

# Welcome to PCoIP Software Client for macOS

Welcome to the Teradici PCoIP® Software Client for macOS 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 macOS. 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 macOS.

## 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 PCoIP Software Client for macOS 21.01 introduces the following features and enhancements:

## Launch PCoIP Software Client with a URI

The PCoIP Software Client can be launched from a webpage using a URI with additional parameters specified. For more information on this, see [here](#).

## Custom Logo Configuration

The PCoIP Software Client can be configured to place a custom logo beside the PCoIP logo. For more information on this, see [here](#).

## Local Termination for Wacom Tablets support added to the PCoIP Software Client for macOS

The PCoIP Software Client for macOS now supports local termination of Wacom Tablets. For information on the models supported, see [here](#).

## Support for macOS Big Sur (11.0) Added

macOS Big Sur (11.0) is now supported with the PCoIP Software Client for macOS. USB redirection is not currently available for macOS Big Sur (11.0).

## Support for Apple M1 Macs Added

Apple M1 Macs are now supported with the PCoIP Software Client for macOS. This processor does not support USB or PCoIP Ultra.

## Strict PCoIP Software Client Parameter Parsing

The parsing of the PCoIP Client parameters is more restrictive in this release. If the parameters are not properly formatted the PCoIP Client will exit. For more information on the PCoIP Client parameters, see [here](#).

## Security and Stability Updates

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

# Additional Documentation

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

- For more information about Teradici Cloud Access Software, including detailed information on included PCoIP components as well as Teradici All Access plans, see the [Teradici Cloud Access Architecture Guide](#).
- For more information about Teradici PCoIP agents, which are required on remote virtual machines, see the following pages:
  - [Teradici PCoIP Standard Agent for Windows](#)
  - [Teradici PCoIP Graphics Agent for Windows](#)
  - [Teradici PCoIP Standard Agent for Linux](#)
  - [Teradici PCoIP Graphics Agent for Linux](#)
- For information about Teradici PCoIP Host Software, which is required on remote workstations using a Teradici PCoIP Remote Workstation Card, see the following pages:
  - [PCoIP Host Software for Windows](#)
  - [PCoIP Host Software for Linux](#)

# System Requirements

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

System	Version Required
PCoIP Software Client Operating Systems	<ul style="list-style-type: none"> <li>• macOS Catalina (10.15)</li> <li>• macOS Mojave (10.14)</li> <li>• macOS Big Sur (11.0) This OS does not support connecting USB devices to a remote desktop.</li> <li>• Apple M1 Hardware This processor does not support USB or PCoIP Ultra</li> </ul>
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 5.0.1+.
Customers may still connect to a non-brokered PCoIP Remote Workstation Card by connecting to the FQDN of the workstation instead of the PCoIP Remote Workstation Card.	
Compatible PCoIP Host Software*	<ul style="list-style-type: none"> <li>• Remote Workstation Card Software for Windows: 20.04</li> <li>• Remote Workstation Card Software for Linux: 20.04</li> </ul>
IPv Support	IPv4 supported

\*Only required when connecting to PCoIP Remote Workstation Cards.

# Hardware System Requirements

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

## Remote Workstation Platforms

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

→

# Audio Support

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

On MacOS Catalina 10.15 configuration is required to enable microphone access on the PCoIP Client. For information on the steps to do this, see [here](#).

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.


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 Languages

The PCoIP Client 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.

## When to Enable PCoIP Ultra

In release 20.01, PCoIP Ultra supports the following use cases:

- Users requiring CPU-optimized delivery of **4K UHD, high-framerate video playback**.
- Efficient scaling across multicore CPUs, leveraging AVX2 instruction sets.

For **all other scenarios**, Teradici recommends that you leave PCoIP Ultra disabled. For additional detail on PCoIP Ultra technical requirements for various use cases and troubleshooting steps, refer to [KB 2109: PCoIP Ultra Troubleshooting](#).

## Requirements

To take advantage of PCoIP Ultra, you need:

- A PCoIP Agent (any type), 19.11 or later

- A PCoIP Software Client (any type), 19.11 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](#).

