

# PCoIP Management Console Administrators' Guide

Welcome to the PCoIP Management Console Administrators' Guide.

The PCoIP Management Console is an Enterprise level management software appliance that allows ease of management of PCoIP endpoints through a single interface. With Management Console Enterprise, administrators can quickly and easily provision new devices, peer PCoIP Zero Clients with Remote Workstation cards, report on inventory, review metrics, configure settings, and update firmware from a single console

# Who Should Read This Guide?

This guide is intended for IT administrators who are installing and using this release of PCoIP Management Console to discover, configure, and manage zero client and remote workstation card endpoints.

 **Note: Understanding terms and conventions in Teradici guides**

For 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](#).

# Package Contents

The PCoIP Management Console OVA package zip file contains the following files:

File Name	Description
EULA(<Date>)TER1609005.pdf	Teradici PCoIP Management Console End User License Agreement (EULA)
mc_va-<version>.ova	Teradici PCoIP Management Console OVA file for the virtual machine that hosts the PCoIP Management Console

The PCoIP Management Console RPM package zip file contains the following files:

File Name	Description
EULA(<Date>)TER1609005.pdf	Teradici PCoIP Management Console End User License Agreement (EULA)
mc_va-<version>.rpm	Teradici PCoIP Management Console RPM file for hosts that run PCoIP Management Console using the Linux operating system

# PCoIP Management Console Overview

Welcome to the Teradici PCoIP® Management Console Administrators' Guide. This documentation explains how to install and use your PCoIP Management Console to discover, configure, and manage your zero client and remote workstation endpoints.

This release works with the Tera2 PCoIP Zero Client (firmware 5.0 and later) and Tera2 PCoIP Remote Workstation Cards (firmware 5.0 and later). For more information about these PCoIP endpoints, see the Tera2 PCoIP Zero Client Firmware Administrators' Guide and Tera2 PCoIP Remote Workstation Card Firmware Administrators' Guide.



## Support for Tera2 PCoIP Zero Client and Remote Workstation Card firmware 4.x and earlier

If you are using PCoIP firmware 4.x or earlier, the corresponding PCoIP Management Console is version 1.x. See [PCoIP Management Console 1.x User Manual](#) for details.

PCoIP Management Console provides IT administrators with a browser-based console for managing PCoIP endpoints. You can quickly provision new endpoints, configure settings, and update firmware.

Based on Teradici's Management Protocol, the PCoIP Management Console delivers a secure and reliable way to configure and manage the endpoints in your PCoIP deployment.

PCoIP Management Console enables you to organize and manage PCoIP endpoints and their configurations in groups. Using PCoIP Management Console, you can:

- Display the status, health, and activity of your PCoIP deployment at a glance
- Discover endpoints in a variety of ways and automatically name and configure them
- Organize endpoints into multi-level groups
- Schedule firmware and configuration updates to endpoints based on their groups
- Reset endpoints to factory defaults and control their power settings
- Use custom certificates to secure your PCoIP system

PCoIP Management Console is packaged in a variety of formats for easy deployment. These formats are:

- **OVA:** An Open Virtual Appliance (OVA) format for quick and easy deployment on a VMware Horizon ESXi host
- **AMI:** An Amazon Machine Image (AMI) format for services delivered using Amazon Elastic Compute Cloud (EC2)
- **RPM:** Red Hat Package Manager (RPM) format to allow for efficient updates using any one of a variety of Linux operating system.

## About PCoIP Management Console Releases

PCoIP Management Console underwent an architecture change since release 2.0 which is not compatible with all releases of endpoint firmware.

The following information identifies which firmware versions to use with your PCoIP Management Console deployment.

- PCoIP Management Console 3.x and higher manages Tera2 Zero Clients using firmware 5.x or later, and Remote Workstation Cards using firmware 5.0.1 or later.
- PCoIP Management Console 1.10 manages Tera2 Zero Clients and Remote Workstation Cards using firmware up to and including 4.9.

Teradici recommends using the latest firmware versions available at the time of Management Console release.

PCoIP Management Console Release	Recommended Zero Client Firmware	Recommended Remote Workstation Card Firmware
19.11	6.5	5.1
1.10 (technical guidance)	Up to 4.8.2	Up to 4.9

**Important: Legacy products**

PCoIP Management Console 1.10.8 has entered Technical Guidance and Tera1 products are end of life. See the [Teradici product lifecycle table](#) for further details.

In this guide, references to PCoIP Management Console will refer to the current release unless other releases are specifically identified.

## PCoIP Management Console Modes

PCoIP Management Console is one product that operates in two modes—Enterprise and Free. PCoIP Management Console Enterprise requires activating a valid license to operate in Enterprise mode. The banner on the PCoIP Management Console’s web interface identifies which mode you are running.

This document discusses both modes of operation and indicates differences in the features as they are introduced.

For information about PCoIP Management Console Free, license offers, term lengths, trial licenses, and the Teradici Support and Maintenance program see [on the Teradici web site](#). For more information about the differences between the two modes of operation. See [Comparison of PCoIP Management Console Enterprise and PCoIP Management Console Free](#).

The Web User Interface provides the user with some useful information that new users to Management Console will find helpful.

1. Banner indicating if the version of Management Console is Free or Enterprise.

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2. Installed release number in use.

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3. Information on how to obtain Enterprise information

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4. Links to documentation

## PCoIP Management Console Free

PCoIP Management Console Free enables a single administrative user to manage a basic deployment of up to 100 endpoints, as well as to upgrade firmware, manage configuration profiles, and discover endpoints.

