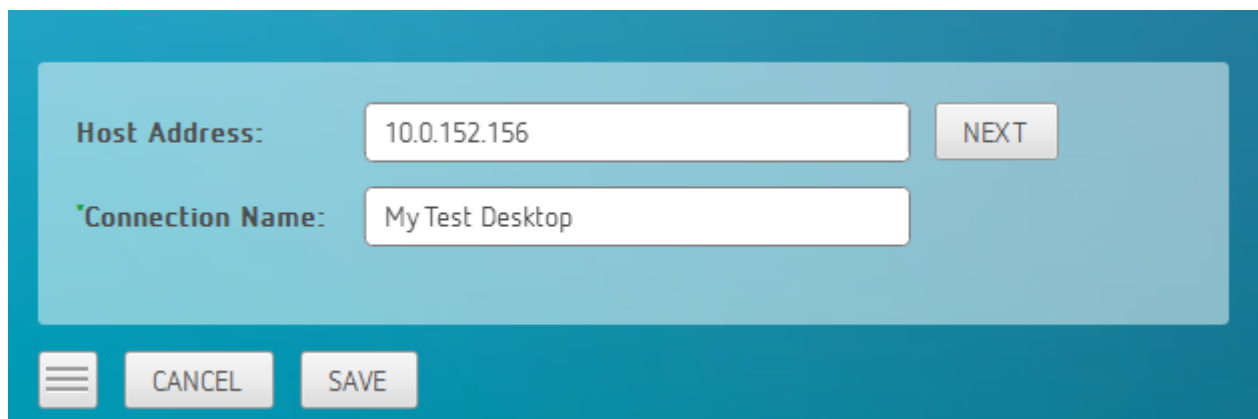
When a session is first connected, it may take a few seconds before you can take control of the keyboard and mouse. This is normal behavior.

Advanced Saved Connections

Administrators can save more complex desktop connections with the PCoIP Client. The following section outlines the connection scenarios that can be saved, and outlines the potential benefits of doing so.

Saved Broker Address

This configuration enables you to create a saved connection where only the broker address is saved. You need to enter your username when connecting to a remote host. Enter the host address and name the connection, then click **SAVE**.



The screenshot shows a configuration dialog with a teal background. It features two input fields: 'Host Address' containing '10.0.152.156' and 'Connection Name' containing 'My Test Desktop'. A 'NEXT' button is positioned to the right of the 'Host Address' field. At the bottom, there are three buttons: a menu icon (three horizontal lines), 'CANCEL', and 'SAVE'.

Pre-configured connections

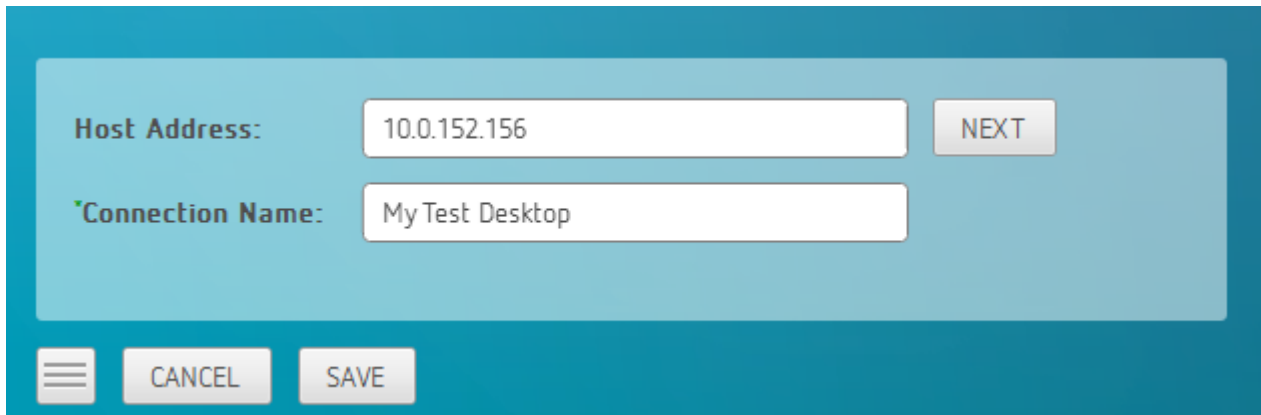
This partial save feature enables administrators to pre-configure connection information as a saved connection and bundle it with the client application. For example, administrators can save a connection with the FQDN of the PCoIP Connection Manager preset and then distribute this information to their deployed clients. As a result of this users would be able to skip past the initial domain screen and advance directly to their user authentication screen.

The administrator can find and distribute the connection info file located at `~\Teradici\PCoIP Client Connection Info.ini`

Multiple Desktops

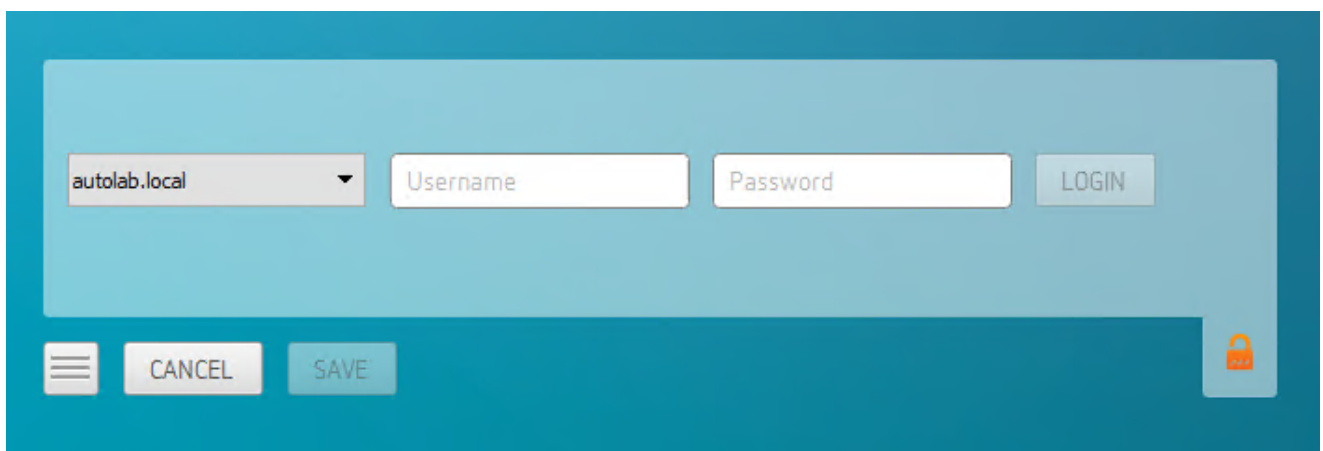
This configuration enables you to see and access a selection of desktop environments each time you connect.

1. Enter the host address and name the connection



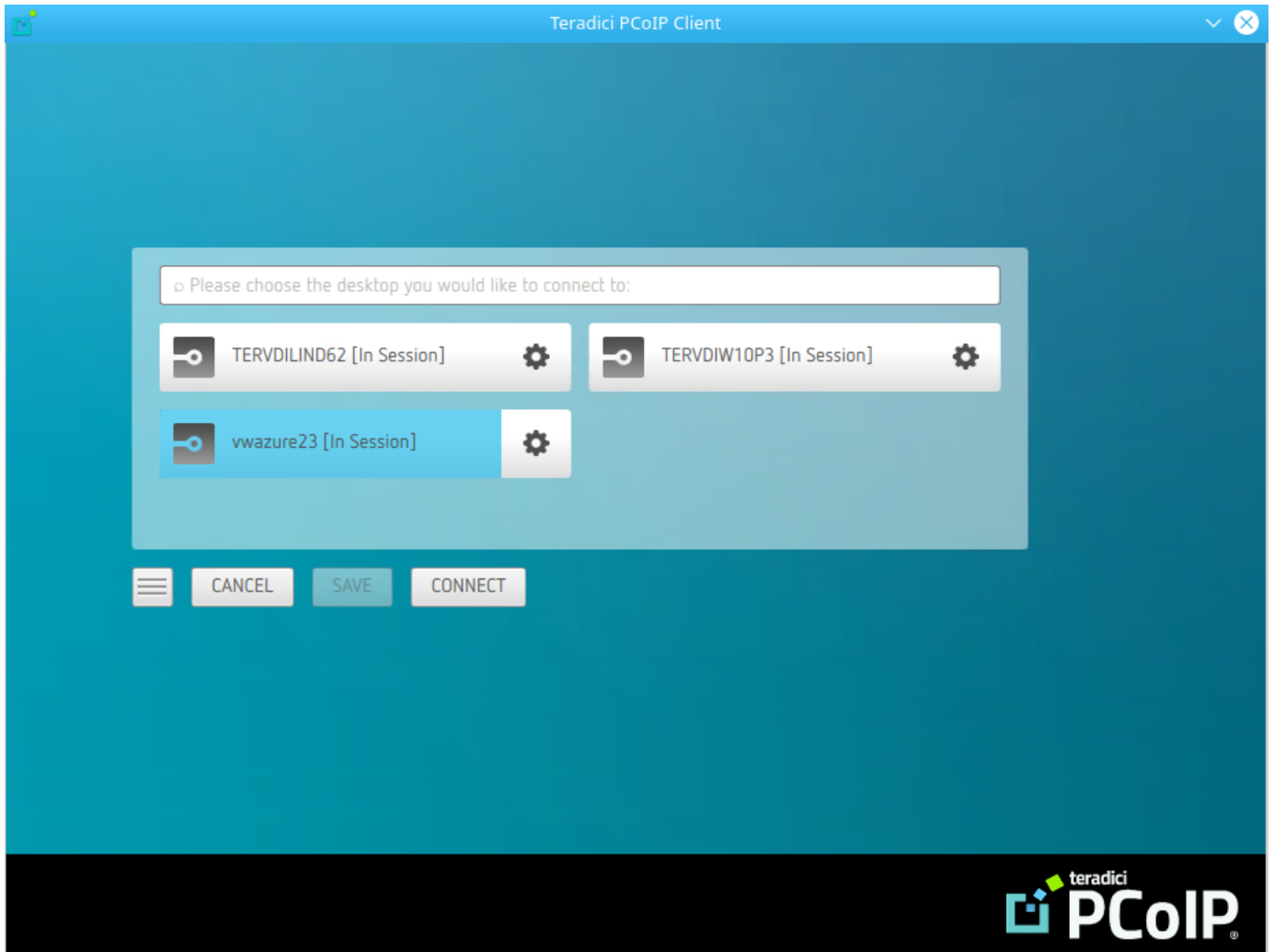
A screenshot of a configuration dialog box with a teal background. It contains two input fields: "Host Address:" with the value "10.0.152.156" and "Connection Name:" with the value "My Test Desktop". A "NEXT" button is positioned to the right of the first field. At the bottom, there is a hamburger menu icon, a "CANCEL" button, and a "SAVE" button.