## 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
```

# Printing Support

When a local printer is visible to a client computer by USB connection or local network connection, it may be possible to print from the host machine. Refer to the following table for local printing support.

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	✓ printer is connected to a USB port on the client computer	—
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.

## Remote USB Device Support

If a pointer type USB device, for example wacom tablets, mouse, or stylus device, is remoted, you need to grant *PCoIPClient.app* computer control to enable it to render and move the cursor. You can enable this through the **Preferences>Security & Privacy>Privacy>Accessibility** location on your system settings.

## Isochronous USB device Support

USB devices with time-sensitive information, such as webcams, are not generally supported. However, Teradici's technology partners provide additional solutions to expand peripheral support such as webcams. For more information, look for partners listed under *Peripherals* on the [Teradici Technology Partners](#) page.

## USB Device Pressure Sensitivity

The PCoIP Software Client for macOS may encounter issues with Wacom pressure sensitivity. This is as a USB handling restriction on macOS Catalina. It occurs when you want to load the USB Kernel Extension at session start up. For information on how to address this issue, see [here](#).

# Wacom Tablet Support

The Software Client for macOS 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](#).

## Remote USB Device Support

If a pointer type USB device, for example wacom tablets, mouse, or stylus device, is remoted, you need to grant *PCoIPClient.app* computer control to enable it to render and move the cursor. You can enable this through the **Preferences>Security & Privacy>Privacy>Accessibility** location on your system settings.

## Locally Terminated Wacom Tablets

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

Local termination requires:

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

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

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



	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.

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

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

	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>	✓	✓	✓	✓	—

	PCoIP Standard Agent for Linux	PCoIP Graphics Agent for Linux	PCoIP Standard Agent for Windows	PCoIP Graphics Agent for Windows	PCoIP Remote Workstation Card
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 does not work on any supported device for both 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 a 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](#).

### **Cintiq 22HD Wacom Driver**

The Cintiq 22HD may require the Wacom driver to be installed on both the PCoIP Agent and PCoIP Client. The driver version on the PCoIP Agent must be 6.3.32-4. The driver on the PCoIP Client must be the latest version available.

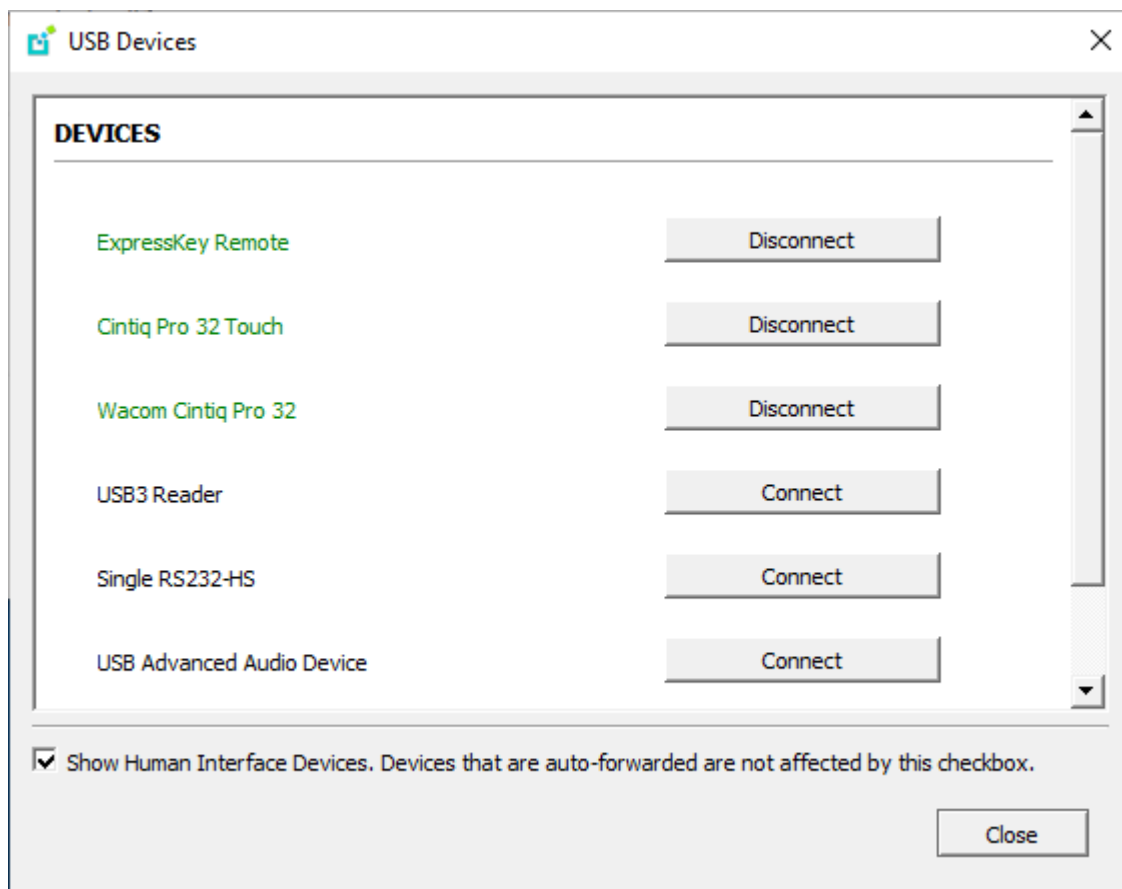
## USB Device Pressure Sensitivity

The PCoIP Software Client for macOS may encounter issues with Wacom pressure sensitivity. This is as a USB handling restriction on macOS Catalina. It occurs when you want to load the USB Kernel Extension at session start up. For information on how to address this issue, see [here](#).

## Wacom Cintiq Pro 32 Tablet Selection

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

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



# Installing the PCoIP Software Client for macOS

In this section, you'll learn how to install and uninstall the PCoIP Software Client for macOS.

## Before You Begin

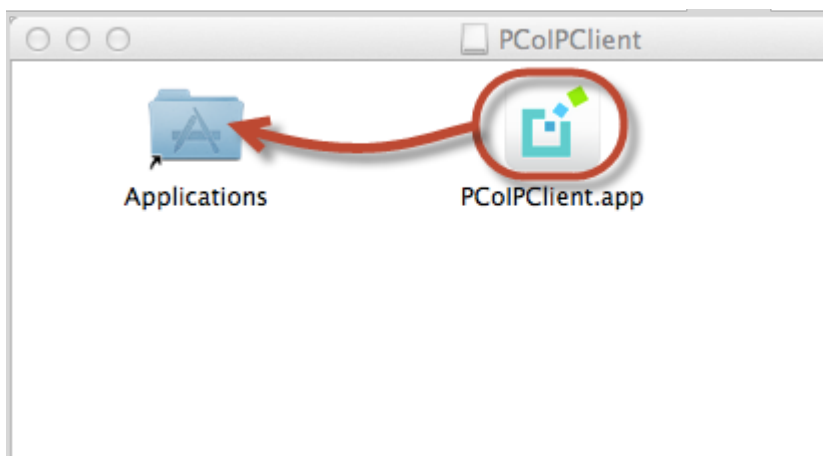