## PCoIP Management Console Enterprise

PCoIP Management Console Enterprise enables large enterprise deployments to manage up to 20,000 endpoints from a single console as well as to upgrade firmware, manage configuration profiles, discover endpoints, schedule actions and configure remote endpoints. PCoIP Management Console Enterprise supports multiple administration users and includes the assurance of support and maintenance for Tera2 endpoint firmware. PCoIP Management Console Enterprise is available through Teradici All Access subscription. PCoIP Management Console Enterprise reverts to Free mode when all licenses expire.

### Comparison of PCoIP Management Console Enterprise and PCoIP Management Console Free

Feature Name	Enterprise	Free
Authentication	Active Directory (LDAP/LDAPS) Local	Local
User Access	Multiple Users User Roles (System Administrator, Administrator)	Single System Administrator
Active Directory Authentication	LDAP LDAPS Active Directory Groups	N/A
Number of devices supported	Up to 20,000	Up to 100
Supported device types	Tera2 PCoIP Zero Clients Tera2 PCoIP Remote Workstation Cards	Tera2 PCoIP Zero Clients Tera2 PCoIP Remote Workstation Cards

Feature Name	Enterprise	Free
Device discovery	DNS SRV records DHCP options Manual discovery Manual entry	DNS SRV records DHCP options Manual discovery Manual entry
Autoconfiguration	IP address Password Generic tag	N/A
Scheduling	One time Daily & weekly recurring Delaying reboots	N/A
Dashboard	General deployment SCEP Schedule Auto Configuration	General deployment N/A N/A N/A
Compatible firmware versions	Tera2 PCoIP Zero Client firmware 5.0 and later Tera2 PCoIP Remote Workstation Card firmware 5.0 and later	Tera2 PCoIP Zero Client firmware 5.0 and later Tera2 PCoIP Remote Workstation Card firmware 5.0 and later
Device inventory reports	Yes	No
Security	Configurable Management Console User Session Timeout setting	Management Console User Session Timeout setting set to 10 minutes and not configurable.
Remote Endpoint Configuration	Yes	No
Peering of endpoints	Yes	No
Support & Maintenance	Paid support included	Complimentary support

## Quick Links

The following links contain information you will need when you first download and install the PCoIP Management Console:

- For information about deployment platforms, system specifications, browser compatibility, and PCoIP endpoint firmware specifications, see [System Requirements](#).
- For instructions on how to activate your license, see [Managing Licenses Online](#).
- For instructions on how to get up and running quickly, see [Installing the PCoIP Management Console and Configuring Your System](#).
- For instructions on how to migrate your PCoIP Management Console 1 to PCoIP Management Console release 2.x or later, see [Migrating from PCoIP Management Console 1](#).

# Where to Find Information about Other Components

This guide describes the PCoIP Management Console.

For tips and suggestions to get the best experience from your PCoIP endpoint deployment:

- [PCoIP Session Planning Guide](#)

For more information about PCoIP endpoints managed by PCoIP Management Console, see either of the following:

- [Tera2 PCoIP Zero Client Administrators' Guide](#)
- [Tera2 PCoIP Remote Workstation Card Administrators' Guide.](#)

# What's New in this Release

PCoIP Management Console release 19.11 offers new feature additions, and user interface changes over past releases and are described in this section.

## **Info: Information on previous releases**

For features and release details associated with previous releases of the PCoIP Management Console, consult the [Teradici PCoIP Management Console Life Cycle Table](#).

## Feature Additions or Changes

### **Account Lockout Changes**

A Management Console user is now locked out for a period of 30 minutes when 6 consecutive failed login attempts occurred within 30 minutes

### **Added User Principal Name (UPN) support**

Users can now use UPN names to log into Management Console

### **Automatic Change to Management Console Free**

Management Console will automatically change to Free mode once all your Management Console Licenses expire

### **Generic Tag and Device Description endpoint properties**

Generic Tag and Device Description Endpoint Properties have been added to both the endpoint properties and filtering options.

### **General Availability of Management Console RPM**

Management Console RPM is now out of technical preview and is a General Availability offering

### **Added Audio to Profile options**

Profile can now enable Audio Opus Codec and Dual Audio Output

## Security Enhancements

- This release contains improvements and enhancements around the security and stability of the Management Console.
- Added SSH security reference
- The default Web UI admin password must be changed before logging into Management Console

# System Requirements

The PColP Management Console is intended for deployment within a secured corporate network for the management of PColP endpoints that are internal or external (Enterprise) to the network.

 **Note: PColP Management Console must not be accessible from unsecured networks**

The PColP Management Console must only be accessible by endpoints from the open Internet as described within this guide. Any other exposure to the open Internet is an unsupported use of the product and will void any warranty.

## Deployment

PCoIP Management Console is released in three formats. The first called Open Virtual Appliance (OVA) format with supported hypervisor platforms of VMware ESXi 6.0, 6.5 and 6.7. The second format is the Amazon Machine Image (AMI) format for services delivered using Amazon Elastic Compute Cloud (EC2). The third format is RPM which is one standard for Linux Administrators to manage software installations. The three formats feature CentOS 7.x, 64 bit as the PColP Management Console installation OS.