2. Enter and save the Username



A screenshot of a configuration dialog box with a teal background. It features a dropdown menu showing "autolab.local", a "Username" input field, a "Password" input field, and a "LOGIN" button. At the bottom, there is a hamburger menu icon, a "CANCEL" button, a "SAVE" button, and a small orange padlock icon in the bottom right corner.

Once you have done this each time you use this connection you will be presented with the list of available desktops for that connection.



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:

- **Record the MAC address of the PCoIP Remote Workstation Card**

Before you install the PCoIP Remote Workstation Card in the workstation, record the MAC address of the PCoIP Remote Workstation Card as this will enable you to log into the card to configure the settings. Type <https://pcoip-host-0030040de898.mydomain> where 0030040de898 is the MAC address of your PCoIP Remote Workstation Card and mydomain is the local domain of your network. This step is important as the host driver function is disabled by default, so the host software will not pick up information about the PCoIP Remote Workstation Card, such as the MAC address. The MAC address enables you to connect to the PCoIP Remote Workstation Card to view the IP address and enable the host driver function.

For more information on IP and MAC information relating to the PCoIP Remote Workstation Card, see [here](#).

- **Install PCoIP Remote Workstation Card Agent**

To connect to a remote workstation with a PCoIP Remote Workstation Card using a PCoIP Software Client, the Remote Workstation Card Agent must be installed.

- **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.

Connecting to a Remote Workstation Card via a PCoIP Software Client

The direct connection from the PCoIP Software Client to the PCoIP Remote Workstation Card is supported through the PCoIP Remote Workstation Agent software which needs to be installed on the workstation where the PCoIP Remote Workstation Card is installed. You must have a Remote Workstation Card Agent installed to enable a connection to a Remote Workstation Card.

Both the NIC of the workstation and the NIC of the PCoIP Remote Workstation card need to be accessible by the PCoIP Software Client. They can be on different local networks as long as both are accessible by the PCoIP Software Client. If they are both behind a NAT and accessed by the

PCoIP Software Client then the PCoIP Remote Workstation Card Agent must send the NAT'ed address to the PCoIP Software Client when connecting.

Cloud Access Software Subscription

You need to have a valid Cloud Access Software Subscription to use the PCoIP Remote Workstation Card Agent.

Direct Connection to PCoIP Remote Workstation Cards

PCoIP brokering can now be used to connect to the Remote Workstation Card. You can still connect to a non-brokered Remote Workstation Card by connecting to the FQDN of the workstation instead of the FQDN of the Remote Workstation Card. This method of connection requires the Remote Workstation Card Agent to be installed on the workstation

Connecting to a PCoIP Remote Workstation Card through the command line

You can have a direct connection to a PCoIP Remote Workstation card, from a PCoIP Software Client, without requiring a PCoIP Remote Workstation Card agent installed on the host machine if you connect via the command line by using the `--hard-host` option with the IP address of your PCoIP Remote Workstation Card, for example:

```
pcoip-client --hard-host 10.11.12.13
```

`10.11.12.13` is the IP address of the PCoIP Remote Workstation Card.

Connecting 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 and Code** box, enter the fully-qualified computer name or IP address of the remote workstation or the address of the PCoIP broker, for example [Cloud Access Manager](#) or a third-party broker.
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.

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.

PCoIP Remote Workstation Card Feature Compatibility

Not all features with the Software Client are fully supported when connecting to a PCoIP Remote Workstation Card. The following section outlines these limitations against certain features.

Audio: PCoIP Remote Workstation Card uses a hardware based audio protocol which is not fully supported on the Software Client.

Topology: Single display configuration will work. There may be disruptions in the forms of black bars or scroll bars on the client if the PCoIP Remote Workstation Card does not support the display configuration on the client. The worst instance of this disruption will occur for some client configurations that don't work with the hard host configuration.

USB: Connecting USB devices to the PCoIP Remote Workstation Card is not supported.

Performance: Updated to support PCoIP Ultra are not applicable to the RWC.

Connecting Remotely using NAT or VPN

The same principles that apply for PCoIP Zero Clients apply to PCoIP Software Clients when connecting to multiple hosts through a WAN. Connections from a PCoIP Software Client to a Remote Workstation Card across a WAN will require a VPN or NAT setup with enterprise level NATing devices. For information on how to connect a PCoIP Software Client to a Remote Workstation Card installed in a Windows host computer, see [here](#).

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.

NoMachine USB Driver Compatibility

PCoIP Clients are not compatible with NoMachine and No Machine USB drivers. For information on how to uninstall NoMachine USB drivers, see [here](#).

USB Bridging of Webcams

USB Webcams can be redirected to a remote PCoIP Agent for Windows from PCoIP Software Clients for Windows and/or Linux. You need to ensure that the upstream bandwidth of the connection is sufficient to support streaming video. This feature works with a limited set of USB cameras, including the Logitech C920. It is limited to video resolutions of less than 480p.

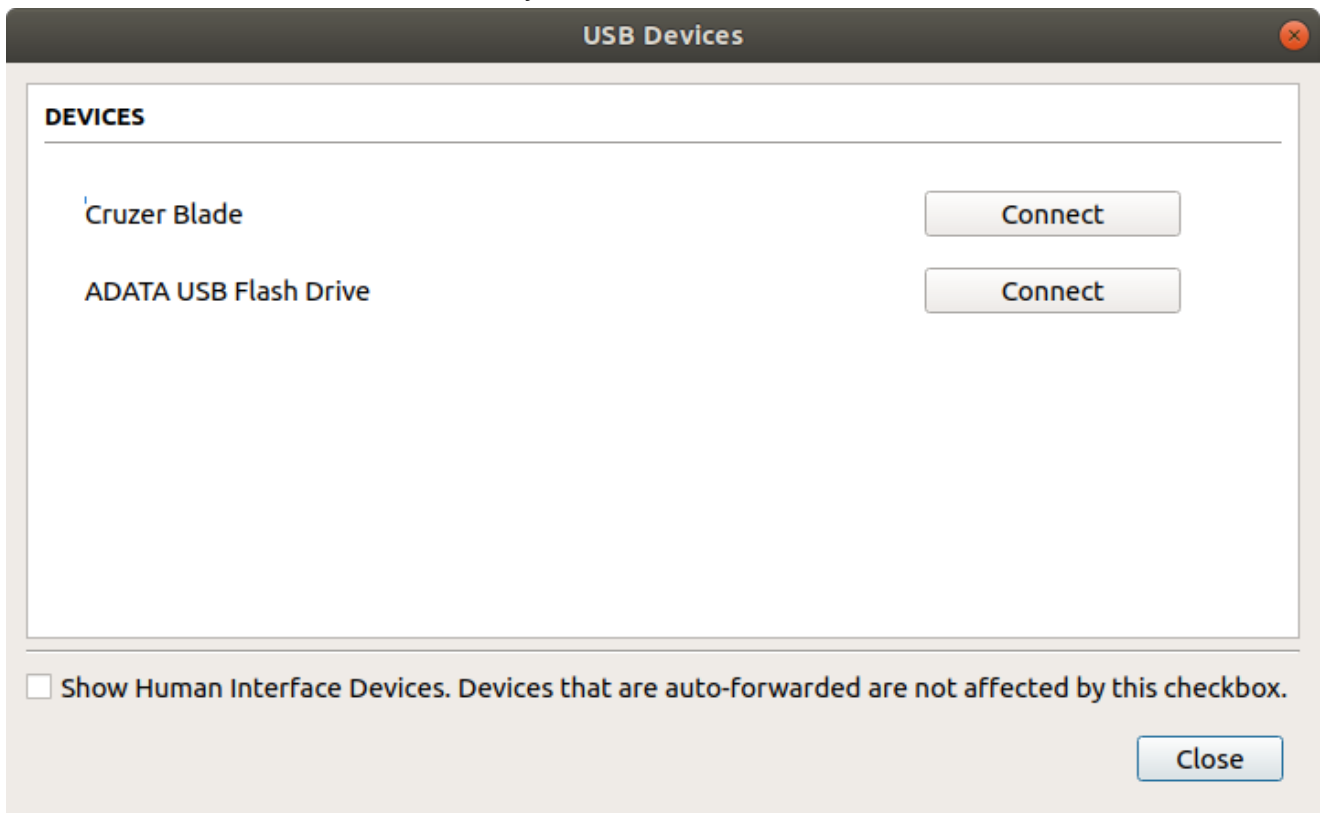
The following section outlines how to connect a USB device:

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.

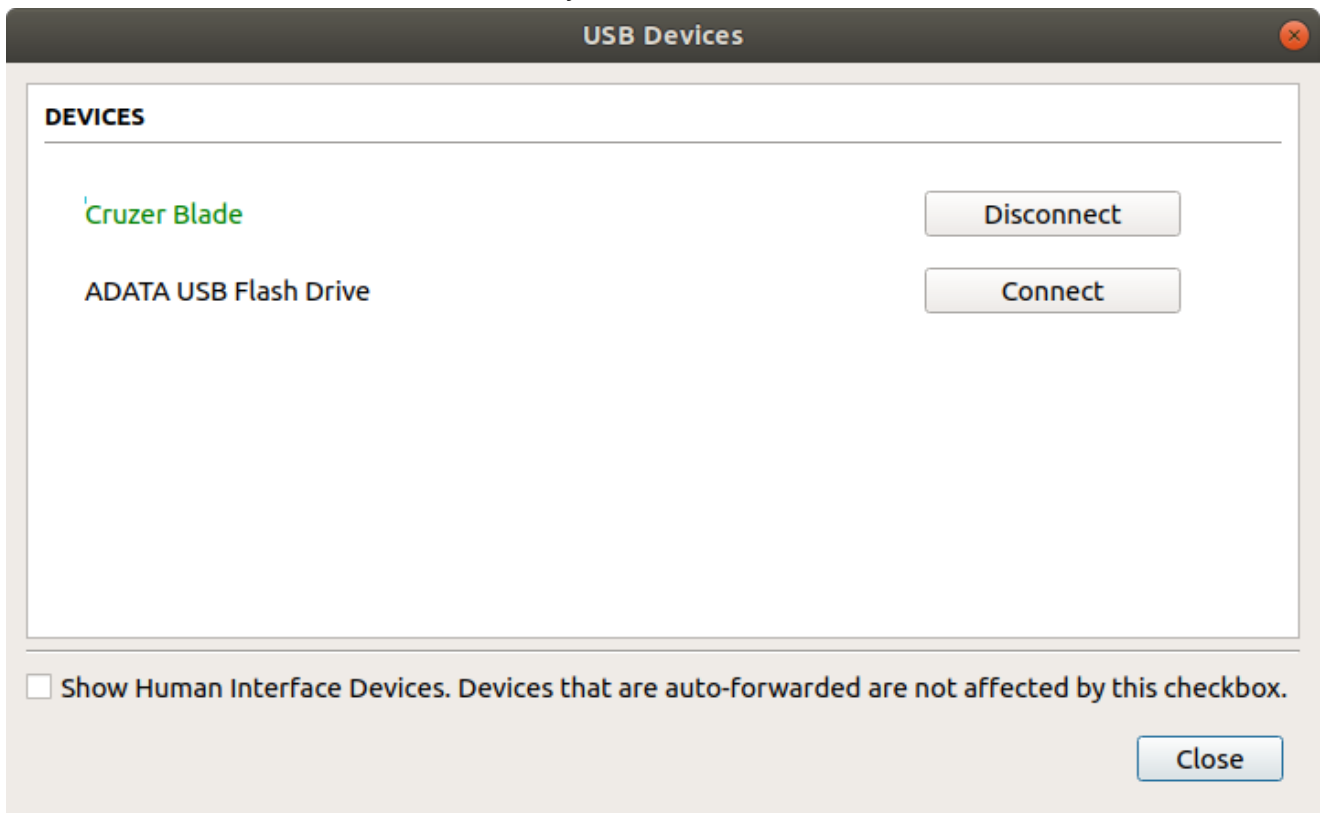
If you need to connect a Human Interface Device that can't be locally processed, like a 3D mouse or a Wacom tablet, enable the **Show Human Interface Devices** checkbox to reveal the device in the USB device list and click its Connect button.