Before installing a PCoIP Software Client:

- You must be logged in as an administrator to the client machine.
- Close any existing PCoIP Software Client applications.

## Installing the PCoIP Software Client

To install the PCoIP Software Client:

1. Copy the PCoIP Software Client disk image file *PCoIPClient.dmg* to your desktop.
2. Double-click the file to mount the volume.
3. Accept the license agreement by clicking **Agree**.
4. In the *PCoIPClient* volume window, drag the **PCoIPClient** icon into the **Applications** folder icon to install the program.



5. To optionally create an alias on the desktop or the dock:
  - Double-click the **Applications** folder icon to open the folder.

To uninstall the PColP Software Client:

- Drag the client application to the desktop or dock.
6. To eject the volume when you are finished, drag it to the trash.

### **To uninstall the PColP Software Client:**

- Navigate to the Applications folder and drag the PColPClient program to the trash. Or, right-click the application and select Move to Trash.

# 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:

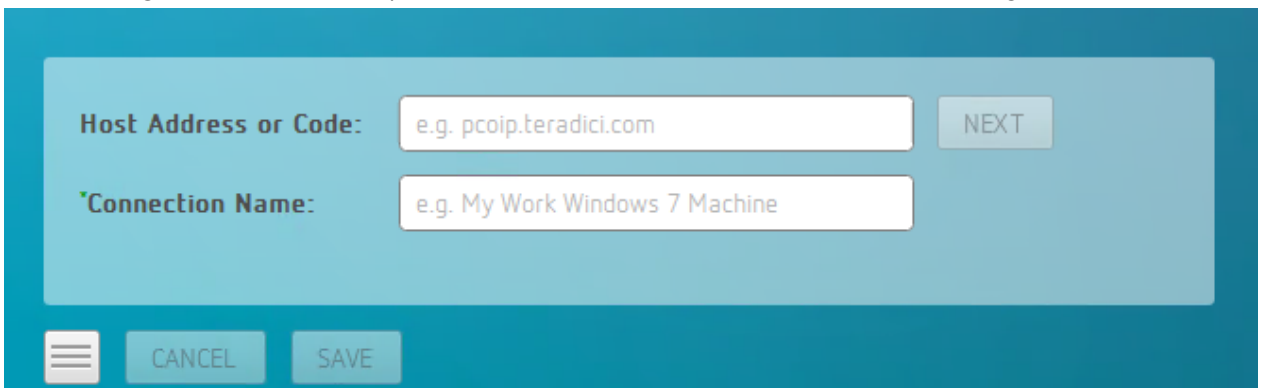
- Teradici PCoIP Graphics Agent or PCoIP Standard Agent installed as part of Teradici Cloud Access Software.
- Teradici PCoIP Remote Workstation Card and Teradici PCoIP Host Software installed in a Windows or Linux workstation.
- If you want to connect to the PCoIP Remote Workstation Card you need to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

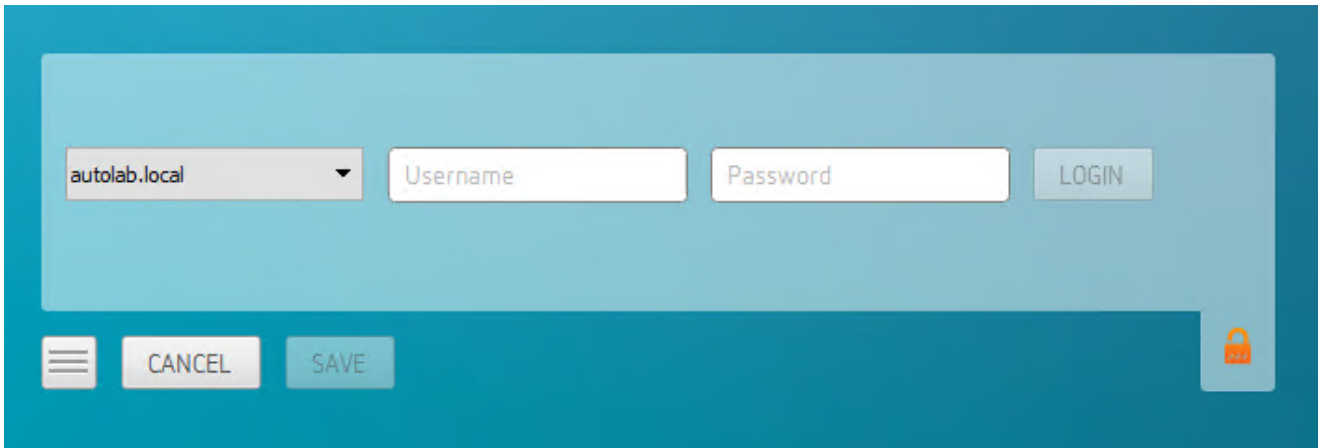
If you want to save this connection later for easy recall, enter a name in the *Connection Name* field. You will save the connection in step 5.

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**.



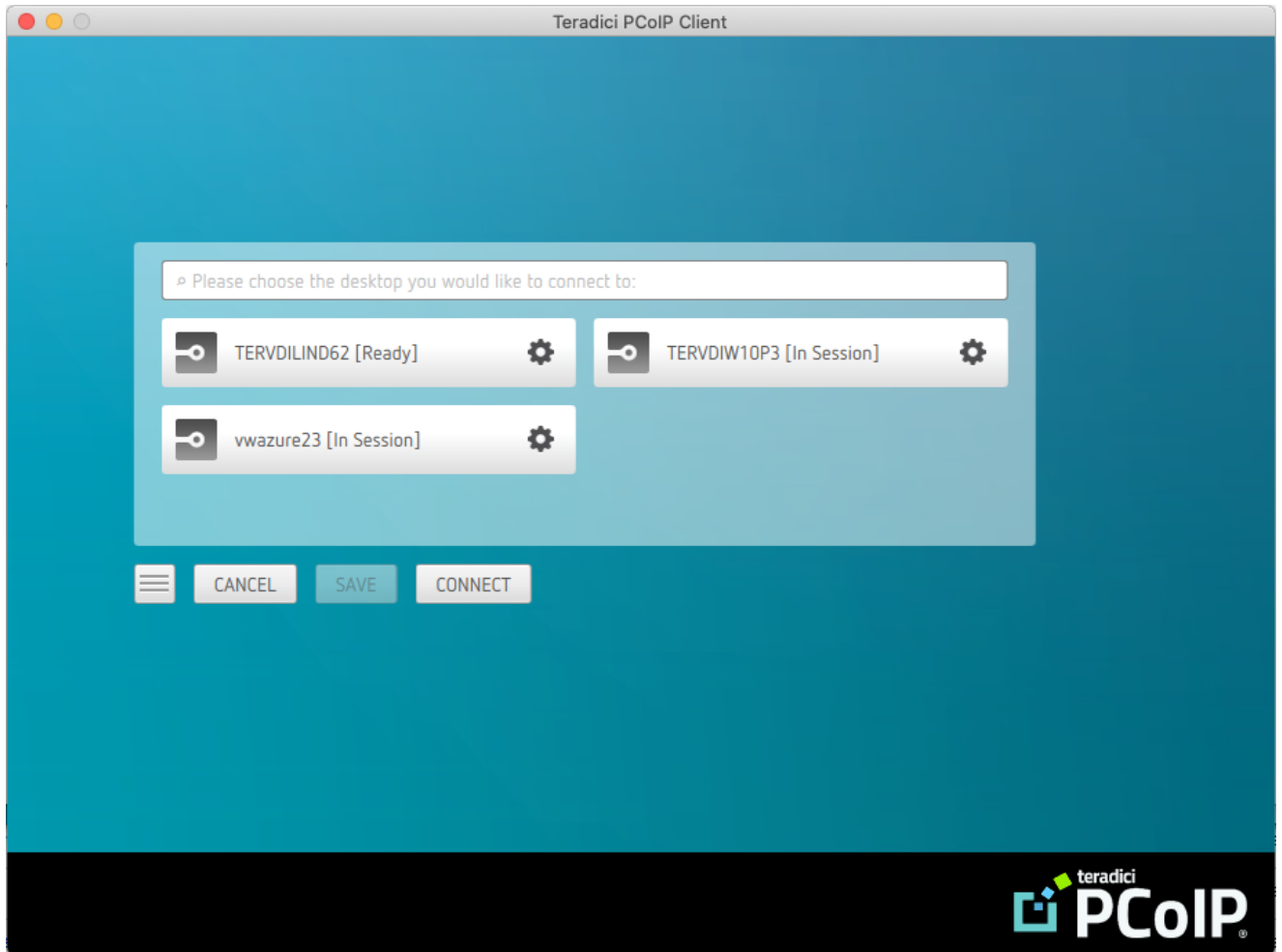
The screenshot shows a login interface with a teal background. At the top, there is a light blue rounded rectangle containing a dropdown menu with 'autolab.local' selected, a 'Username' input field, a 'Password' input field, and a 'LOGIN' button. Below this, there is a dark teal bar with a hamburger 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**

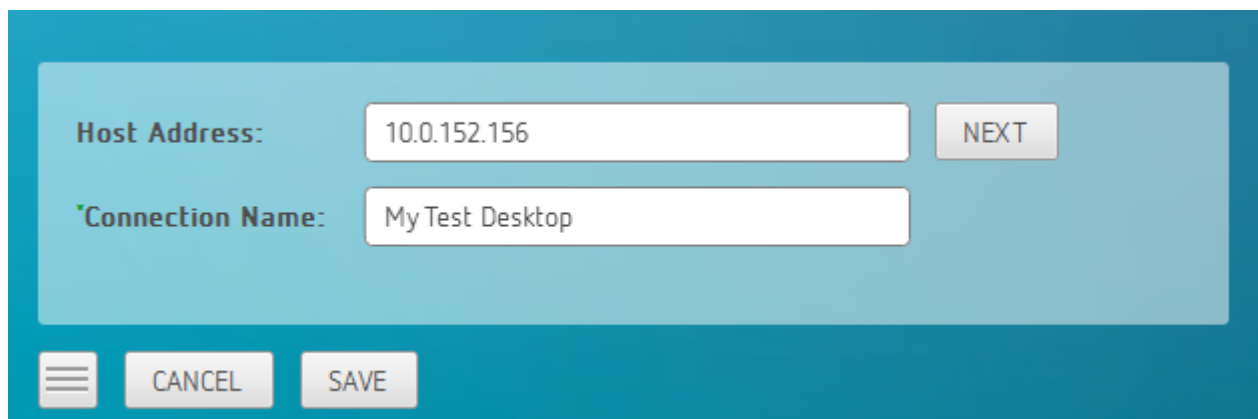
If a user only has access to a single desktop, that desktop is automatically selected and the connection is initiated immediately. These users are not presented with a desktop selection screen.

# 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

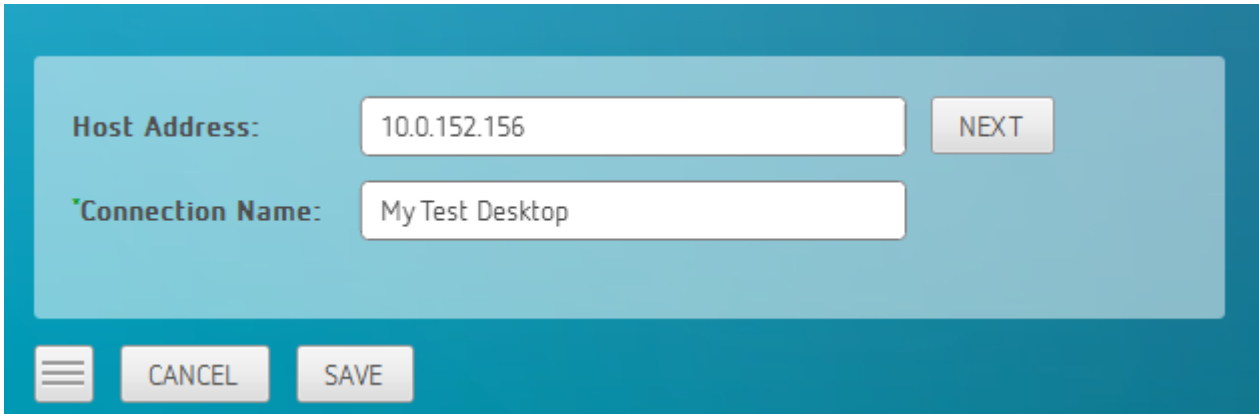
This partial save feature enables administrators to pre-configure connection information as a saved connection and bundle it with the client application. For example, administrators can save a connection with the FQDN of the PCoIP Connection Manager preset and then distribute this information to their 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 `$HOME/Library/Preferences/com.teradici.PCoIP\ Client\ Connection\ Info.plist`

## Multiple Desktops

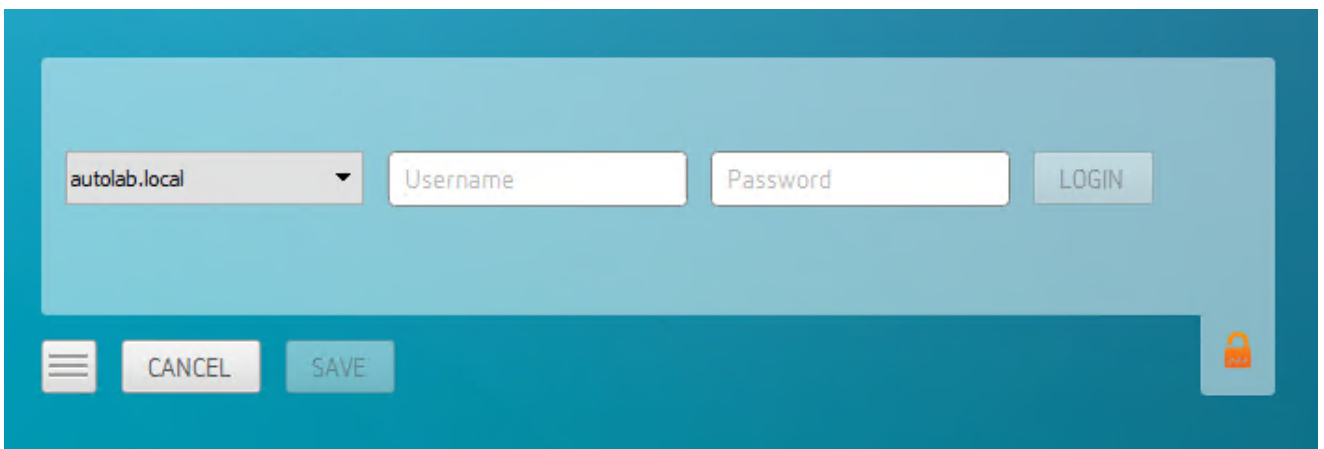
This configuration enables you to see and access a selection of desktop environments each time you connect.

1. Enter the host address and name the connection



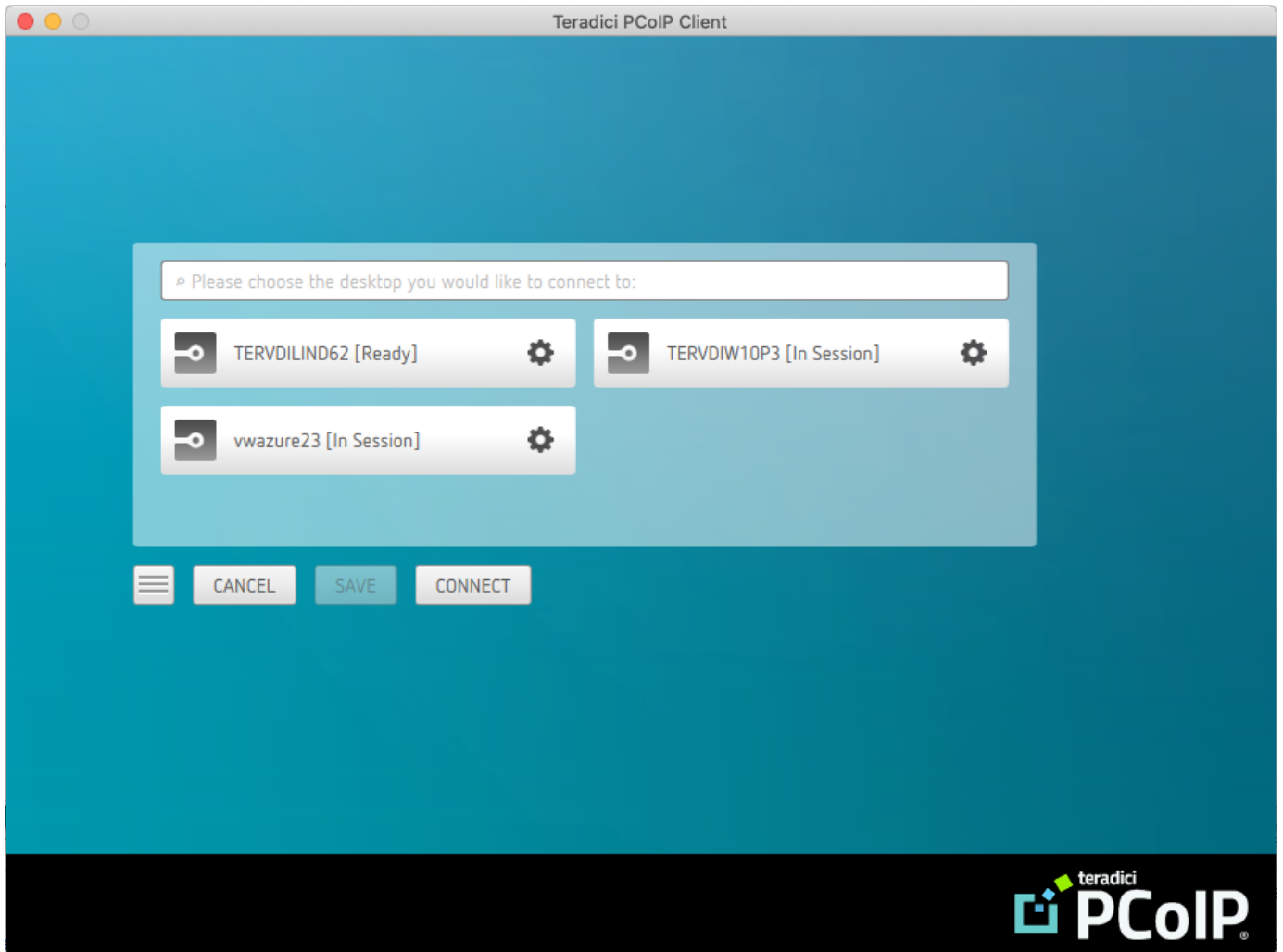
A screenshot of a configuration dialog box with a teal background. It contains two input fields: "Host Address:" with the value "10.0.152.156" and "Connection Name:" with the value "My Test Desktop". A "NEXT" button is positioned to the right of the first field. At the bottom, there is a hamburger menu 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 Remote Workstation Card need to be connected to the same network switch. When establishing a connection, the PCoIP Software Client should connect to the IP or FQDN of the workstation, instead of the IP or FQDN of the PCoIP Remote Workstation Card.

### ⚠️ 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:

```
/Applications/PCoIPClient.app/Contents/MacOS/PCoIPClient --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.

The screenshot shows the PCoIP Client application window with a teal background. It features two input fields for configuration: 'Host Address or Code:' with the example value 'e.g. pcoip.teradici.com' and 'Connection Name:' with the example value 'e.g. My Work Windows 7 Machine'. A 'NEXT' button is positioned to the right of the first field. At the bottom of the window, there are three buttons: a menu icon (three horizontal lines), 'CANCEL', and 'SAVE'.



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.

## **One-time PCoIP Software Client for macOS login**

The first time you connect after a Mac installation, you must enter a Mac administrator user name and password. You only need to do this when you install a new client.

## **ePadLink Signature Pad and some Wacom tablets are connected via local termination**

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

## **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](#).

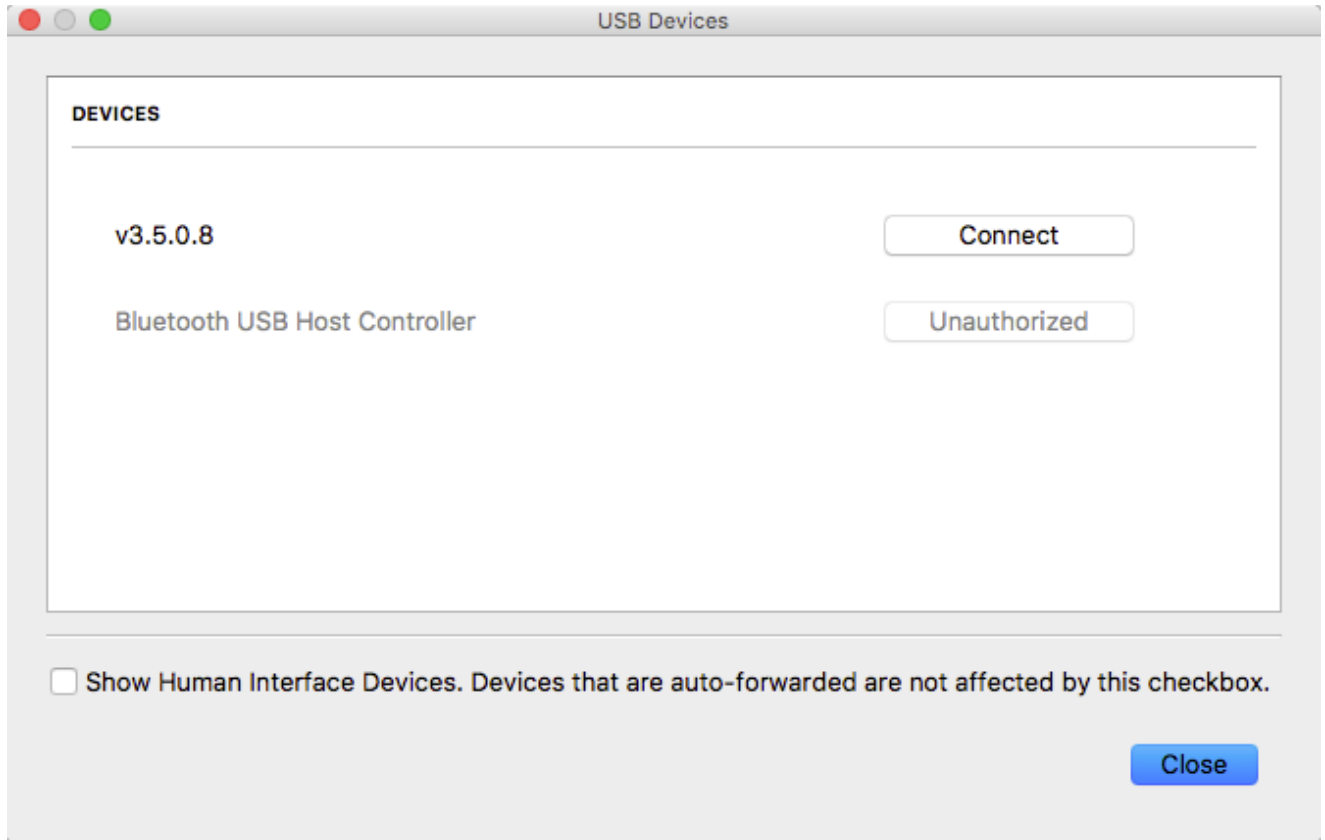
The following section outlines how to connect a USB device:

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.

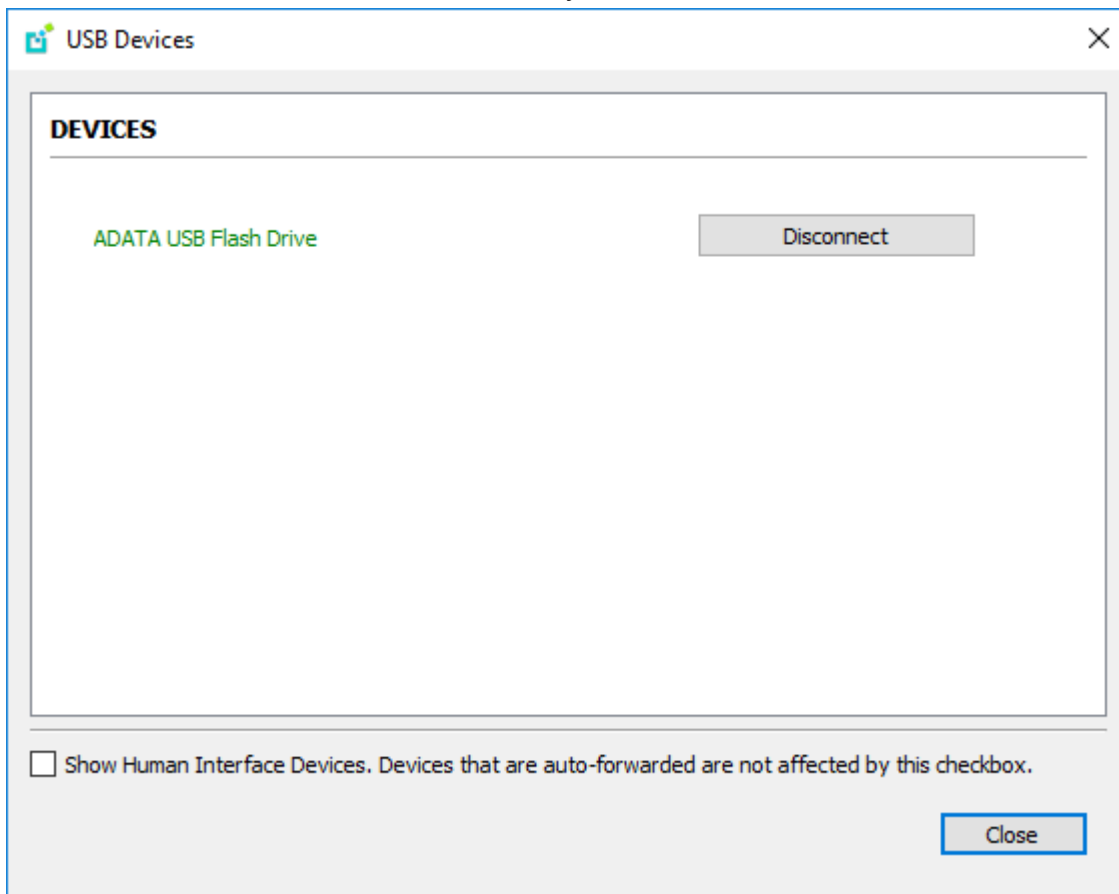
If you need to connect a Human Interface Device that can't be locally processed, like a 3D mouse or a Wacom tablet, enable the **Show Human Interface Devices** checkbox to reveal the device in the USB device list and click its Connect button.