## System Configuration

PCoIP Management Console requires the following minimum system configuration:

OVA format	AMI format	RPM format
<ul style="list-style-type: none"> <li>• 4 CPUs</li> <li>• 12 GB RAM</li> <li>• 62 GB hard drive space</li> </ul>	<ul style="list-style-type: none"> <li>• 4 vCPUs</li> <li>• 12 GB RAM</li> <li>• 62 GB hard drive space</li> <li>• Recommended instance type: <b>m5.xlarge</b></li> </ul>	<ul style="list-style-type: none"> <li>• 4 CPUs</li> <li>• 12 GB RAM</li> <li>• 20 GB <b>free</b> hard drive space</li> </ul>

 **Caution: Lowering minimum system requirements**

Changing minimum system requirements, such as lowering RAM to 4 GB may produce error messages such as "Waiting for the server to start. Please refresh the page to try again." Minimum requirements help ensure you have the greatest chance for a successful deployment.

## Licensing for PCoIP Management Console

PCoIP Management Console requires access to the activation server on the Internet, directly on port 443 or via a proxy, in order to activate a license. For more information, please see [Managing Licenses Online](#).

## Port Numbers

The PCoIP Management Console uses the following ports with both formats:

- **Inbound port 443:** HTTPS for access to the web interface (administrative interface)
- **Inbound port 5172:** PCoIP Management Protocol (management interface)
- **Outbound port 5172:** PCoIP Management Protocol required for manual discovery only
- **Outbound port 443:** HTTPS (licensing interface)
- **Inbound port 8080:** Redirects port 80 to 8080.
- **Inbound port 8443:** Redirects port 443 to 8443
- **Inbound port 22:** TCP (for SSH)

## IP Address Configuration

The PCoIP Management Console supports IPv4 and can join any network that is using DHCP. The PCoIP Management Console also supports static IP addressing. Teradici recommends giving the PCoIP Management Console a fixed IP address, either through a DHCP reservation or by assigning a static IP address. See [Assigning a Static IP Address](#).

## Browser Compatibility

PCoIP Management Console supports the release of each browser available at the time of product release, with the exception of Internet Explorer:

- Firefox
- Chrome
- Microsoft Edge

## PCoIP Endpoint Firmware

Teradici recommends using the latest version of firmware for PCoIP endpoints. For the latest information on current and supported versions, see the [Teradici Support Center](#) for your product page.



**Note: PCoIP Management Console requires PCoIP endpoints have a minimum firmware release installed**

PCoIP Management Console require PCoIP zero client endpoints with firmware release 5.0 or later installed and PCoIP remote workstation cards with firmware 5.0 or later installed. If you have endpoints running previous firmware versions, please use PCoIP Management Console 1.10.3 to 1.10.8 or each endpoint's Administrative Web Interface (AWI) to upgrade to the latest firmware for each endpoint. For instructions, see [Upgrading Endpoints to Firmware 5.0 or Later](#).

# Installing the PCoIP Management Console and Configuring Your System

The topics in this section contain information to help you get up and running quickly.

Topics that refer to specific versions of PCoIP Management Console will be identified by the release number.

 **Note: Migrating, upgrading, or downgrading from other versions**

If you are migrating to a new PCoIP Management Console version from PCoIP Management Console 1, see [Migrating from PCoIP Management Console 1](#). If you are upgrading or migrating from PCoIP Management Console 2 to a newer version, see [Migrating PCoIP Management Console 2 to a New Version](#). If you need to downgrade endpoints from firmware 5.0 or later to 4.8, see [Downgrading Endpoints to Firmware 4.x](#).

# Installing PCoIP Management Console using vSphere

Once you have downloaded PCoIP Management Console, deploy it as an Open Virtual Appliance (OVA) using vSphere Client.

## To install PCoIP Management Console using vSphere Client:

1. Download the latest PCoIP Management Console OVA file to a location accessible from your vSphere Client.
2. Log in to your vSphere Client.
3. If you have more than one ESXi host, select the desired ESXi node; otherwise, there is no need to select a node.
4. From the vSphere client's *File* menu, select **Deploy OVF Template**.
5. In the **Source** window, click **Browse**, select the PCoIP Management Console's OVA file, click **Open** and **Next**.
6. In the *OVF Template Details* window, view the information and click **Next**.
7. In the *End User License Agreement* window, read the EULA information, click **Accept** and then **Next**.
8. In the *Name and Location* window, enter the name for your PCoIP Management Console and click **Next**.
9. In the *Host/Cluster* window, select the ESXi host on which you want to deploy the PCoIP Management Console and click **Next**.
10. In the *\*Storage* window, select the local disk or SAN where you wish to deploy the PCoIP Management Console and click **Next**.
11. In the *Disk Format* window, select a thick or thin provision option and click **Next**.
12. In the *Network Mapping* window, select the network or VLAN where you wish to deploy the PCoIP Management Console and click **Next**.
13. In the *Ready to Complete* window, view your settings, enable Power on after deployment (if desired), and click **Finish**.

14. When you see the 'Completed Successfully' message, click Close.
15. Make a note of the IP address of your PCoIP Management Console's virtual machine (VM) to log in to your PCoIP Management Console from a browser.
16. To activate PCoIP Management Console Enterprise, see [Managing Licenses Online](#).

 **Note: Ensure different IP addresses when running parallel versions**

If you are running PCoIP Management Console 1 in parallel with PCoIP Management Console releases 2.x or later, ensure the two versions of the PCoIP Management Console have different IP addresses.

# Installing PCoIP Management Console into AWS EC2

The PCoIP Management Console AMI is a conversion of the OVA file into the Amazon Machine Image (AMI) format with SSH enabled to permit secure administrative access.

The virtual machine is made available for users of the PCoIP Management Console that wish to move more of their deployment to the cloud—especially those deploying Amazon WorkSpaces with PCoIP Zero Clients.