You may also have to complete additional configuration steps or install drivers on the host machine.

Disconnecting 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.



USB Auto-Forward with Non-HID Devices

A HID is a device class definition that enables a generic USB driver to support devices such as keyboards, mice, tablets, controllers, etc. Non-HID devices primarily run on the PS/2 port transport. Automatic bridging enables you to auto bridge all non-HID USB devices by using the `usb-auto-forward` command line parameter.

USB Vendor ID/Product ID Auto-Forward

You can automatically forward up to 20 USB devices to the host at the start of the session by calling the PCoIP client executable with `vidpid-auto-forward` and the required VID/PID pairs.

VID/PID Pairs

You can locate the VID/PID pairs from the PCoIP Client logs which are placed in `/tmp/Teradici//logs/`. When getting the VID/PID pairs from the log you need to strip `0x` from the IDs, and use the rest of the ID when running the `vidpid-auto-forward` command. As outlined in the following example:

```
2040-12-12T20:36:46.117Z e0f9e9e9e-866f-1038-test-ac87a3007abc LVL:2 RC: 0
MGMT_USB :Device 0x00010001 VID=0x**18a5**PID=0x**0302**
2040-12-12T20:36:46.117Z e0f9e9e9e-866f-1038-test-ac87a3007abc LVL:2 RC: 0
MGMT_USB :Device 0x00010001 Name=TEST Serial=012345ABCDE pp=00022222
```

The VID/PID pair in this scenario would be **18a5,0302**.

USB VID/PID Auto-forwarding workflow



Devices that are auto-forwarded will appear in the USB Devices dialog box, enabling users to connect or disconnect them from the host. The following is an example of how this command would look with the VID/PID values:

```
pcoip-client --vidpid-auto-forward "1234,5678 abcd,efgh"
```

The following rules apply to VID and PID values:

- VID/PID values are comma-separated: `xxx , yyy`
- VID/PID pairs are space-separated: `aaa,bbb ccc,ddd`
- VID/PID pairs with invalid values will be discarded. Discarded rules appear in the event log.
- Up to 20 devices will be passed; if more than 20 are attempted, the first 20 will be accepted and rest ignored. Ignored rules appear in the event log.

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.

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.

Teradici PCoIP Client Connection View

- Leave Fullscreen Ctrl+Alt+Enter
- Show Fullscreen One Monitor
- Minimize Client Ctrl+Alt+M
- ✓ Tablet Monitor
- Tablet Orientation Left-handed

The screenshot shows the 'Wacom Tablet Properties' window with the 'Mapping' tab selected. The 'Device' is 'Intuos Pro M', the 'Tool' is 'Pro Pen 2', and the 'Application' is 'All'. The 'Orientation' is set to 'ExpressKeys Left'. The 'Mode' is set to 'Pen'. The 'Screen Area' dropdown menu is open, showing 'Monitor 1' selected. The 'Tablet Area' is set to 'Full'. The 'Use Windows Ink' checkbox is checked. There are 'About', 'Options...', and 'Default' buttons at the bottom.

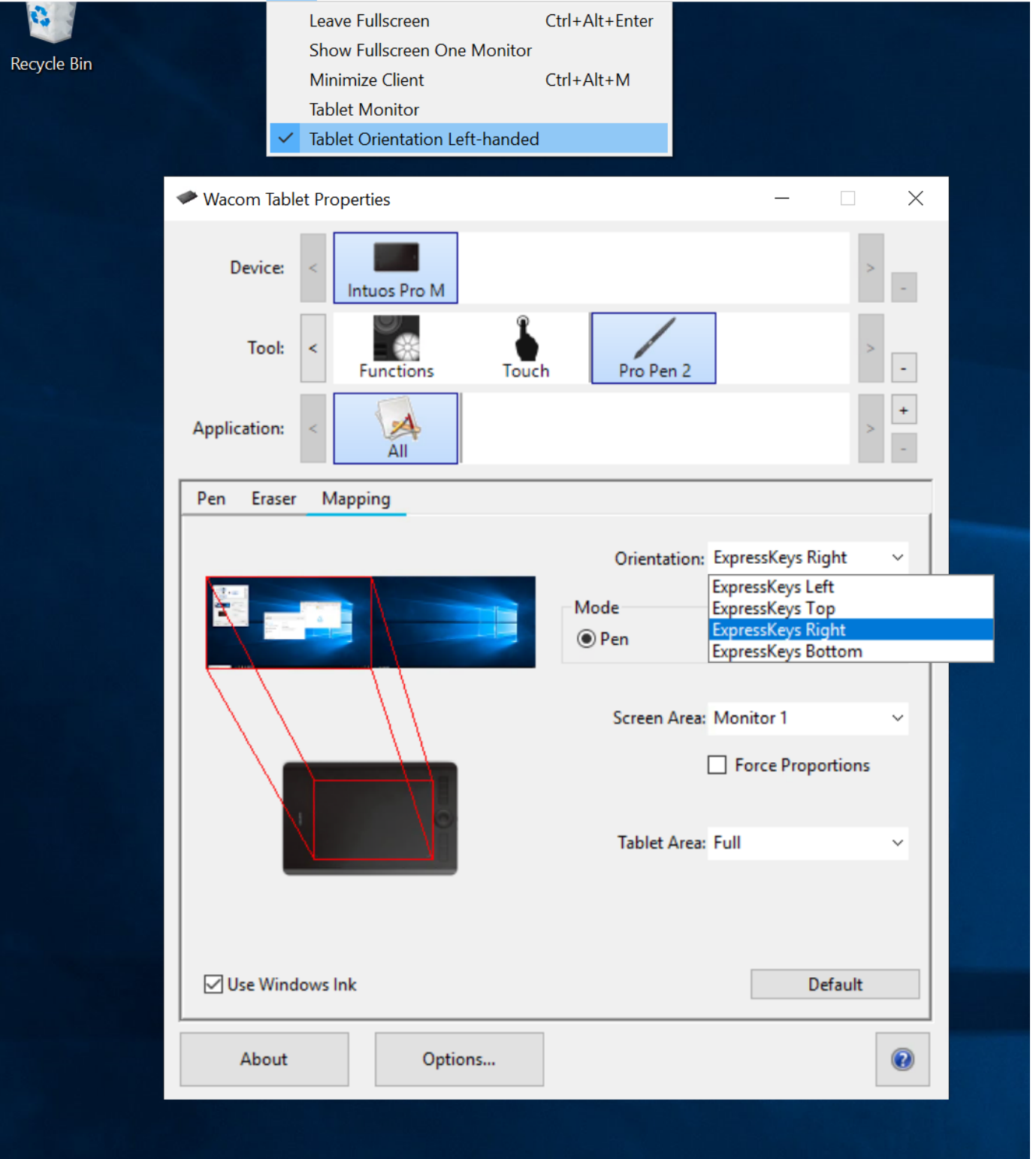
Tablet Orientation Left-handed

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.