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 for 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 `~/Library/Logs/Teradici/PCoIPClient`. 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=000222222
```

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 PCoIP Client application is located at `PCoIPClient.app/Contents/MacOS`. The following is an example of how this command would look with the VID/PID values:

```
./PCoIPClient -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

The screenshot shows the Teradici PCoIP Client interface. At the top, the 'View' menu is open, displaying options: 'Leave Fullscreen' (Ctrl+Alt+Enter), 'Show Fullscreen One Monitor', 'Minimize Client' (Ctrl+Alt+M), 'Tablet Monitor' (selected with a checkmark), and 'Tablet Orientation Left-handed'. Below the menu, the 'Wacom Tablet Properties' dialog box is open. The 'Device' is set to 'Intuos Pro M', the 'Tool' is 'Pro Pen 2', and the 'Application' is 'All'. The 'Mapping' tab is active, showing a diagram of the tablet mapped to a portion of the screen. The 'Orientation' is 'ExpressKeys Left', 'Mode' is 'Pen', 'Screen Area' is 'Monitor 1' (with a dropdown menu open showing 'Full', 'Portion...', 'Monitor 1', and 'Monitor 2'), and 'Tablet Area' is 'Full'. The 'Use Windows Ink' checkbox is checked. Buttons for 'About', 'Options...', and 'Default' are visible at the bottom of the dialog.