## Non-System Requirements

- Amazon Web Services account with access to deploying EC2 instances
- SSH client

## Deployment Considerations

Ensure you have the [Port Numbers](#) opened and all inbound ports are restricted to your corporate network and you meet the [System Configuration](#) requirements for your PCoIP Management Console.



### **Important: PCoIP Management Console must not be accessible from unsecured networks**

The PCoIP Management Console must only be accessible by endpoints from the open Internet as described within the PCoIP Management Console Administrators' Guide. Any other exposure to the open Internet is an unsupported use of the product and will void any warranty.



### **Info: Notable network behaviors**

Network usage can be higher when firmware is being uploaded to endpoints. A permanent web socket connection is maintained to every online endpoint

# Deployment

## To deploy PCoIP Management Console AMI:

1. Log in to AWS Console.
2. Choose the region the AMI resides in.
3. Navigate to EC2.
4. Navigate to AMIs.
5. Search Public AMIs for the AMI ID obtained from the Management Console release notes.
6. Select the **PCoIP Management Console AMI** and click **Launch**.
7. Choose an Elastic Network Adapter (ENA) supported instance type (m5.xlarge recommended - see [system requirements](#)).
8. Configure the AWS Launch steps 2-5 as appropriate for your organization.
9. Select or create a security group in step 6 that will provide access to the required ports, with the inbound ports restricted to only your corporate network. Ensure network access is appropriate such that administrators are able to access ports 22 and 443, and that endpoints can access port 5172.



### Important: Connectivity issues

If you are unable to get this access working, you will need to review your VPC configurations (VPCs, Subnets, Route Tables), Security configurations (Network ACLs, Security Groups), and possibly VPN Connections or Direct Connect settings.

10. Complete the steps.
11. When Launching, select a keypair. To ssh into the instance you will use the user **admin** in conjunction with the keypair you used on launch.
12. After the Management Console is deployed, it is important the system is appropriately secured.

## Related Information

[Securing PCoIP Management Console User Passwords](#)

[Default CentOS Configuration for PCoIP Management Console](#)

*Setting up Security*

*Managing Licenses Online*

*PCoIP Management Console Remote Endpoint Management (Enterprise)*

# Management Console as an RPM

The Management Console RPM allows administrators an opportunity to manage and control linux packages in a way that complies to their individual corporate IT policies. The **teradicimc-  
<version>.rpm** package will install the Management Console complete with all linux dependancies so you can get up and operational quickly.

## Linux Proficiency

It is expected that administrators of Linux operating systems are proficient at using the Linux OS. Different Linux distributions may require different procedures. Teradici uses the Linux CentOS distribution for instructional information.

## Hardware and Virtual Machine Requirements

Item	Requirements
CPU	Minimum 4 CPUs or vCPUs
Disk Space	Minimum 20 GB FREE disk space dedicated to the Management Console Increase this size by the required space for the CentOS operating system and any other files on your Linux system
RAM	Minimum of 12 GB
OS	Centos 7.x
User	Username and Password of user with sudo access

 **Minimum Requirements Validation**

The Management Console RPM package will check for the minimum hardware resource requirements (cpu, disk, ram) and fail if it is not met. To disable the minimum requirement check, enter the following command:

```
sudo MC_NO_CHECK=1 rpm -Uvh teradicimc-<version>.rpm
```

Disabling the minimum requirements check is not recommended! Lowering minimums may reduce Management Console performance, particularly in large deployments.

## Management Console Installation, Upgrade and Removal

Upgrading from an RPM is supported when upgrading from PCoIP Management Console release 19.05 and newer.

 **Backup Your Database**

Always ensure you have a working backup of your Management Console data when performing a Management Console removal, upgrade, or installation. Considerations should include:

- having a current snapshot of your virtual machine
- having a complete backup or clone of your Linux PC
- having a current backup of your Management Console database.

With the **teradicimc-<version>.rpm** package, the installation process will create everything that Management Console needs in order to work properly. You can then upgrade or remove the Management Console as required. The PCoIP Management Console RPM is provided as a compressed file for download. A public RPM repository will be available for seamless installs in a future release.

 **iptables Rules**

If your host Linux OS currently has an iptables configuration you will need to re-add your configuration after the Management Console installation or upgrade. Installation of Management Console replaces the iptables rules with ones that allow Management Console to work properly. If adding rules required by your security policy, ensure not to change the Management Console required rules or you may prevent it from operating correctly.

## Installation or Upgrade

Download the RPM from <https://help.teradici.com> and copy the compressed file to the PCoIP Management Console VM. Windows users may have to use a third party tool such as WinSCP to copy the file to the Linux VM.

### Database migration during Upgrade

During an upgrade, the database will be automatically migrated if moving to a newer version of Management Console.

To install Management Console on your VM for the first time or to upgrade a Management Console installation:

1. Change directories to where the tar.gz file is located, enter: `tar xvzf teradicimc-<version>.tar.gz .`
2. Change directories to the unzipped folder where the RPM is located. (teradicimc-<version>-<build> folder)
3. Enter `sudo yum install teradicimc-<version>.rpm .`

## Removal

To remove Management Console you will have two choices, remove only the Management Console or remove the Management Console with all its dependancies.