Teradici PCoIP Client Connection View

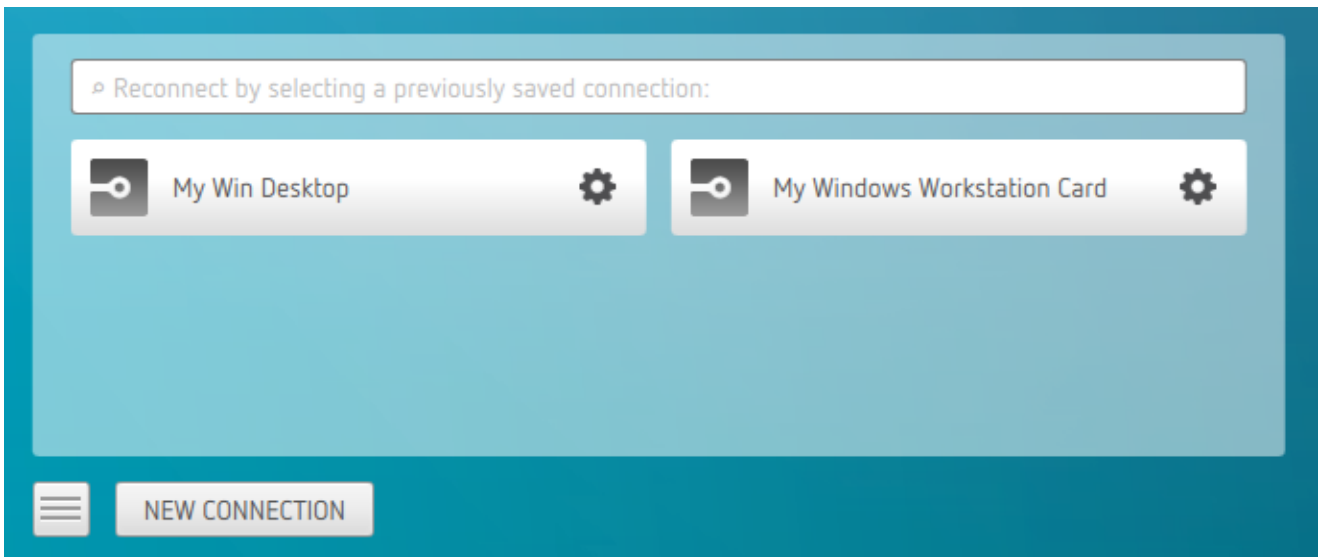


Using Saved Connections

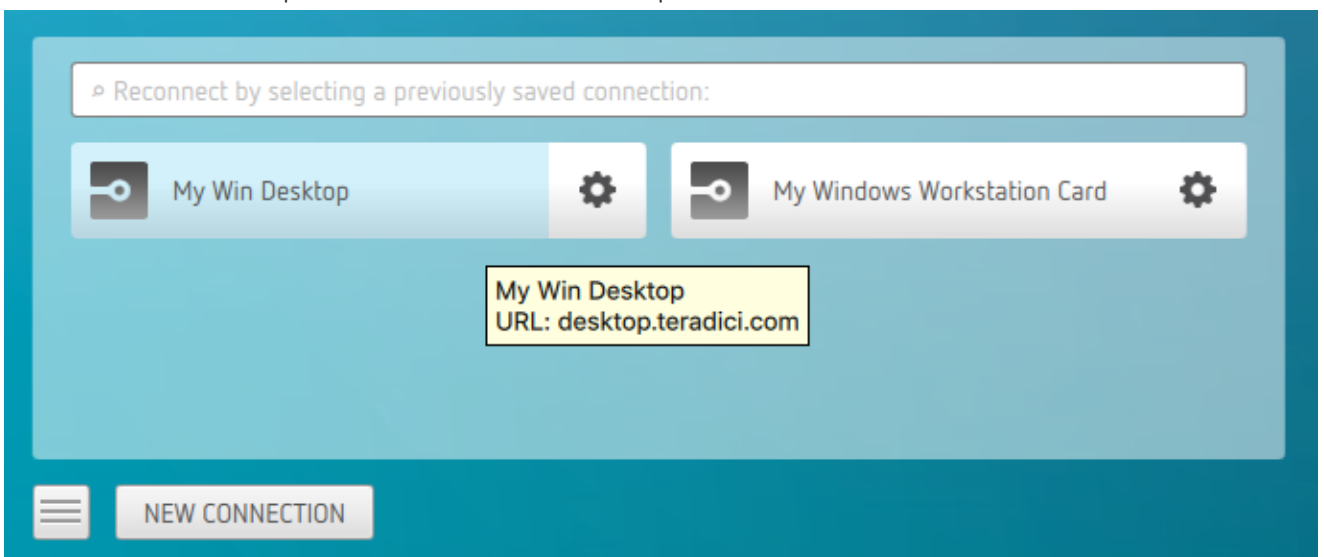
Once you have saved a connection, you can use it to reconnect easily.

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.

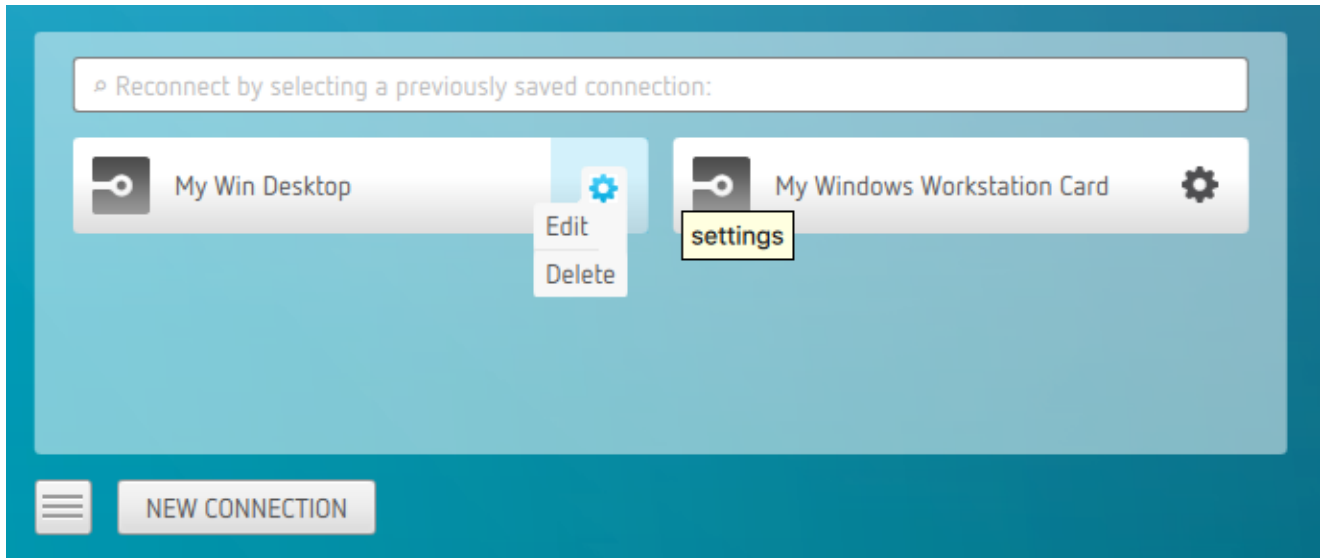


2. To see the connection address, hover your mouse over the saved connection. Hovering over a saved virtual desktop will also show the desktop name.

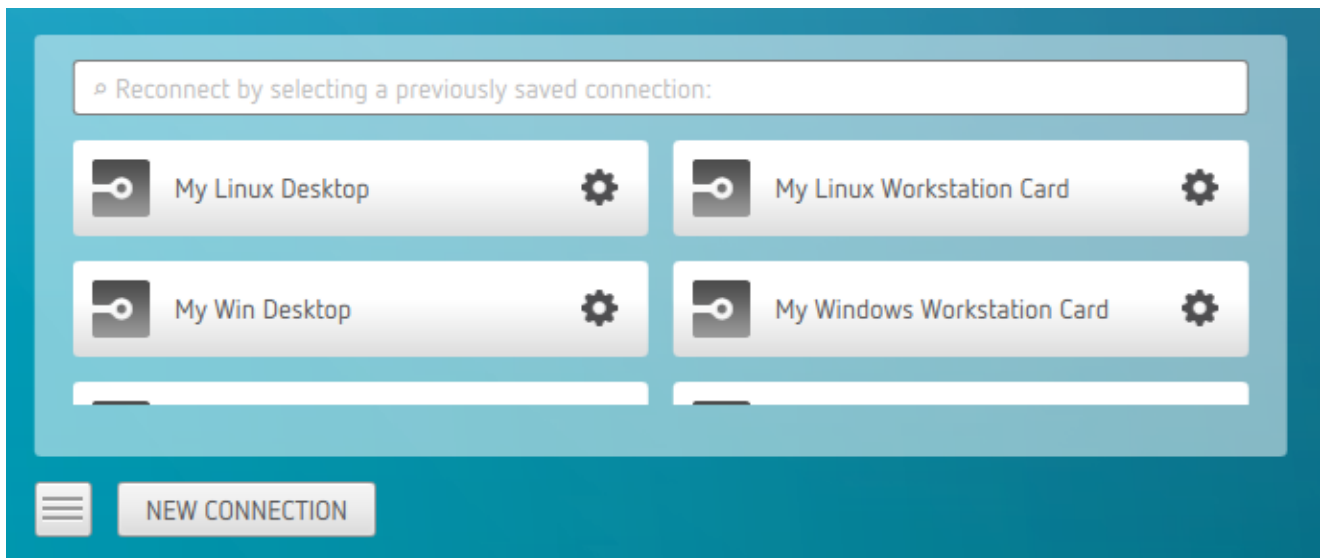


To reconnect using your saved connection:

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.



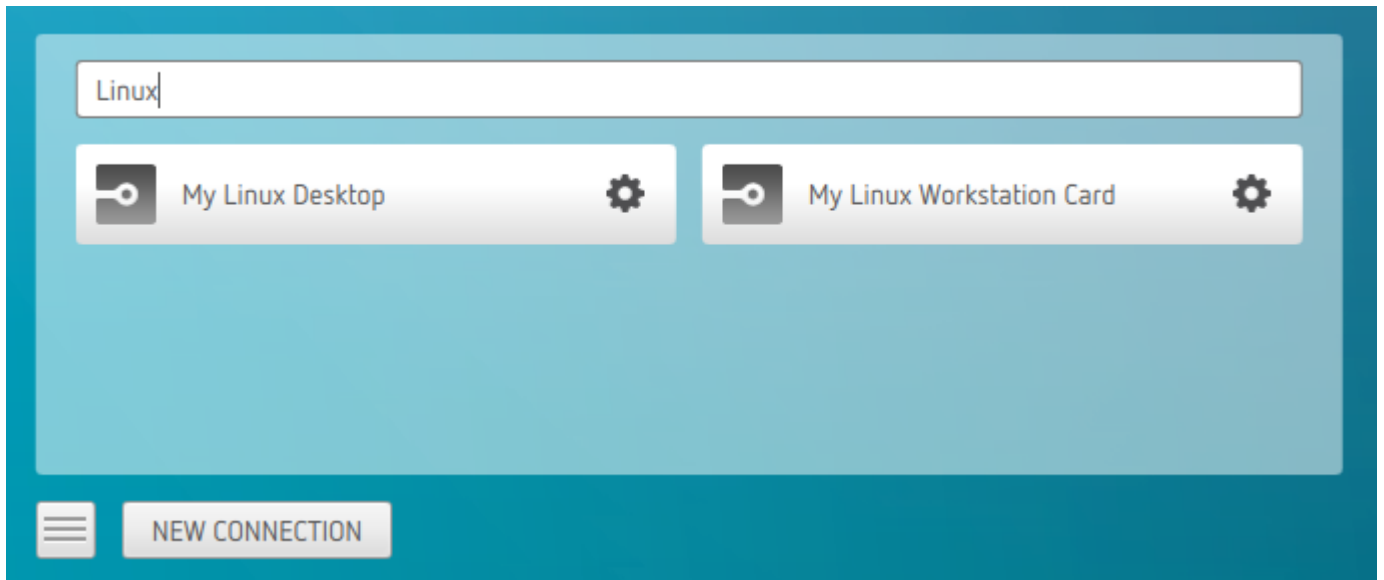
4. If you have saved multiple connections, click the desired one to reconnect. If you have multiple saved connections use the search bar to locate the connection and scroll down to find it.



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.