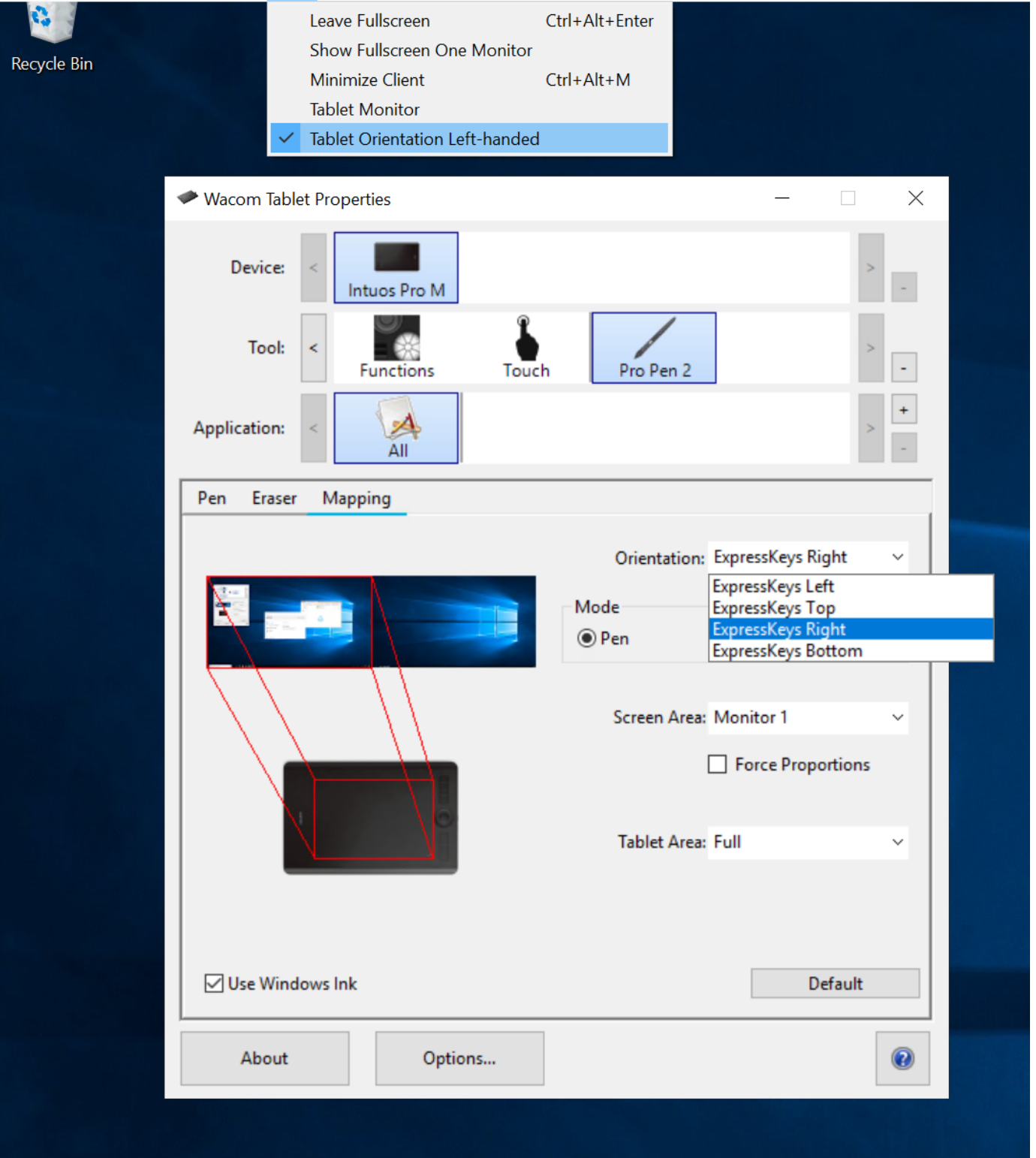
## Tablet Orientation Left-handed

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

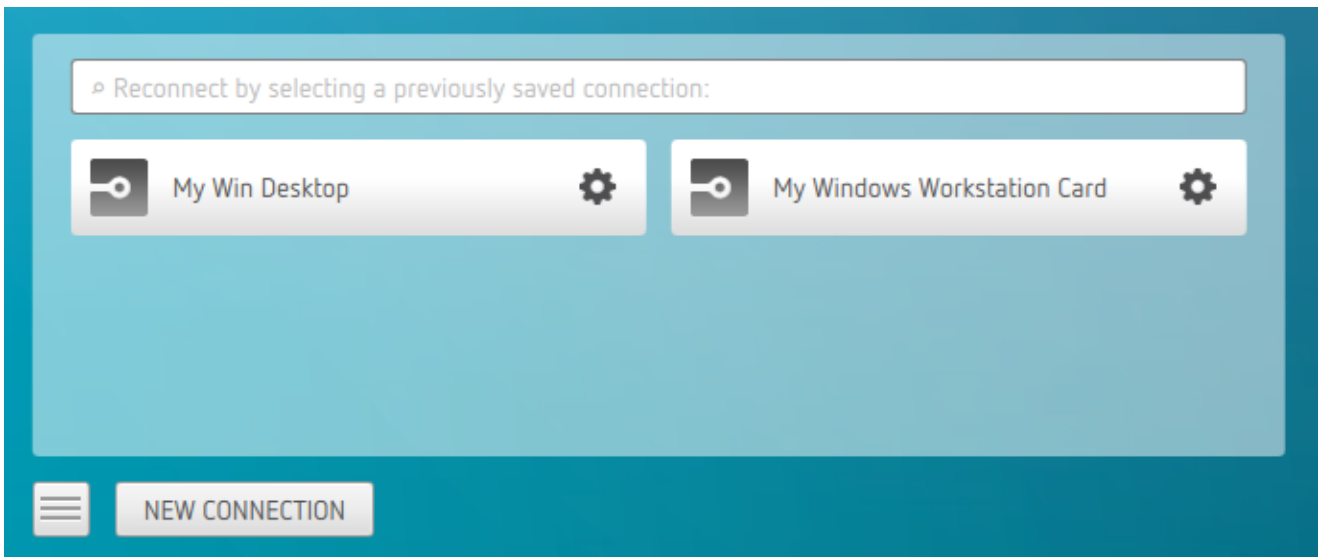


# Using Saved Connections

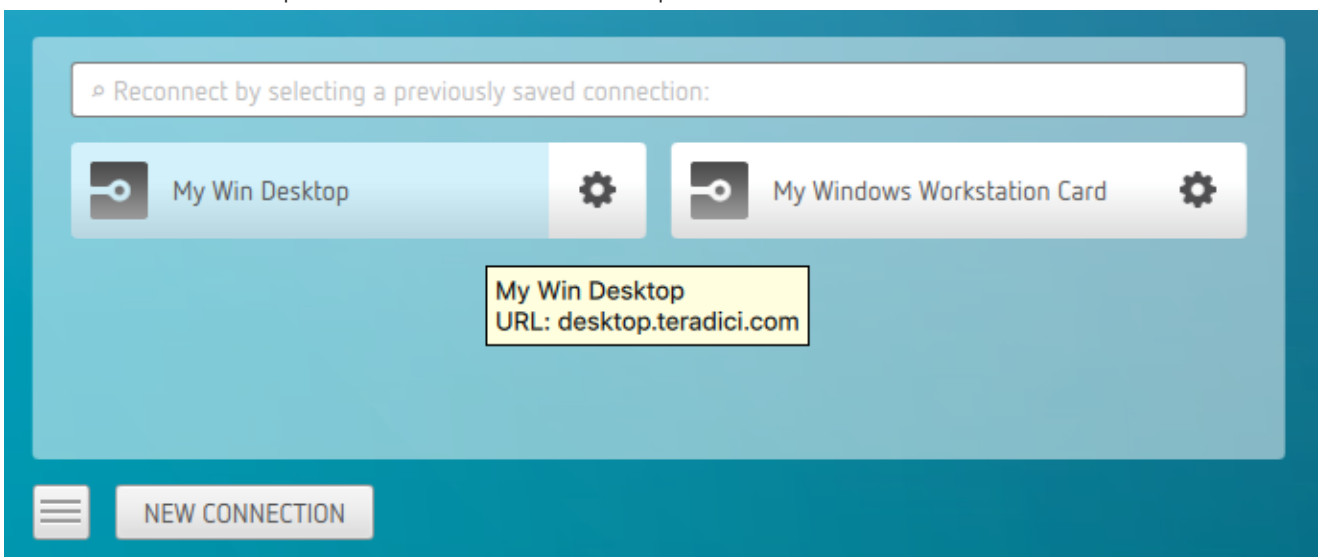
Once you have saved a connection, you can use it to reconnect easily.

## 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.

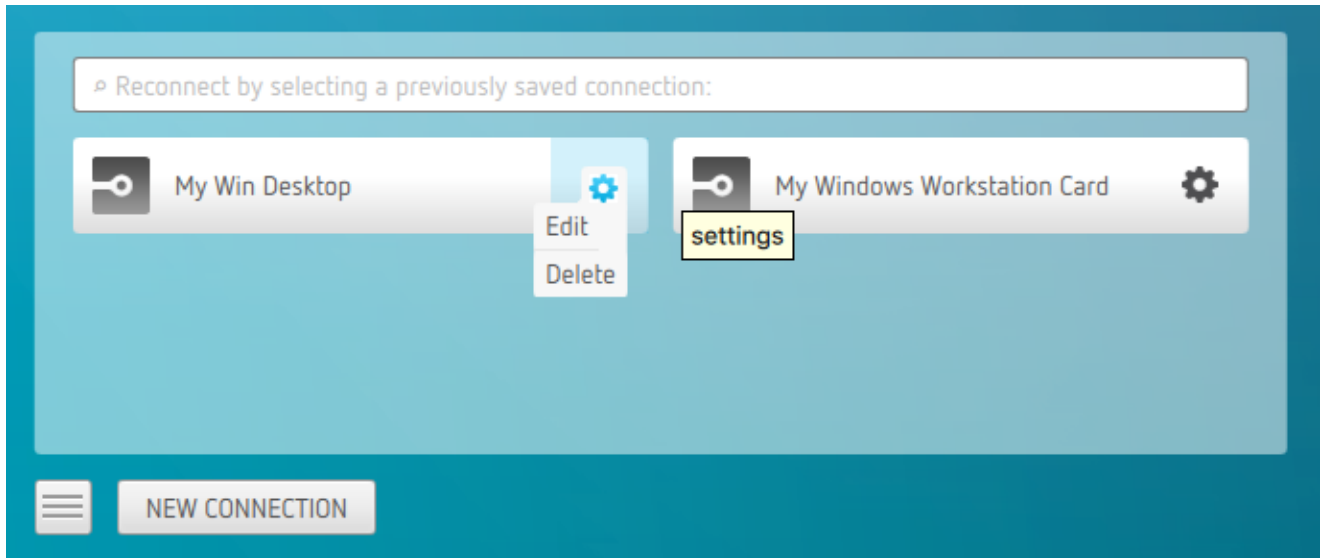


2. To see the connection address, hover your mouse over the saved connection. Hovering over a saved virtual desktop will also show the desktop name.

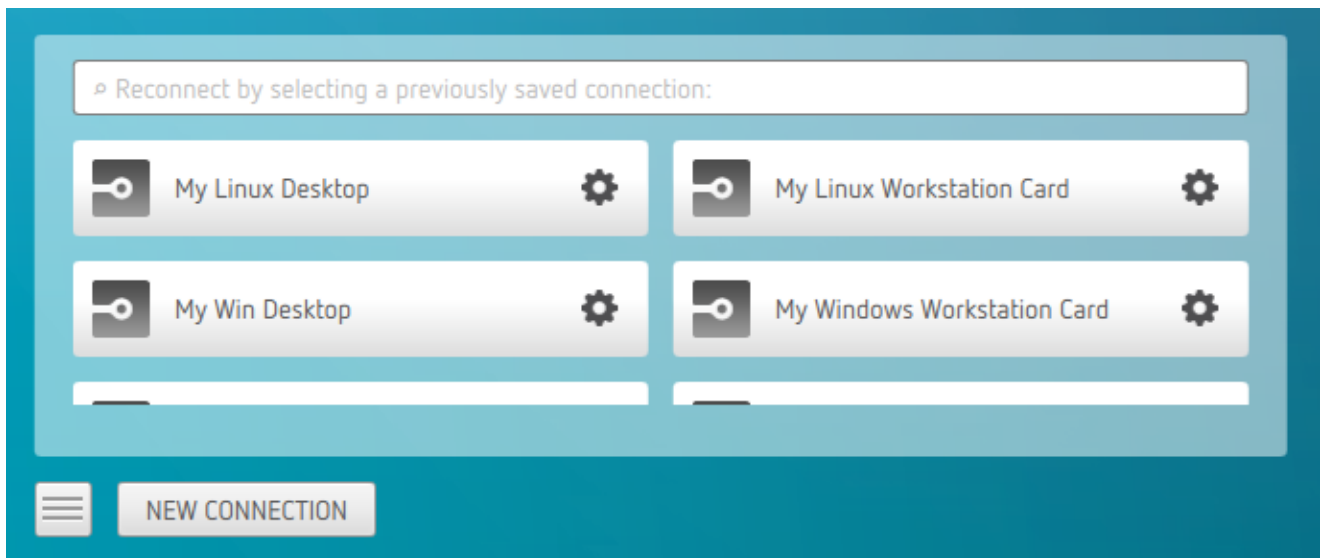


To reconnect using your saved connection:

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.



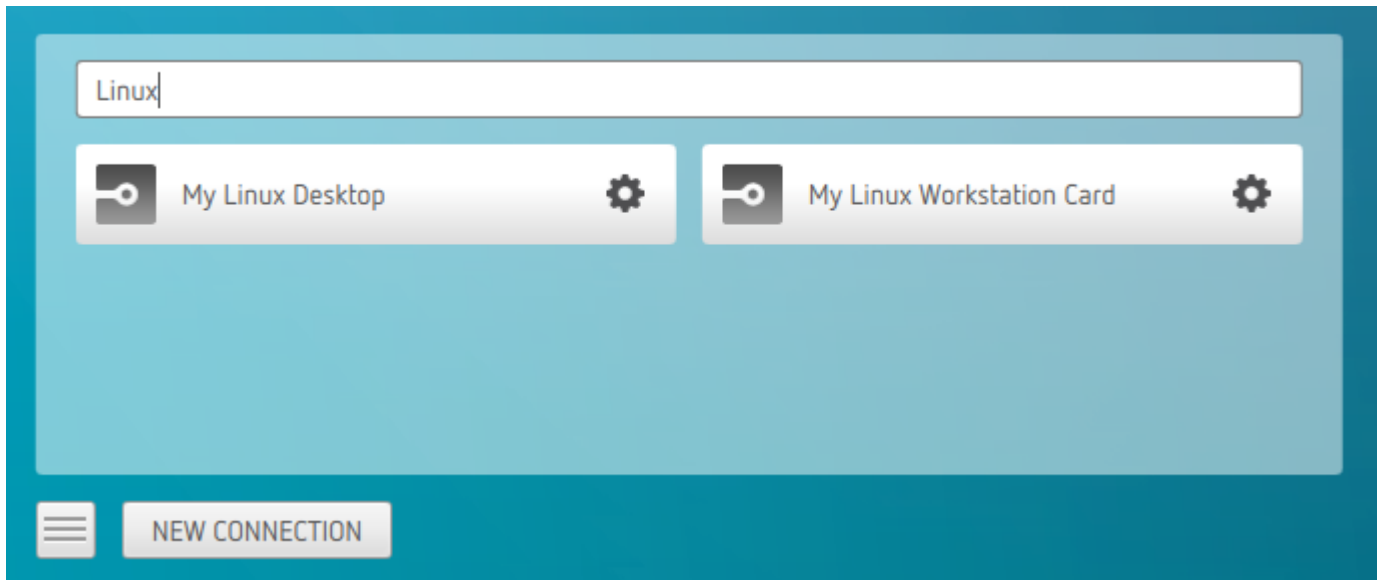
4. If you have saved multiple connections, click the desired one to reconnect. If you have multiple saved connections use the search bar to locate the connection and scroll down to find it.



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.