- To remove Management Console only, enter `sudo yum remove teradicimc .`
- To remove Management Console and any package that was required by Management Console including the database, enter `sudo yum autoremove teradicimc .`

# Log In to the PCoIP Management Console Web User Interface

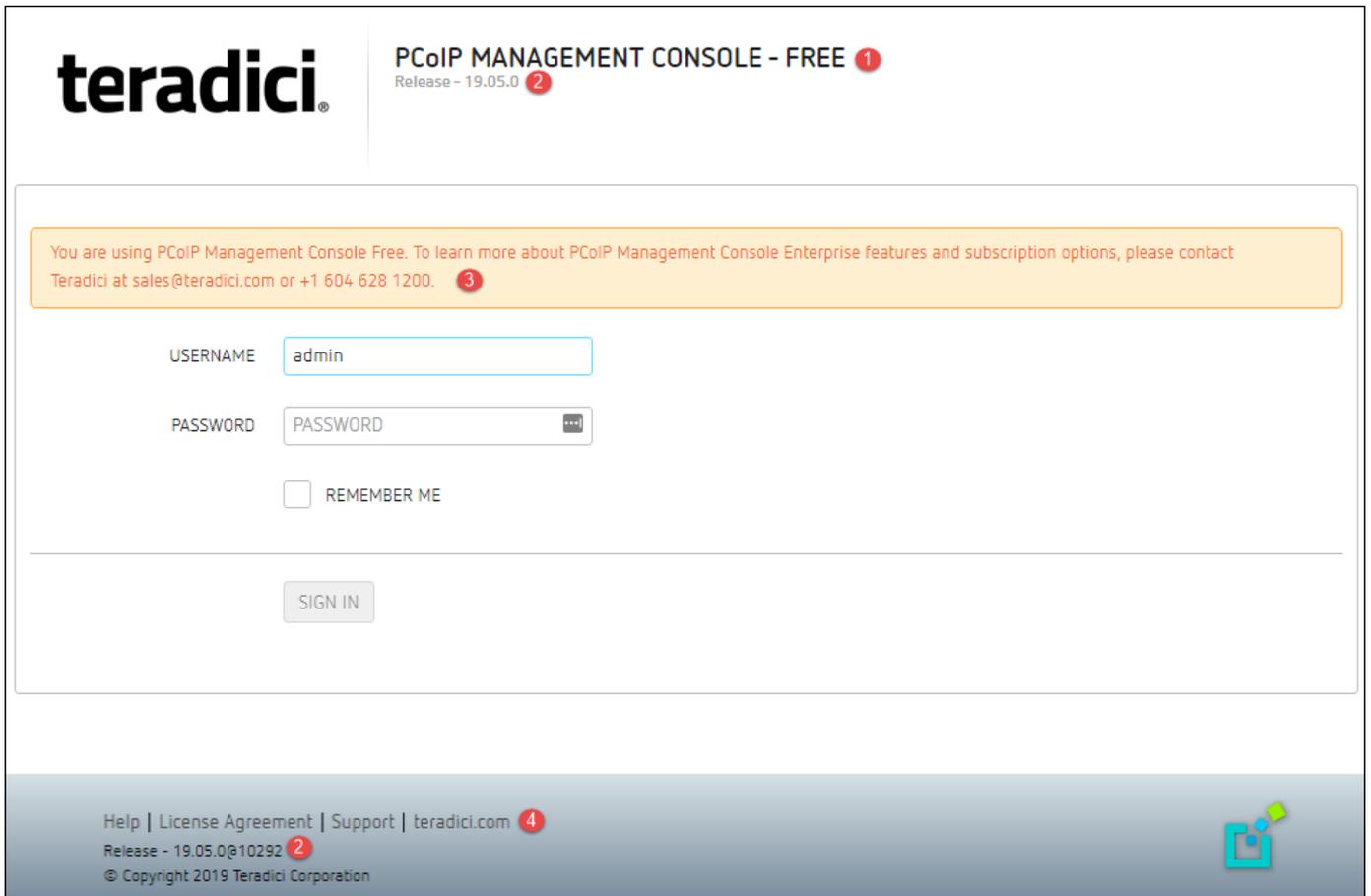
This section assumes that the PCoIP Management Console is configured to connect to your network. If you used DHCP to assign the IP address, then you will be able to continue in this section. If you require static IP addresses, [Changing the Default Network Configuration](#) for instructions prior to continuing.

Before accessing the PCoIP Management Console web user interface (UI) from your browser for the first time, ensure that the following are in place:

- Your license has been activated for PCoIP Management Console Enterprise. See [Activating Licenses](#).
- You know the IP address of your PCoIP Management Console virtual machine. To locate the address:
  - Using vSphere Client, log in to your vCenter server.
  - In the *Inventory* list, select **VMs and Templates**.
  - Select your PCoIP Management Console virtual machine and then click the **Summary** tab.
  - Note the IP address in the *General* pane.

## Using the Web Interface for the First Time

The Management Console's Web User Interface (Web UI) contains information that can be useful when troubleshooting issues. These references are identified in the following web user interface login screen example.