Filtering through your saved connections

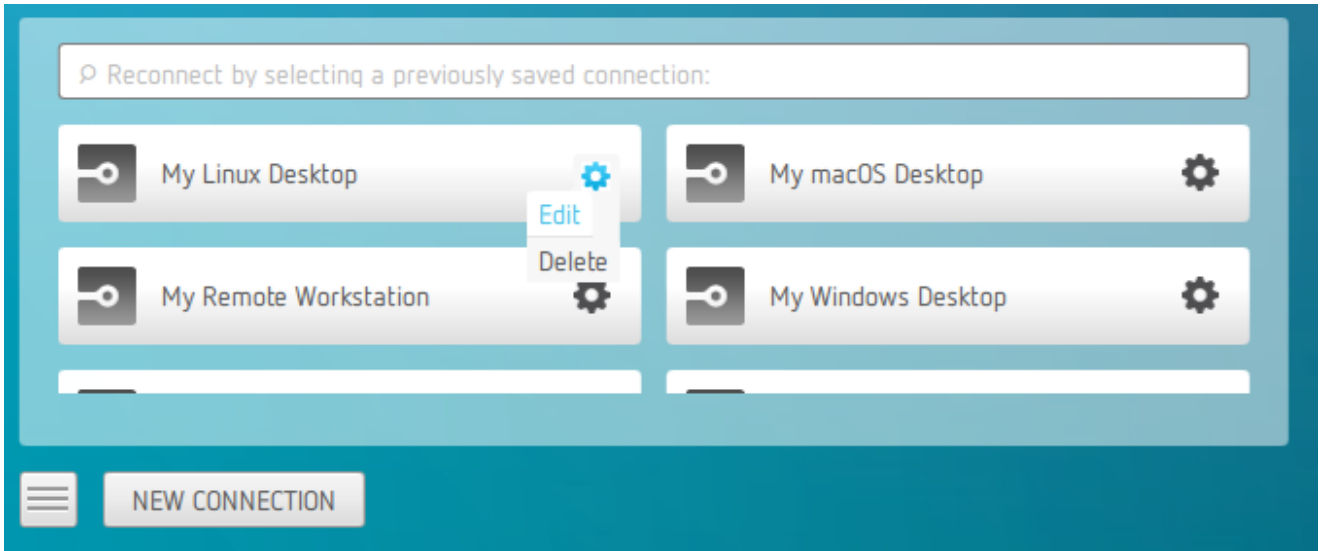
You can use the search bar to now filter saved connections based on their connection names.



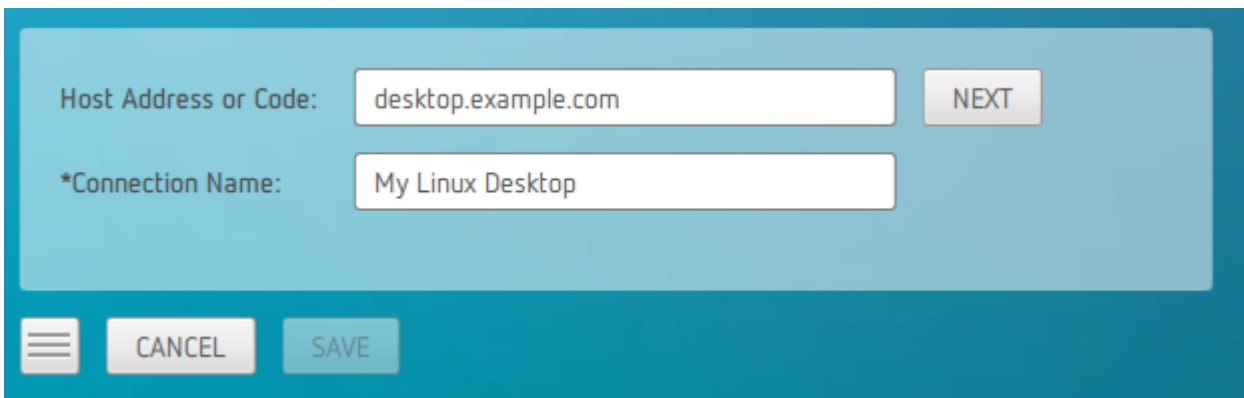
Reset Virtual Desktop

The following section outlines how to reset a saved desktop in the PCoIP Client. You can reset to a virtual desktop by following the steps outlined below:

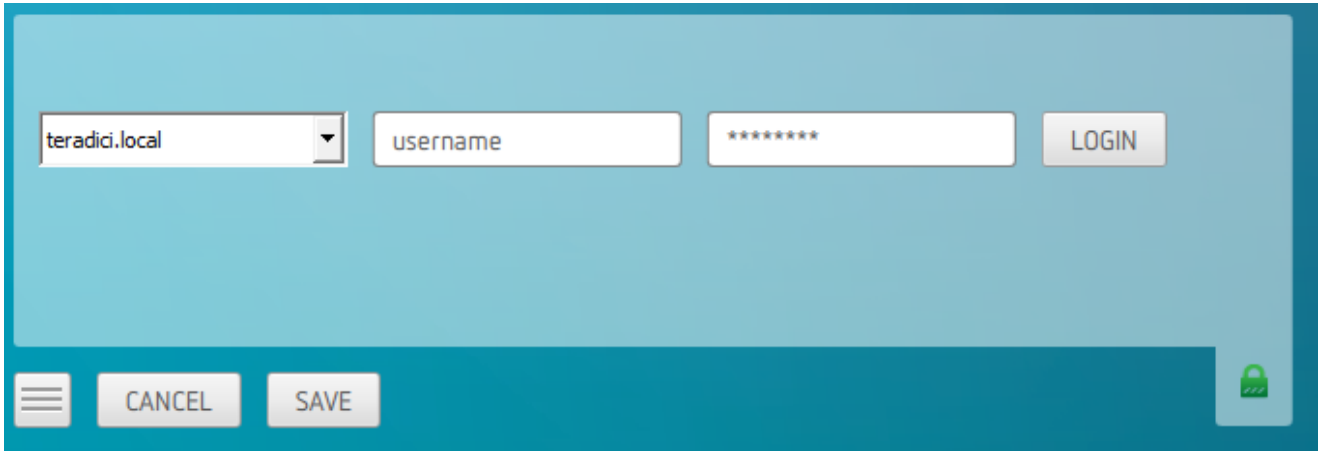
1. Click the configure button and select **Edit** from the popup menu.



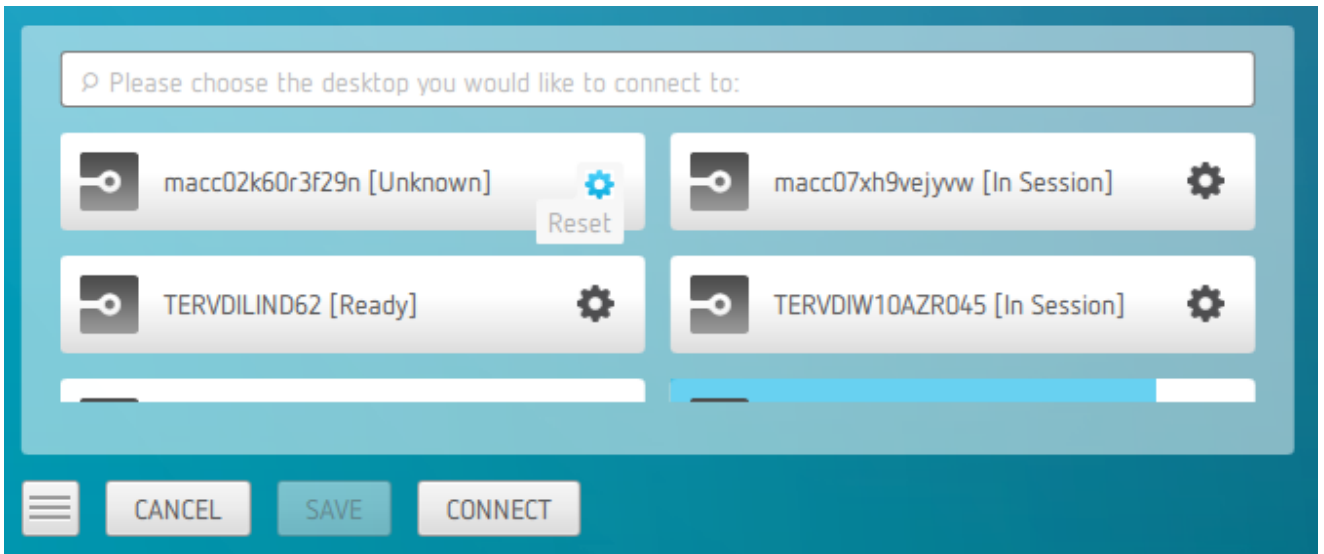
2. Click **NEXT** on the initial saved connection screen.



3. Enter your access credentials and click **SAVE**.

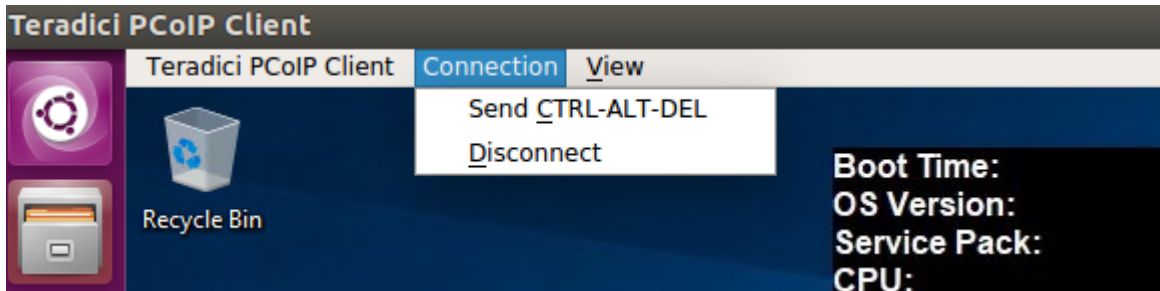


4. Click the configure button and select **Reset**. If the **Reset** option is not available, then this feature is not supported by the Connection Manager.



Disconnecting a Session

To disconnect a PCoIP session, select the **Connection > Disconnect** menu option.



Quitting the PCoIP Client 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.

Detect Monitors

The detect monitors feature enables you to add and remove displays from the desktop through the PCoIP Client while in an active session.

Adding a Display

The following steps outline how to add a display to your desktop through the PCoIP Client:

1. Connect a new monitor to the client.
2. From the desktop, click **View**.
3. Click **Detect Monitors**.
4. Select the monitor you want to add.

The displays on the remote desktop will be extended to include the new monitor.

Removing a Display

The following steps outline how to remove a display from your desktop.

1. Disconnect a monitor from the client.
2. From the desktop, click **View**.
3. Click **Detect Monitors**.

You will no longer see the monitor that you have disconnected from the client.

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.

Minimizing 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 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 video 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.

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.

PCoIP Ultra AV-Lock

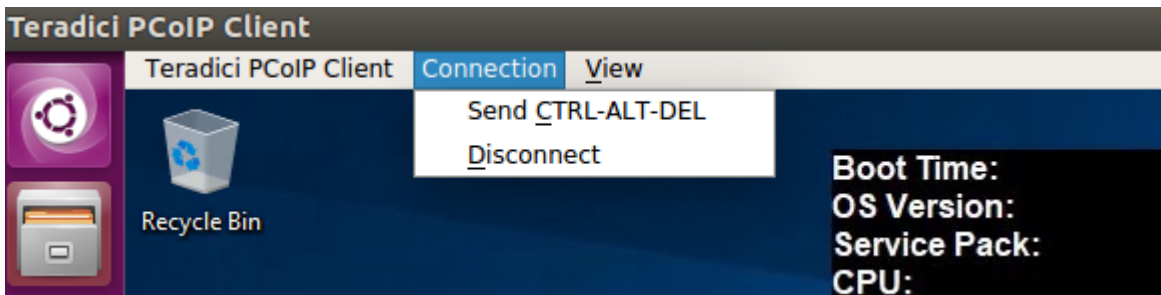
PCoIP Ultra AV-Lock enables regulated synchronization of audio and video frames. When audio is playing the video frames will be delayed to align with the audio sound track. When there is no audio playing the video frames will be presented to the user without delay. For some use cases, such as video editorial, audio video synchronization is critical and must be tolerant of variable network conditions that may be present with remote work.