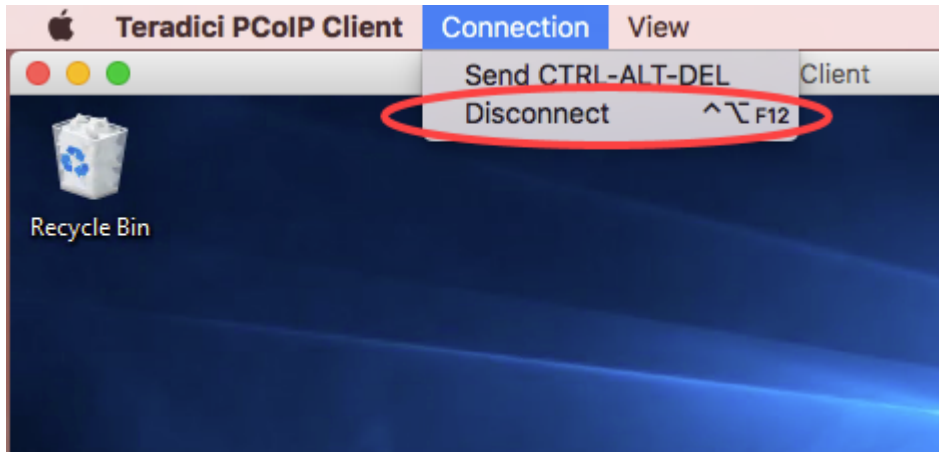
## Filtering through your saved connections

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



# Disconnecting a Session

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



## Quickly Disconnect from a session

To quickly disconnect from a session, press **CTRL+Option+F12**

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.

# 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+Option+Return** 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+Option+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+Option+Return** while in any full-screen mode.



# 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.

# 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:

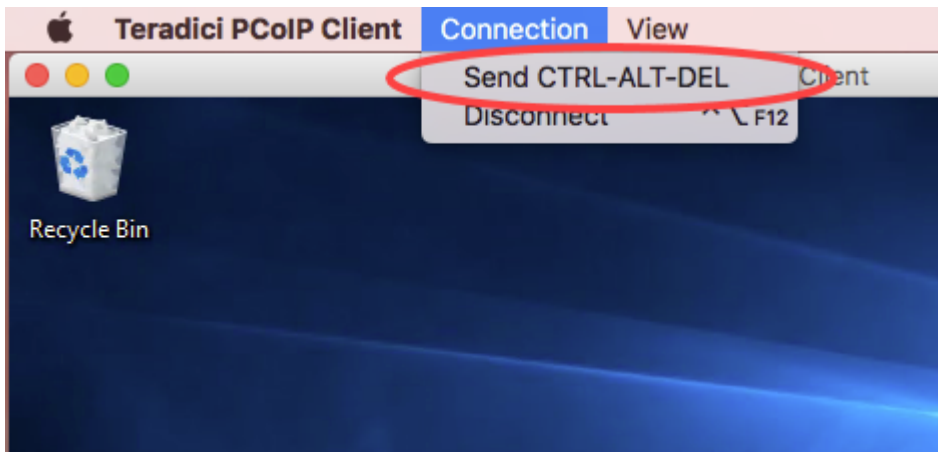
1. If you are in full-screen mode, reveal the menu bar on the display you want to enhance by moving the mouse cursor to the top of the screen.
2. On the display you want to enhance select **View>Enhanced A/V Sync** to toggle the enhanced sync mode.

### 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.

# Sending a Ctrl-Alt-Del Command

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



# Changing the Language

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

## To change the language after installation:

- In **System Preferences > Language & Region > Advanced > General** tab, select another language in the **Format language** list.

## 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

Language	Code
Russian	ru
Turkish	tr
Chinese (Simplified)	zh_CN
Chinese (Traditional)	zh_TW

# System Precedence

The following section outlines the scope precedence commands between the **System Scope** and **User Scope**. If you are updating individual user settings then the user scope locations and parameters can be followed. Due to this order of precedence where by the system scope setting takes precedence over the user scope setting, a change in the user settings may not take effect if the system scope setting has been updated.

## System Scope

The *.plist* files are located in `/Library/Preferences/`. The following commands detail the read, delete and write sudo functions:

```
sudo defaults read "com.teradici.Teradici PCoIP Client.plist" <Key>
```

```
sudo defaults delete "com.teradici.Teradici PCoIP Client.plist" <Key>
```

```
sudo defaults write "com.teradici.Teradici PCoIP Client.plist" <Key> <value>
```

If **sudo** is not used in the command, it will automatically go to the user settings.

## User Scope

Within the user scope the *.plist* files are located in `~/Library/Preferences/`. The following commands detail the read, delete and write functions:

```
defaults read "com.teradici.Teradici PCoIP Client.plist" <Key>
```

```
defaults "com.teradici.Teradici PCoIP Client.plist" <Key>
```

```
defaults write "com.teradici.Teradici PCoIP Client.plist" <Key> <value>
```

If **sudo** is used, it will go to the system settings.

 **Re-boot Requirement**

The macOS machine may require a re-boot for the system configuration to take effect.

# 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.
	<code>vidpid-auto-forward</code>	String of VID, PID hex values separated by spaces.



Short	Long	Default Description
	<code>remap-cmd-to-ctrl</code>	Enables the macOS <code>CMD</code> key to map to the Windows Super key on the host. This parameter has some limitations, if the <code>CMD</code> + <code>"randomkey"</code> is a hotkey for the local OS then the PCoIP Client will capture the <code>CMD</code> key and map that to Super (or Windows key) but the macOS Client will suppress the <code>"randomkey"</code> key from the application.
	<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.

You need to ensure that the parameters are properly formatted. When using the short form of the parameter you must use `-X`, where `X` is the short forms of the parameter. Long forms of the parameters must be formatted using `--YYY-YYYY`, where `YYY-YYYY` is the long form of the parameter. If the parameters are not correct the client will close.

## 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
<code>pcoip://</code>	Scheme registered to operating system so that PCoIP Client can be launched	Required
<code>broker</code>	Broker through which a pcoip session is supposed to be brokered through	Optional
<code>/connect</code>	Connecting to a PCoIP Client with the parameters defined in <code>"?data"</code>	Required
<code>?data</code>	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-client pcoip://fake.broker.com/connect?
data=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJ1c2VybmFtZSI6ImRvdSI6Im15ZG9tY
```

# Custom Logo in Pre-Session

The PCoIP Software Client can be configured to place a custom logo beside the PCoIP logo at the bottom right corner of the PCoIP Software Client login dialog. For best results, the logo should be a .png file with a transparent background, and ideally should be 245x100 or smaller. The image must be named *customlogo.png*.

- macOS location: *~/Library/Preferences/Teradici/PCoIPClient/*

# 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 *com.teradici.Teradici PCoIP Client.plist*. 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"
```

## 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 Software Client Security Modes

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

- **security\_mode=0**: verification is not required. A red, unlocked padlock icon appears on the client login screen.
- **security\_mode=1**: warn but allow (default). If a certificate cannot be verified, an 'untrusted server' warning displays and a red, unlocked padlock icon appears on the client login screen. Users still have the option of connecting.

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

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

## PCoIP sessions are always encrypted

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

## Setting the Security Mode

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

**To set the security mode for the PCoIP Software Client:**

1. Close the PCoIP Software Client.
2. Open a terminal window and type the following command at the command line:

```
sudo defaults write "com.teradici.Teradici PCoIP Client.plist" security_mode <value>
```

where `value` is your desired security option (0, 1, or 2).

 **Reboot May Be Required**

After running the above command, you may be required to reboot your machine for this change to take effect.

# 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 macOS

### **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.

In macOS, certificates are stored in the Keychain Access application.

To import your root CA certificate in the PCoIP Software Client for macOS:

1. Copy your root CA certificate file (\*.crt) to the Mac client desktop.
2. Double-click **Applications > Utilities Keychain Access.app** to open Keychain Access.
3. Select **File > Import Items**.
4. Navigate to the desktop and then select your root CA certificate.
5. In the Destination Keychain drop-down menu, select **System**, and then click **Open**.
6. If prompted, enter your Keychain Access password and then click **Modify Keychain**.
7. At the next screen, click **Always Trust** when asked whether you want your computer to trust certificates signed by this certificate.
8. If prompted, enter your Keychain Access password and then click **Update Settings**.

After the certificate installs successfully, it appears in the **System > Certificates** list.