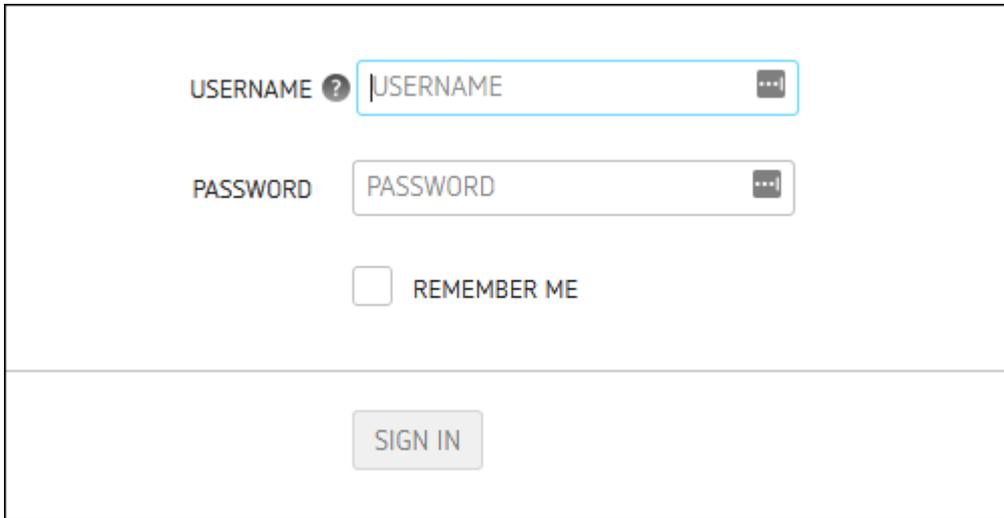
WebUI Area	Description
1	Identifies if you are using FREE or licensed ENTERPRISE mode of PCoIP Management Console
2	Identifies the release number of your Management Console
3	Informational message advising on how to upgrade to ENTERPRISE if new features are required
4	Links to find further information. <ul style="list-style-type: none"> <li>• <b>Help:</b> redirects you to the current product page of Management Console</li> <li>• <b>License Agreement:</b> Displays the license agreement for your installed Management Console</li> <li>• <b>Support:</b> Redirects you to the Teradici support site</li> <li>• <b>teradici.com:</b> Links to the teradici web page where you can quickly find further information such as white papers and the latest information on new products</li> </ul>

**Note: The Web UI admin account for PCoIP Management Console is different "from the virtual machine admin account"**

The default **admin** account that you use when first logging in to the PCoIP Management Console web UI is *not* the same **admin** account you use for logging in to the PCoIP Management Console virtual machine console.

### To log in to the PCoIP Management Console web interface:

1. In your browser's address bar, enter the IP address of the PCoIP Management Console virtual machine. See [Installing PCoIP Management Console using vSphere](#).
2. At the PCoIP Management Console login screen, enter the web interface credentials.
  - USERNAME **admin**
  - PASSWORD **password**



The screenshot shows a login form with the following elements:

- A label "USERNAME" followed by a question mark icon and a text input field containing the placeholder text "USERNAME".
- A label "PASSWORD" followed by a text input field containing the placeholder text "PASSWORD".
- A checkbox labeled "REMEMBER ME".
- A "SIGN IN" button located below the form fields.

### Login Screen

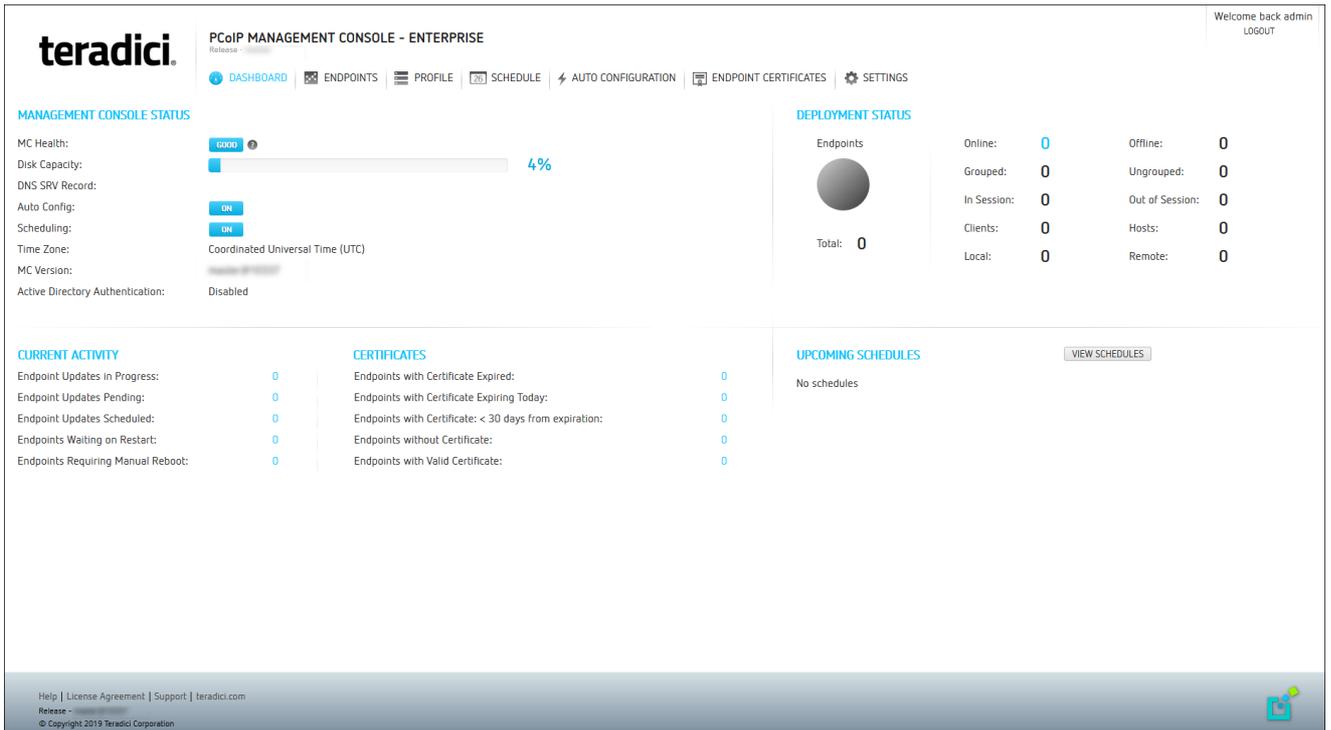
**Note: Changing default settings**

In order to change the PCoIP Management Console's default settings and run various scripts, you must connect to the PCoIP Management Console's virtual machine console and log in. See [Accessing the PCoIP Management Console Virtual Machine Console](#)