PCoIP Ultra AV-Lock enables more regulated synchronization of audio and video frames compared to Enhanced AV Sync described above. PCoIP Ultra AV-Lock is available with PCoIP Ultra CPU Offload, GPU Offload or Auto Offload. You must enable the High Performance Client mode for this

feature to function correctly, for information on this, see [High Performance Client](#). To enable PCoIP Ultra AV-Lock with the PCoIP Software Client for Windows, go to the [Teradici Tech Preview Program](#) page.

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.



Azure Virtual Desktop Keyboard Shortcuts

The following keyboard shortcuts apply when using the CAS Software Client for Linux to access a Azure Virtual Desktop (AVD) using RDP:

- **CTRL** + **ALT** + **END** = **CTRL** + **ALT** + **DEL** (inside the remote desktop)
- **ALT** + **Pg-Up** = **ALT** + **TAB** (task switcher inside the remote desktop)
- **ALT** + **Home** = Windows button (inside the remote desktop)
- **SHIFT** + **ALT** + **Enter** = Toggle full-screen mode on/off

Linux Keyboard Shortcuts

There are a number of system level keyboard shortcuts on Ubuntu 18.04 that can affect your remote desktop experience. If you are using some of these keys then it is recommended that you re-map or disable them.

There are separate keyboard shortcuts if you are connecting to a Azure Virtual Desktop (AVD) using RDP, as outlined [below](#).

To re-map a keyboard shortcut go to the **Keyboard** tab within your system settings, select the keyboard shortcut and enter the keys you wish to use to re-map with. You can also click backspace to disable the shortcut.

The following keyboard shortcuts may be of interest:

Navigation Shortcut: `Alt + Tab`

Ubuntu 18.04: Switch applications (on local client).

Windows 10: Switch applications (on remote desktop).

Navigation Shortcut: `Super + Tab`

Ubuntu 18.04: Switch applications (on local client)

Windows 10: Open task view (on remote desktop)

Navigation Shortcut: `Super + Shift + Up arrow`

Ubuntu 18.04: Move window one monitor up.

Windows 10: Stretch the desktop window to fill the entire screen.

Navigation Shortcut: `Super + Ctrl + D`

Ubuntu 18.04: Hides all normal windows.

Windows 10: Adds a virtual desktop.

Navigation Shortcut: `Ctrl + Alt + Tab`

Ubuntu 18.04: Switch System Controls Windows.

Windows 10: View open applications.

Navigation Shortcut: `Super` + `Home`

Ubuntu 18.04: Switch to workspace 1.

Windows 10: Minimize all but the active desktop window(Restores all windows on second stroke).

Navigation Shortcut: `Super` + `Lock`

Ubuntu 18.04: Lock screen.

Windows 10: Lock screen.

Navigation Shortcut: `Super` + `A`

Ubuntu 18.04: Show all applications.

Windows 10: Open action center.

Navigation Shortcut: `Super` + `S`

Ubuntu 18.04: Show the overview.

Windows 10: Open search.

Navigation Shortcut: `Super` + `H`

Ubuntu 18.04: Hide window.

Windows 10: Open the share charm.

Navigation Shortcut: `Super` + `Up arrow`

Ubuntu 18.04: Maximize window.

Windows 10: Maximize app window.

Navigation Shortcut: `Super` + `Down arrow`

Ubuntu 18.04: Restore window.

Windows 10: Minimize app window.

Navigation Shortcut: `Super` + `Left arrow`

Ubuntu 18.04: View split window from the left side.

Windows 10: Snap app window left.

Navigation Shortcut: `Super` + `Right arrow`

Ubuntu 18.04: View split window from the right side.

Windows 10: Snap app window right.

Changing the Language

In addition to English, the PCoIP Software Client also supports a number of different languages. During installation, you can select one of the supported languages.

To change the language in GNOME

- In the **Settings > Language and Region** panel, select another language from the language setting.

To change the language on the command line

Alternatively, the language can be set with the `locale` parameter on the command line:

```
pcoip-client --locale <locale-code>
```

The following table lists the available language translations and codes:

| Language | Code |
|---------------------|-------|
| German | de |
| Spanish | es |
| French | fr |
| Italian | it |
| Japanese | ja |
| Korean | ko |
| Portuguese (EU) | pt |
| Portuguese (Brazil) | pt_BR |
| Russian | ru |

| Language | Code |
|-----------------------|-------|
| Turkish | tr |
| Chinese (Simplified) | zh_CN |
| Chinese (Traditional) | zh_TW |

General Overview

Thin Client Access

Licensing Options

OEM License Management

Perpetual vs Subscription-based Licensing

When a device has a **perpetual** Thin Client Access license, the PCoIP Client will continue to operate for the life of the hardware device unless the device gets a factory reset, at which point the OEM, or Teradici, makes the decision to request or re-issue the license for that device.

When a device has **subscription-based** Thin Client Access license, the PCoIP Client will only operate for the term of the subscription. Subscription terms are for 1, 3 and 5 year terms. Teradici Customer/Partner Support and PCoIP Software Client upgrades are included in the subscription-based license for the duration of the term.

Trial Period Overview

The Thin Client Access trial period is over 90 days and will work out-of-the-box. The 90-day trial period workflow is outlined here:

1. The Thin Client device will come with out-of-the-box 90-day trial period. The trial period is not managed by the licensing service.
2. After receiving a Thin Client device from the factory, a user can access the PCoIP Client for 90 days on a trial period.
3. Users need to acknowledge that they are activating the trial period before launching the PCoIP Client.
4. After successfully launching the PCoIP Client trial, a user will see the Thin Client Access expiration date on the PCoIP Client, as outlined below. <!--Image needed-->
5. Upon expiry of the trial period a user will no longer have access to the PCoIP Client. The user will see the date the Thin Client Access trial expired, as outlined below. <!--Image needed-->
6. After the trial period has ended, a user can only access the PCoIP Client after the Thin Client device has been deactivated with a valid Thin Client Access license.

Licensing Options

Cloud Licensing Service

Thin Clients that have an internet connection will use Flexera and Flexera Operations Cloud Licensing Service (FNO) for license activation and receipt of device feature key. FNO is a cloud-based service that eliminates the complexity of managing on-premises licensing infrastructure. To view the total number of Thin Client Access licenses the user has licenses for, and how many have been used, the IT Manager will need to log into the FNO Admin Portal.

Local License Server Licensing

Users will need to install a Local License Server (LLS) for license activation and to receive a device feature key, for more information on the LLS, see [here](#). If a user needs to add new devices and has renewals over time, they would need to keep the LLS up and running all the time.

Procuring a Thin Client Access License from Teradici

Once a customer places an order for Teradici Thin Client Access (TTCA) through the [Teradici sales channel](#) the Teradici Operations team will fulfill the order. Once the order has been processed the customer will receive an email from Teradici Operations with activation codes for the specific license type, perpetual or subscription, as well as links for maintenance and support. This email also advises the customer to consult the OEM Management Tool's Administration guide to activate the licenses.

Thin Client License Activation - Online

Once a customer has received the activation codes for the specific license types the Thin Client access can be established. The following steps outline the activation process when the Thin Client has access to the internet:

1. The customer's IT manager will need to access the OEM Thin Client management and enter the activation codes.

2. The OEM Management Tool will pass the activation codes to the Thin Client devices to be stored in the licensing.ini file.
3. The PCoIP Client reads the activation codes from this file.
4. The PCoIP Client connects to Teradici's Flexera Cloud License Service (FNO) to request license activation.
5. The FNO Licensing Service returns the device feature key to the PCoIP Client. License feature details are stored in the Persistent Trusted Storage of the Thin Client device.
6. Teradici Thin Client Access (TTCA) license terms, M&S licenses and vendor specific features are activated on the PCoIP Client and the IT manager logs into the FNO Admin Portal to access Thin Client Licensing information for the entire deployment. Thin Client Access Online Activation

Thin Client License Activation - Offline

Once a customer has received the activation codes for the specific license types the Thin Client access can be established. The following steps outlines the activation process when the Thin Client has no access to the internet:

1. The customer's IT manager installs the Local License Server (LLS) and enters the activation codes and requests the capability request file from the LLS. The capability request file contains license features such as license type, term and M&S term.
2. The LLS returns the capability request file.
3. Log into the FNO Admin Portal via a web browser and upload the capability request file. The FNO Admin Portal then returns the capability return file.
4. Upload the capability return file on the LLS and the LLS will update its trusted storage,
5. Enter the URL of the LLS in the OEM Thin Client Management Tool. The OEM Management Tool broadcasts the LLS URL to Thin Client devices which stores them in the licensing.ini file.
6. The PCoIP Client reads the URL from the file and connects to the LLS to request license activation. The LLS returns the TTCA feature key to the PCoIP Client. License feature details are stored on the Persistent Trusted Storage of the Thin Client device.
7. Teradici Thin Client Access (TTCA) license terms, M&S licenses and vendor specific features are activated on the PCoIP Client and the IT manager logs into the LLS to access Thin Client Licensing information for the entire deployment. Thin Client Access Online Activation

Thin Client Licensing Messaging

The following table outlines the UI messages relating to Thin Client Access that user's may see from the PColP Client.

| Access Area | PCoIP Client UI Message | Explanation |
|----------------------|--|---|
| Trial Period | "Thin Client Access Trial expires: 2020-12-12" | This message occurs the first time the client is started once it has been received from the factory. In this example 2020-12-12 is 90 days from the date of activation. |
| Trial Period | "Thin Client Access Trial expired on: 2020-12-12" | This message occurs after the customer has started the client one or more times and has not completed the license configuration before the trial period ends. In this example "2020-12-12" is the date the trial period ended. |
| Perpetual License | "Thin Client Access Valid" | This message occurs when the client has a properly configured perpetual license with the 1 year free maintenance and support. |
| Subscription License | "Thin Client Access license valid until: 2020-12-12" | This message occurs when the client has a properly configured subscription license up until the date of expiry. In this example "2020-12-12" is the date the license expires. |
| Subscription License | "Thin Client Access License valid until: 2020-12-12 Your license will expire in (n) days. Please contact your IT administrator." | This message occurs when the client has a properly configured subscription license that is about to expire. In this example "2020-12-12" is less than 30 days away from the day the message appears. |
| Subscription License | "Thin Client Access License is no longer valid as of: 2020-12-12 This product will stop working in (n) days. Please contact your IT Administrator" | This message occurs when the client had a license which recently expired. There is a 14 day grace period after the license expires before the product ceases to work. After 7 days this message will appear in a popup dialog whenever the Client starts. |

| Access Area | PCoIP Client UI Message | Explanation |
|----------------------|---|--|
| Subscription License | "Thin Client Access License has expired. Please contact your IT Administrator" | This message occurs when the client had a license which expired. |
| Configuration Errors | "[License status message] There was an error parsing the licensing configuration. Please contact your IT administrator" | This message occurs if the activation code or LLS URL are not provided |
| Configuration Errors | "[License status message] An activation code has been used too many times" | This message occurs when an activation code has been used too many times |
| Configuration Errors | "[license status message] A typo has occurred or incorrect activation code has been entered" | This message occurs when an incorrect activation code has been entered |
| Configuration Errors | "[license status message] No license. Local License Server available" | This message occurs when a license has not been entered |
| Networking Errors | "[License status message] Unable to obtain license. License server not available" | This message occurs when the Local License Server is offline and not available |