# 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 macOS 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$ /Applications/PCoIPClient.app/Contents/Resources/pcoip-client-support-bundler
```

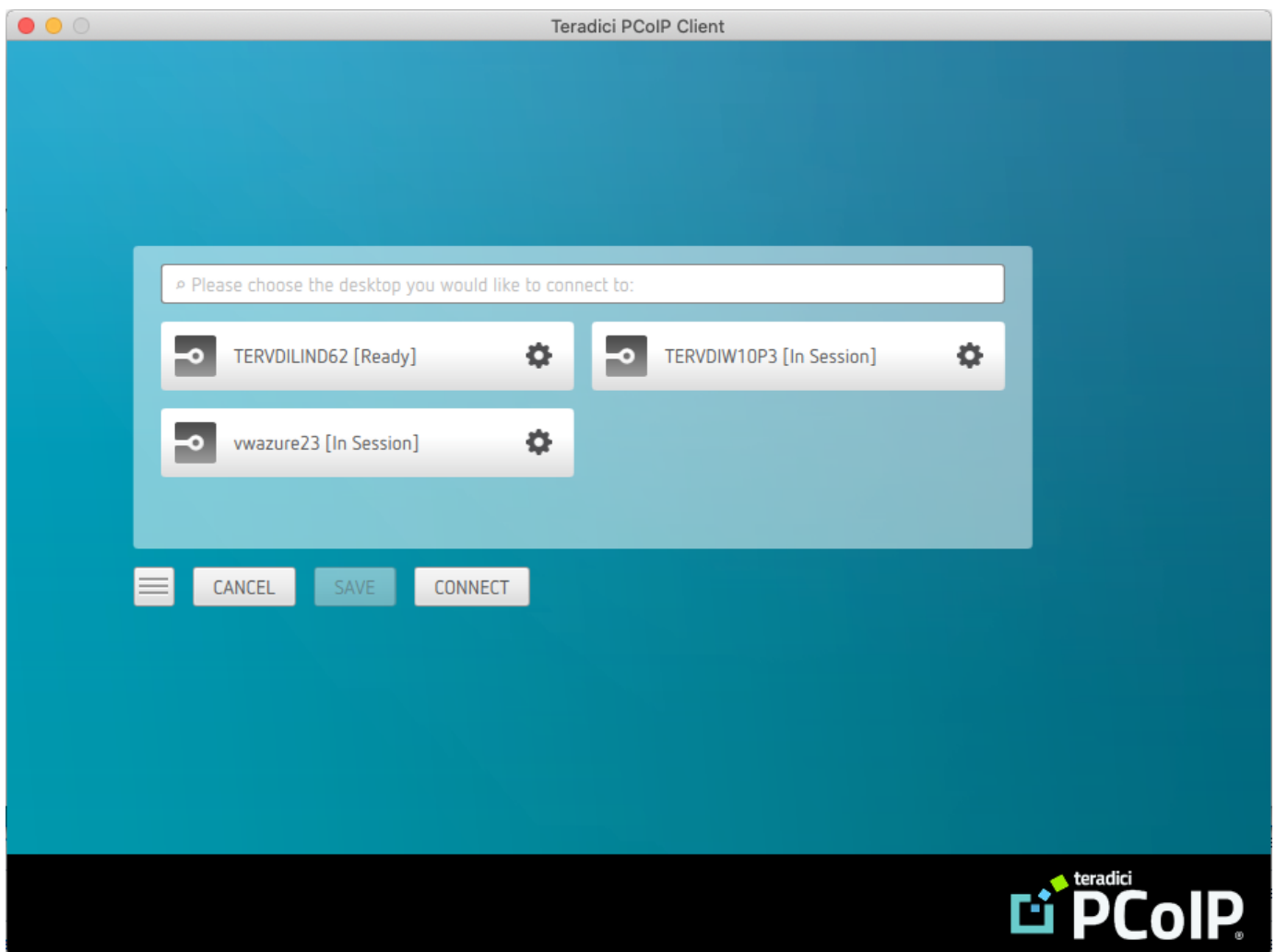
The file will be created and placed in the user's home directory.

# Mapping Function Keys

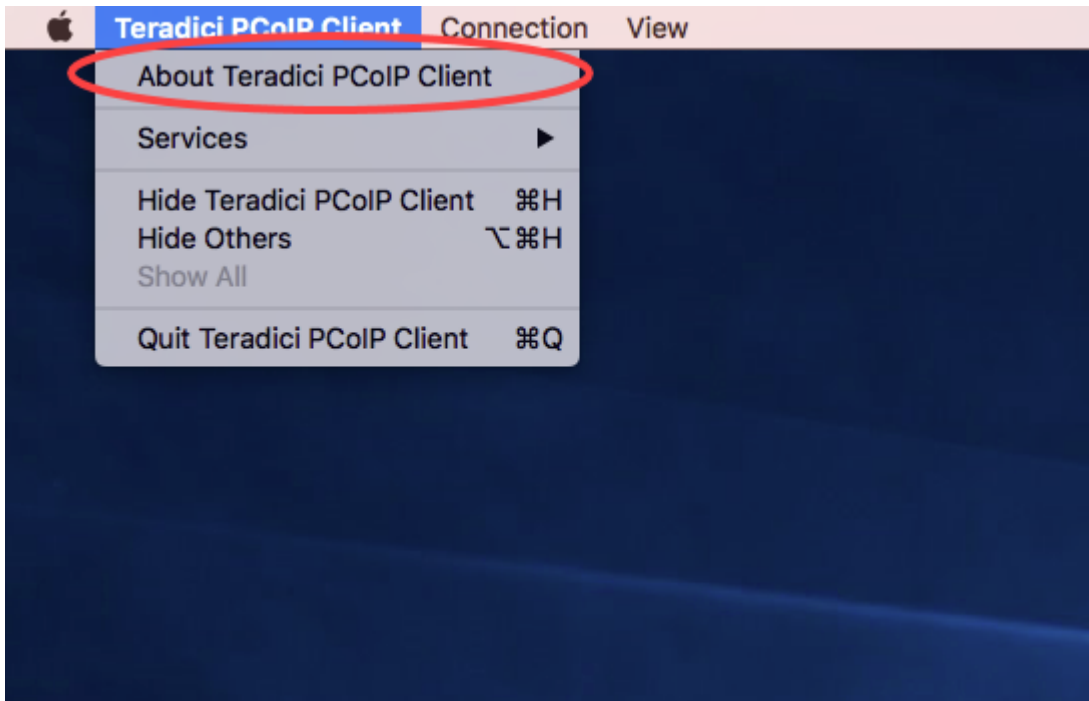
You can enable Function keys on the PCoIP Software Client for macOS by going to **Apple>System Preferences>Keyboard** and selecting the function keys you wish to use as standard keys. When the system is configured to not use function keys the PCoIP Software Client does not get the function key codes from the system when the keys are pressed. In this instance the function keys are used for other system features such as turning the volume up and down.

# 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.

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

Client logs are placed in `~/Library/Logs/Teradici/PCoIPClient`.

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:

- `open /Applications/PCoIPClient.app --args -l x` where `l` is lowercase L and `x` is desired the log level (1, 2, or 3).



# Locating PCoIP Software Client for macOS Log Files

On a Mac computer, PCoIP Software Client log files are located within the user's Home Library folder, which is hidden by default. The recommended way to access Home Library files is to use the macOS Console.

You can also display log files in a macOS terminal window.

## To display log files using the macOS Console:

1. To open the Console, go to the **Applications > Utilities** folder, and then double-click **Console**.
2. In the **FILES** section of the **Log List** pane on the left, navigate to the following folder: `~/Library/Logs/Teradici/PCoIPClient`
3. Select the desired log file to view its contents in the main pane.
4. To copy the contents:
  - Click anywhere in the log contents, and then select **Edit > Select All**.
  - Select **Edit > Copy**.
  - Paste the contents into an email or text file.

## To display log files in a macOS terminal window:

1. To open a terminal window, go to the Applications > Utilities folder, and then double-click Terminal.
2. Navigate to the PCoIP Software Client log folder by typing the following command at the command line prompt:

```
cd ~/Library/Logs/Teradici/PCoIPClient
```
3. Type `ls` to display the list of log files.
4. To view the contents of a log file, use any macOS command-line editor to open it.
5. To open a terminal window, go to the **Applications > Utilities** folder, and then double-click **Terminal**.

6. Navigate to the PCoIP Software Client log folder by typing the following command at the command line prompt:

```
cd ~/Library/Logs/Teradici/PCoIPClient
```

7. Type `ls` to display the list of log files.
8. To view the contents of a log file, use any macOS command-line editor to open it.

# 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.

# Microphone Access on MacOS Catalina 10.15

On MacOS Catalina 10.15 you are required to enable access to the microphone before audio input works. The following steps outline how to enable this access:

1. Go to **System Preferences**.
2. Click **Security & Privacy**.
3. Click on the Privacy control panel.
4. From the left side menu click **Microphone**.
5. Ensure that the PCoIPClient application has a checkmark. This indicates that the application is allowed to use the microphone.



## Unlocking Control Panel

To make a change in the control panel you need to ensure that the panel is unlocked by clicking the lock icon on the control panel.

# USB Device Pressure Sensitivity

The PCoIP Software Client for macOS may encounter issues with Wacom pressure sensitivity. This is as a USB handling restriction on macOS Catalina. It occurs when you want to load the USB Kernel Extension at session start up. The following workaround can be used on OSX Catalina to enable kext (Kernel extension) specifically:

1. Run the following command:

```
sudo kextload /Applications/PCoIPClient.app/Contents/MacOS/usb-mediator.kext
```

2. You will receive the following error:

```
/Applications/PCoIPClient.app/Contents/MacOS/usb-mediator.kext failed to load - (libkern/kext) system policy prevents loading; check the system/kernel logs for errors or try kextutil(8)`
```

3. Open your **System Preferences**.
4. Select **Security and Privacy**.
5. Select the **General** tab and you will be asked to approve the kext from Teradici.
6. Approve the kext and the device will be visible and available as a connection in the client.

## Wacom Tablet Connection

Another common problem that user's are running into that causes pressure sensitivity is they are not connecting the Wacom tablet to the remote workstation. It is important to understand that even if you are using a Wacom table that supports local termination, you need to connect the Wacom table to the remote workstation.