1. Click **SIGN IN**. If login is successful, the PCoIP Management Console dashboard displays in your browser window.

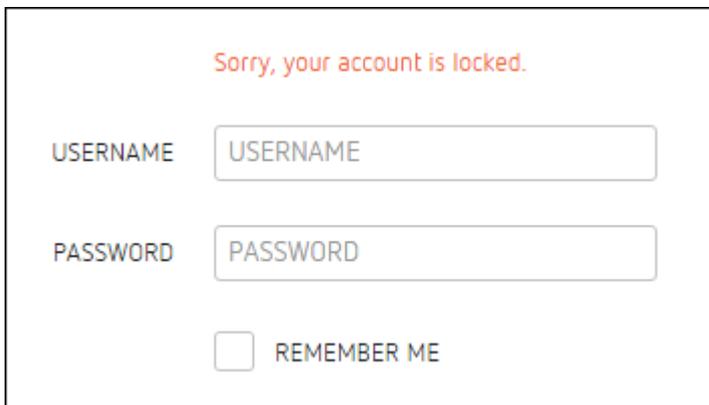
**PCoIP Management Console Enterprise**

The next example shows the PCoIP Management Console Enterprise dashboard. The banner will indicate PCoIP Management Console Free if you are running in free mode.



## PCoIP Management Console Web UI User Account Lockout

The PCoIP Management Console inhibits automated system attacks on its web UI. If a user login fails 6 times within a 30-minute period, that user account will be locked out for 30 minutes. If this occurs, the login screen will display the message shown next.



User Account Lockout Screen

# Understanding the PCoIP Management Console Dashboard

The **DASHBOARD** page gives you an overview of the PCoIP Management Console’s current configuration and health, as well as the status and activity of your PCoIP deployment. You can also use the dashboard to keep track of upcoming schedules and to view their details.

An example of the PCoIP Management Console Enterprise dashboard is shown. The table that follows describes the various sections in the dashboard layout and contains links to more information about the dashboard components.

**teradici** PCoIP MANAGEMENT CONSOLE - ENTERPRISE

Welcome back admin LOGOUT

DASHBOARD | ENDPOINTS | PROFILE | SCHEDULE | AUTO CONFIGURATION | ENDPOINT CERTIFICATES | SETTINGS

Your PCoIP Management Console Enterprise subscription expires in 14 days. Please contact Teradici at sales@teradici.com or +1 604 628 1200 to ensure continued access to PCoIP Management Console Enterprise features and Teradici Support & Maintenance for both the software and Tera2 PCoIP Zero Client firmware.

Do not warn me again.

**MANAGEMENT CONSOLE STATUS**

MC Health: 6000  
 Disk Capacity: 6%  
 DNS SRV Record:  
 Auto Config: ON  
 Scheduling: ON  
 Time Zone: Pacific Daylight Time (PDT)  
 MC Version: 3.2.0@9390.c9e5b76c5.7262248  
 Active Directory Authentication: Enabled

**DEPLOYMENT STATUS**

Endpoints: Total: 2

Online:	0	Offline:	2
Grouped:	2	Ungrouped:	0
In Session:	2	Out of Session:	0
Clients:	1	Hosts:	1
Local:	2	Remote:	0

**CURRENT ACTIVITY**

Endpoint Updates in Progress:	0
Endpoint Updates Pending:	0
Endpoint Updates Scheduled:	0
Endpoints Waiting on Restart:	0
Endpoints Requiring Manual Reboot:	0

**CERTIFICATES**

Endpoints with Certificate Expired:	0
Endpoints with Certificate Expiring Today:	0
Endpoints with Certificate < 30 days from expiration:	0
Endpoints without Certificate:	0
Endpoints with Valid Certificate:	1

**UPCOMING SCHEDULES** VIEW SCHEDULES

No schedules

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 Release  
 © Copyright Teradici Corporation

## PCoIP Management Console Dashboard

### PCoIP Management Console Dashboard Description

Area	Dashboard	Description
1	Welcome message <b>LOGOUT</b>	Displays the PCoIP Management Console user account for the logged in user. Lets you log out from your PCoIP Management Console session.
2	<b>DASHBOARD</b>	Navigates to the <b>DASHBOARD</b> page. The <b>DASHBOARD</b> link occurs at the top of all PCoIP Management Console pages.
	<b>ENDPOINTS</b>	Navigates to the <b>ENDPOINTS</b> page. From this page you can structure endpoints into groups, apply profiles, discover endpoints manually, view endpoint details, search, and filter endpoints in the endpoint tables. The <b>ENDPOINTS</b> link occurs at the top of all PCoIP Management Console
	<b>PROFILE</b>	
	<b>SCHEDULE (Enterprise)</b>	Navigates to the <b>SCHEDULE</b> page which includes the schedule HISTORY tab. From the SCHEDULE page you can create, view, edit, delete, enable and disable schedules to update groups of endpoints in the future and access the PCoIP Management Console's schedule history tab. The <b>SCHEDULE</b> link occurs at the top of all PCoIP Management Console pages.
	<b>AUTO CONFIGURATION (Enterprise)</b>	Navigates to the <b>AUTO CONFIGURATION</b> page. From this page you can configure, edit, and delete rules to automatically assign endpoints to a specific group when they are first discovered or whenever they move to or from a group. The <b>AUTO CONFIGURATION</b> link occurs on at the top of all PCoIP Management Console pages.
	<b>ENDPOINT CERTIFICATES (Enterprise)</b>	Allows administrators to configure rules that request certificates for endpoints.
	<b>SETTINGS</b>	Navigates to the <b>SETTINGS</b> page. From this page you can manage PCoIP Management Console users, change the time zone for your PCoIP Management Console web interface, configure a persistent naming convention for automatically naming endpoints, upload firmware and certificates to the PCoIP Management Console , manage PCoIP Management Console databases, view license information, view PCoIP Management Console version information, and configure the PCoIP Management Console log level. The <b>SETTINGS</b> link occurs at the top of all PCoIP Management Console pages.