PCoIP Client Parameters

The following table outlines command line parameters that are available to use and customize:

| Short | Long | Default Description |
|-------|--------------------------------------|--|
| -? | <code>--help</code> | Display help message. Set to false by default. |
| -v | <code>--version</code> | Print version information. Set to false by default. |
| -u | <code>--username</code> | Username sent to Connection Broker. |
| -p | <code>--password</code> | Password sent to Connection Broker. |
| -d | <code>--domain</code> | Domain sent to Connection Broker. |
| -b | <code>--connection-broker</code> | Connection broker URL. |
| -l | <code>--log-level</code> | Unset force log level (will override config/registry) |
| -w | <code>--windowed</code> | False run inside a window. |
| -f | <code>--fullscreen</code> | False run in full-screen mode. The default is to run in windowed mode. |
| -s | <code>--security-mode</code> | Security mode. |
| - | <code>--locale</code> | Set locale. |
| - | <code>--disable-usb</code> | Disable USB. |
| -h | <code>--hard-host</code> | Hard host URL. This option is ignored if connection-broker is provided |
| | <code>--quit-after-disconnect</code> | Do no re-enter the pre-session after leaving the in-session. |
| | <code>--usb-auto-forward</code> | Auto-forward all non-HID devices. |

| Short | Long | Default Description |
|-------|--|--|
| | <code>--vidpid-auto-forward</code> | String of VID, PID hex values separated by a comma. For example 0x540c 0x04ce wont work, you need to write 0x540c,0x04ce. |
| | <code>--vidpid-black-list</code> | Blocks specific VID,PIDs from autoforward regardless of whether the <code>usb-auto-forward</code> parameter or the USB dialog is used. |
| | <code>--disable-menubar</code> | Disables the PCoIP Client menubar. Prevents the user from accessing menu functionality. |
| | <code>--disable-hotkeys</code> | Disables session hot keys. |
| | <code>--full-screen</code> | Activates full-screen mode from windowed mode in a PCoIP Session. |
| | <code>--set-host-resolution</code> | Locks the resolution of your host application displays. |
| | <code>--enable-scaling</code> | Enables scaling on the PCoIP Client without having to specify the desktop resolution. |
| | <code>--maintain-aspect-ratio</code> | Maintains the aspect ratio between the host and client. |
| | <code>--force-native-resolution</code> | Sets the resolution of the client monitor to the native resolution when the session client is launched. |
| | <code>--desktop</code> | Enables users to select which desktop they which to use. |

For example, running the `--help` command will have the following format:

```
pcoip-client --help
```

For additional information on customizable in-session options, see [Customizable Session Features](#).

Launching PCoIP Software Client with a URI

It is possible to launch the PCoIP Software Client with a URI. The Teradici URI uses JSON Web Tokens (JWT). For more information on the use of JWT, see [here](#). The URI is defined as the following:

```
pcoip://[broker]/connect[?data={jwt}]
```

When additional parameters are passed through the encoded JWT a session can be launched:

| Field | Description | Optional vs Required |
|----------|--|----------------------|
| pcoip:// | Scheme registered to operating system so that PCoIP Client can be launched | Required |
| broker | Broker through which a pcoip session is supposed to be brokered through | Optional |
| /connect | Connecting to a PCoIP Client with the parameters defined in "?data" | Required |
| ?data | Query parameter to store a jwt encoded user credentials | Optional |

The table below details supported optional JWT payload claims:

| Claim | Description |
|-------|-------------------------------|
| usr | Username |
| dom | Domain |
| vm | Virtual machine/resource name |
| sid | Broker JSESSIONID |

Below is an example of a JWT payload:

```
{
  "usr": "username",
```

```
"dom": "mydomain.com",  
"vm": "mydesktopname"  
}
```

The following is an example of a connect command:

```
pcoip://fake.broker.com/connect?  
data=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJ1c2VybmFtZSI6ImRvbSI6Im15ZG9tY
```

HID Local Termination Blacklist

Local Termination of Wacom tablets provides the best user experience in networks with high latency, however some features of the tablet may not be fully supported with local termination. A HID local termination blacklist has been added to override the preferred local termination mode.

Devices on the blacklist would be bridged to the remote desktop. To enable the HID local termination blacklist, add the following setting to `~/.config/Teradici/Teradici\ PCoIP\ Client.ini`. The vendor and product IDs are separated by a comma and multiple devices are separated by a space.

```
localtermination_black_list "vid,pid vid2,pid2"
```

For more information on USB Vendor ID/Product ID Auto-Forward, see [here](#).

Troubleshooting HID Local Termination Blacklist

The following lines should appear in the PCoIP Agent log if a device is using HID local termination:

```
pcoip server log: `LVL:2 RC: 0 MGMT_KMP :Client added HoIP device (id:0x000a0005)
with vendor id=0x056a, product id=0x0391`
pcoip client log: `LVL:2 RC: 0 MGMT_USB :HoIP supported device detected (Vid:
0x056a, Pid: 0x0391), using HoIP protocol for local termination`
```

PCoIP High Performance Client

The PCoIP Software Client has a high performance mode that can be enabled through the `Teradici PCoIP Client.ini` file. The `Teradici PCoIP Client.ini` file can be found at `~/.config/Teradici/Teradici PCoIP Client.ini`.

The PCoIP High Performance client enables higher frame rates with fewer dropped frames than the default PCoIP Software Client. This mode is especially beneficial for 4K video workloads up to 30fps.

PCoIP High Performance Client Limitations

The PCoIP High Performance Client is recommended for customers wishing to optimize the presentation of high frame rate content such as video or animations. Teradici does not recommend using the PCoIP High Performance Client for majority use cases, and instead it is a case specific enhancement at this time as it contains certain limitations.

To enable the high performance mode of the PCoIP Client you need to edit the `Teradici PCoIP Client.ini` file. To edit the file, you can use tools like "vi", "nano" or "vim". Please see the manuals of your preferred text editor on how to use it.

1. Open the `.ini` file:

```
sudo vi ~/.config/Teradici/Teradici PCoIP Client.ini
```

2. Add the following line:

```
enable_native_opengl=1
```

Once you have added this setting to the `.ini` file, you have to start the PCoIP Client via a terminal window. Run the following command to start the PCoIP Client:

```
pcoip-client --use-egl
```

You can use the `--vidpid-auto-forward` parameter which will automatically forward USB peripherals such as Wacom Tablets and Game Pads, see [here](#).

Additional information on the high performance client:

- Compatible for fullscreen, all monitors only. You cannot use windowed mode.
- Limited menu options are available.

Menu Options on the High Performance Client

The following menu options are available on the High Performance Client:

- **Teradici PCoIP Client**
 - Quit Teradici PCoIP Client
- **Connection**
 - Send Ctrl+Alt+Del
 - Disconnect (To disconnect use `ctrl-alt-~`)
- **View**
 - Minimize Client (You can minimize the client by using `ctrl-alt-m`)
 - Tablet Monitor
 - Tablet Orientation Left-handed
 - PCoIP Ultra AVLock

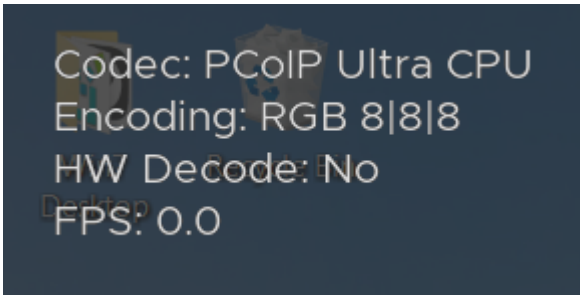
Statistics Overlay on the High Performance Client

The statistics overlay feature on the High Performance Client displays the following information:

- **Codec:** This reports the current PCoIP encoding that is in use. Possible values for this include PCoIP Ultra CPU, PCoIP Ultra GPU and PCoIP.
- **Encoding:** This reports the color space that is being used to encode the information. PCoIP and PCoIP Ultra CPU offload will report RGB 8:8:8 which means full 8 bit RGB pixels are being used. For PCoIP Ultra GPU optimization, either YUV 4:4:4 or YUV 4:2:0 will be used, depending on the system configuration.
- **HW Decode:** This reports whether or not the PCoIP Client is decoding the frames using built-in GPU hardware decoding.

- **FPS:** This reports the current frames per second that are presented on the PCoIP Client.

The image below is an example of a statistics overlay on the High Performance Client:



To enable the statistics overlay of the PCoIP Client you have to edit the `Teradici PCoIP Client.ini` file. To edit the file you can use tools like "vi", "nano" or "vim"/ Please see the manuals of your preferred text editor on how to use it.

1. Open the `.ini` file:

```
sudo vi/.config/Teradici/Teradici PCoIP Client.ini
```

2. Add the following line:

```
enable_native_opengl_stats_overlay=1
```

To toggle visibility of the statistics overlay press `CTRL+Win``.

H.264 Hardware Decode

The PCoIP Software Client for Linux supports H.264 hardware decode for selected hardware configurations on supported hardware platforms by using the PCoIP Client to enable the decode. This enables improved frame rate performance when using PCoIP Ultra GPU-Offload or Auto-Offload, especially in conjunction with high resolution content. This feature must be used in combination with the [High Performance Client](#) and enabled and invoked with `--use-egl`. Hardware decoding is only supported for Chroma subsampled H.264 encoded data which is a PCoIP Agent configuration setting, which is only supported on the Graphics Agent for Windows or Graphics Agent for Linux. To enable the decode functionality on the PCoIP Client edit the file `~/.pcoip.rc` and add the following line:

```
pcoip.enable_hw_h264 = 1
```

Intel Integrated Graphics Recommended

Currently the PCoIP Client does not support H.264 hardware decoding functions on NVIDIA graphics cards. Teradici recommends endpoint devices configured with integrated Intel UHD graphics. Hardware decoding will only work if the graphics driver on the client computer supports the VA-API.

Customizable Session Features

The following PCoIP session features can be customized:

- Session Menu Bar Visibility
- Disable Hot Keys
- Windowed or Fullscreen Mode
- Set Host Resolution
- Image Scaling
- Maintain Aspect Ratio

Examples show command-line usage

The examples shown here invoke the PCoIP Software Client via the command line. You can also set these priorities when invoking the PCoIP Software Client programmatically.

Session Menu Bar Visibility

To enhance the user experience the PCoIP Session Client enables the menu bar by default, however some use cases may require that it be disabled, or hidden, in order to prevent the user from accessing menu functionality. To disable the menu bar feature use the parameter `disable-menubar`.

Disable Hot Keys

To improve usability, session hot keys, such as **Ctrl+Delete+F12** (which disconnects a PCoIP session) are available to users by default. The parameter for this feature is `disable-hotkeys`.

Windowed or Fullscreen Mode

Depending on your application needs, you can display the PCoIP session in either windowed or fullscreen mode. Fullscreen mode allows the display topology to support multiple monitors as an extended desktop; windowed mode gives you the flexibility to display multiple application windows

in parallel and switch between them quickly. Windowed mode improves the user experience, as well as resulting in an increase in performance. Windowed mode is the default mode, and to activate fullscreen mode use the `full-screen` parameter.

Set Host Resolution

Normally, the session client opens with arbitrary window dimensions. In some cases, you may wish to lock the resolution of your host application displays. This ensures the user's viewing experience is consistent across different monitors and their native resolutions. The parameter for this feature is `set-host-resolution`.

- **Host Resolution Limitations:** It is only possible to specify one target resolution for all displays. The host resolution will not perform to its optimal capability if you have monitors with different resolutions.

Image Scaling

The image scaling feature enables scaling on the client without having to specify the desktop resolution. You can apply image scaling when the resolution of the client monitor is not the same as the resolution provided by the host. This feature provides a smoother process for image scaling on the client. The parameter for this feature is `enable-scaling`.

Maintain Aspect Ratio

If the host and client aspect ratios do not match, and this parameter is not used then the display will be stretched to fit. The parameter for this feature is `maintain-aspect-ratio`. If the native aspect ratios of the host's display and the client's display do not match, the host's aspect ratio will be preserved and will appear in the client with black bars either on the sides or top and bottom of the display.

PCoIP Software Client Security Modes

Once the client is installed, you can configure it and optimize PCoIP protocol behavior by adjusting configuration directives found in `~/ .config/Teradici/Teradici PCoIP Client.ini`

Setting Values in *Teradici PCoIP Client.ini*

To set the configuration value, add or modify directives in `Teradici PCoIP Client.ini`. Place one directive on each line, in this format:

```
directive.name = <value>
```

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

To set the security mode to full verification, set the security mode to **2**. You would set values in the `Teradici PCoIP Client.ini` file like this:

```
security_mode = 2
```

System Libraries

The following system libraries are used by the Software Client for Linux:

- libcap2
- libbz2
- libc6
- libegl1
- libgcc
- libgl1
- libharfbuzz0b
- libpng16
- libprotobuf10
- libpulse0
- libqt5
- libssl1.1
- libstdc++6
- libudev1
- libva-drm2

Previously these libraries had been distributed along with the client application. Security updates to these packages are available via system updates.

Installing the Internal Root CA Certificate in a PCoIP Client

Your root CA certificate must be installed in any PCoIP client that will be used to connect to the PCoIP Agent.

Installing Root CA Certificates in the PCoIP Software Client for Linux

Active Directory group policies

For information on using Active Directory Group Policy to distribute certificates to client computers, see <http://technet.microsoft.com/en-us/library/cc772491.aspx>.

Important: Root CA Certificate must have a .crt extension

You must change the root CA certificate's extension from `.pem` to `.crt` before installing it on a PCoIP Software Client.

Installing a Root Certificate on Ubuntu and Debian

1. Copy the certificate to the folder `/usr/local/share/ca-certificates/extra`. You may need to create the `/extra` folder.
2. Update the certificate store with the following command:

```
update-ca-certificates
```

3. Remove the certificate from the folder.
4. Update the certificate store with the following command:

```
update-ca-certificates --fresh
```

Installing a Root Certificate on CentOS and RHEL

1. Copy the certificate to the folder */etc/pki/ca-trust/source/anchors*.
2. Update the certificate store with the following command:

```
update-ca-trust extract
```

3. Remove the certificate from the folder.
4. Update the certificate store with the following command:

```
update-ca-trust
```


Disabling the Virtual Terminal Functionality

On the PCoIP Software Client for Linux using `Ctrl+Alt+F12` will switch to virtual terminal 12, which typically does not exist. This can result in a blank screen. To avoid this you can disable virtual terminal functionality by creating a file `/usr/share/X11/xorg.conf.d/60-pcoip.conf` with the following contents:

```
Section "Serverflags"  
    Option "DontVTSwitch" "yes"  
EndSection
```

This file needs to be created with root permissions.

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 PCoIP Software Client for Linux logs and other diagnostic data that can help support diagnose your problem.

To create a support file:

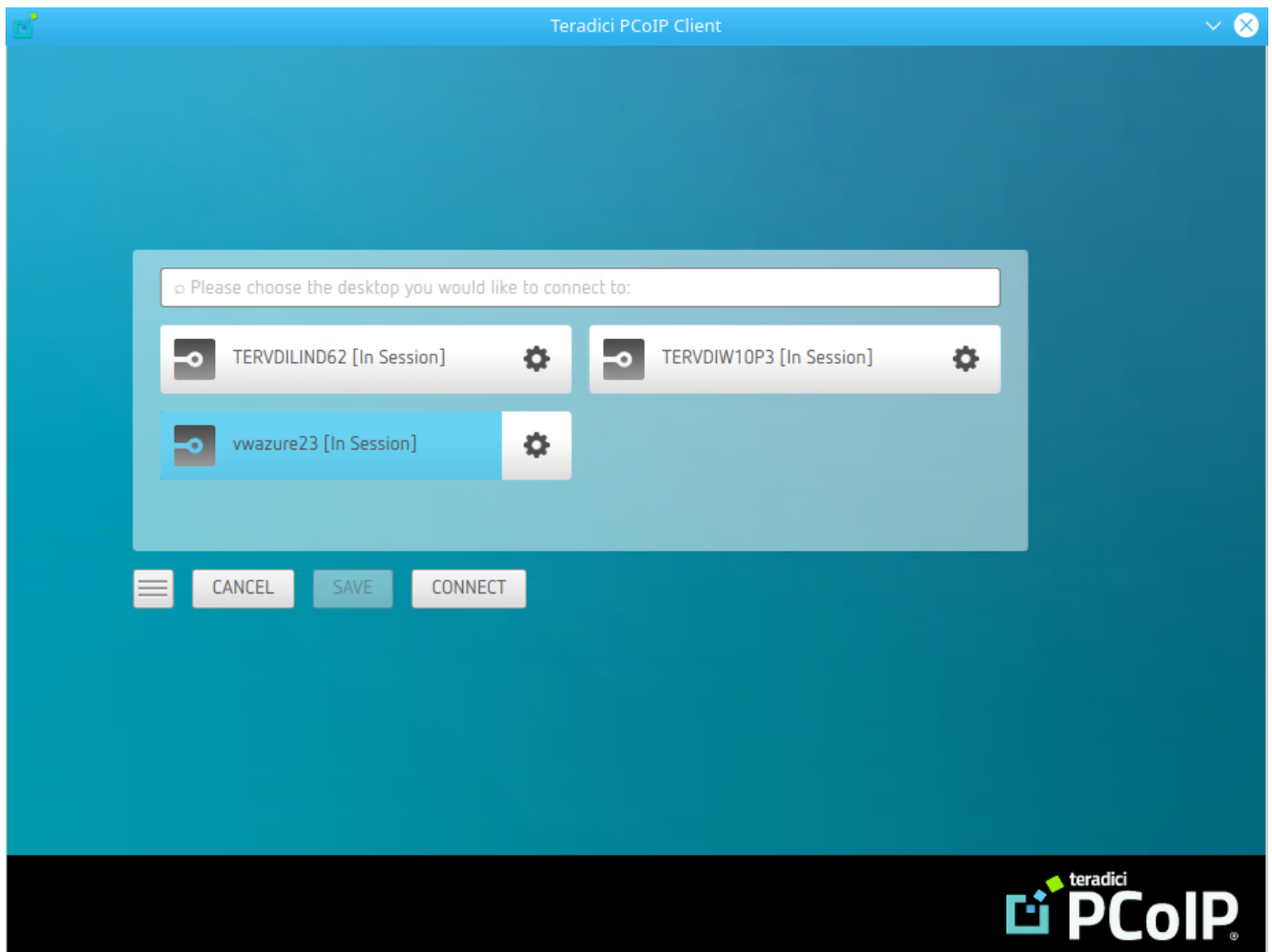
1. Open a terminal window.
2. Launch the support bundler:

```
username$ pcoip-client-support-bundler
```

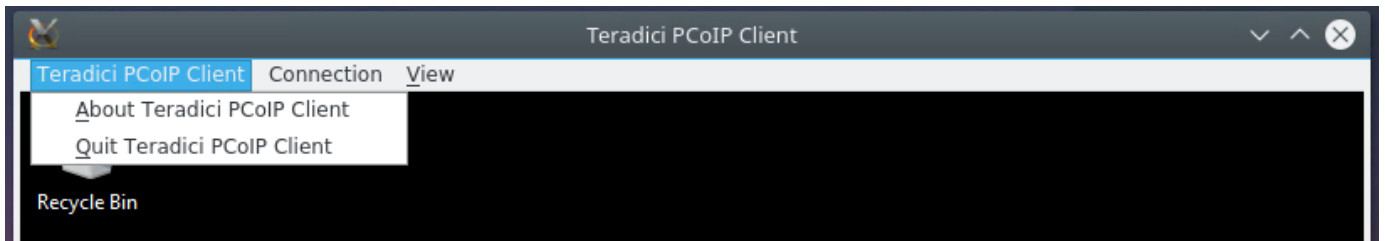
The file will be created and placed in the user's `/tmp/` directory, for example `/tmp/supportbundle-client-2021-04-21T21212112Z.tar.gz`.

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.

Troubleshooting Your PCoIP Software Client

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

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 PCoIP Software Client 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:

- `pcoip-client -l x`

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

Linux Crash Dumps

Linux systems may be configured with crash dumps disabled. Prior to creating a support bundle for an issue where the client crashes, it is important to ensure crash dumps are enabled when the issue is reproduced.

To check if there is a limit on the size of core dumps use the **ulimit** command:

```
$ ulimit -c  
0
```

The output above indicates that core dumps are limited to a size of 0 blocks. To adjust this limit for troubleshooting set the size to unlimited:

```
$ ulimit -S -c unlimited pcoip-client
```

After reproducing the issue, reset the core dump limit to the previous setting, as outlined in the example below:

```
$ ulimit -S -c 0
```

Locating PColP Software Client for Linux Log Files

On a Linux computer, client logs are placed in `/tmp/Teradici/<Username>/logs/`.

`Username` is the name of the user that launched the client.

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.