Area	Dashboard	Description
3	License expiry notification banner	Displays the number of days remaining until the PCoIP Management Console Enterprise's license expires. If you disable this message, it will not appear again for 30 days when viewing the PCoIP Management Console Enterprise using that browser. You will see it again if you access the PCoIP Management Console Enterprise using a different browser that does not have the notification disabled.
4	<b>MANAGEMENT CONSOLE STATUS</b>	Shows the PCoIP Management Console's status and contains information about how the PCoIP Management Console is configured: <ul style="list-style-type: none"> <li>• <b>Health:</b> The PCoIP Management Console health displays as 'good' unless the disk is more than 80% full and/or the PCoIP Management Console daemon is halted.</li> <li>• <b>Disk Capacity:</b> Shows the percentage of disk space used.</li> <li>• <b>DNS SRV Record:</b> Displays the PCoIP Management Console's FQDN that is configured in the DNS SRV record. If no record exists, this field is left blank.</li> <li>• <b>Auto Config:</b> Indicates whether auto configuration is enabled or disabled.</li> <li>• <b>Scheduling:</b> Indicates whether schedules are enabled or disabled.</li> <li>• <b>Time Zone:</b> Indicates the time zone setting for the user's PCoIP Management Console web interface. By default, the time zone is set to the PCoIP Management Console virtual machine's time zone, which is always in Coordinated Universal Time (UTC). If desired, you can set your web interface time to reflect your local time zone.</li> <li>• <b>MC Version:</b> Displays the current PCoIP Management Console release version.</li> </ul>
	<b>DEPLOYMENT CONSOLE STATUS</b>	Displays status information about the managed endpoints in your system, such as the number that are online and offline, and the number that are grouped and ungrouped. This section also indicates important information about profiles that failed to apply.
	<b>CURRENT ACTIVITY</b>	Displays the number of endpoint updates in progress, pending, scheduled, and the number of endpoints waiting to restart or requiring a manual reboot.
	<b>UPCOMING SCHEDULES</b>	Displays information about upcoming schedules, including the date and time they will apply.
	<b>CERTIFICATES</b> (This dashboard feature is limited to SCEP generated certificates)	Identifies the number of endpoints with SCEP generated certificates: <ul style="list-style-type: none"> <li>• Expired certificates</li> <li>• Certificates expiring today</li> <li>• Certificates that are less than 30 days from expiring</li> <li>• No certificates</li> <li>• Valid certificates</li> </ul>

Area	Dashboard	Description
	<b>VIEW SCHEDULES</b>	Lets you open the <b>SCHEDULE</b> page to view details for a schedule.
5	<b>Footnote Information</b>	<p>The following links occur at the bottom of every PCoIP Management Console page:</p> <ul style="list-style-type: none"><li>• <b>Help:</b> Opens the PCoIP Management Console support page where you can find information about the PCoIP Management Console.</li><li>• <b>License Agreement:</b> Opens the Teradici End User License Agreement (EULA) in your browser window.</li><li>• <b>Support:</b> Opens the Teradici Support page in your browser window.</li><li>• <b>teradici.com:</b> Opens the Teradici web page in your browser window.</li><li>• <b>Release:</b> Identifies the PCoIP Management Console release version.</li></ul>

# Managing Licenses Online

PCoIP Management Console Enterprise is enabled through subscription licensing provided on a per managed device basis for terms of one and three years. Licenses can be added together to achieve the total number of necessary managed devices.

Licenses come by email after you order them and contain one activation code for each license SKU ordered. Activation codes (also known as entitlement IDs) have an alphanumeric format of *0123-4567-89AB-CDEF*.

The following is an example of the email content for 3x100 license SKUs:

 **Note: License keys shown next are examples**

The license keys shown next do not contain real activation codes.

---

**Description:** Teradici PCoIP® Management Console Enterprise – 1 year. Includes support and maintenance.

**No. of Devices:** 10 Devices

**Quantity:** 3

**Valid Until:** 12/31/2016

**Activation Code:** 0123-456Z-89AB-CDEF

---

Contact your reseller to obtain your license key for PCoIP Management Console Enterprise or go to <https://connect.teradici.com/mc-trial> to request a free PCoIP Management Console Enterprise trial license. For more information on license options and packaging, see <https://www.teradici.com/products-and-solutions/pcoip-products/management-console> or one of Teradici's resellers.

# License Requirements and Restrictions

The following requirements and restrictions apply for PCoIP Management Console:

## **Caution: Return all licenses before migrating**

If your PCoIP Management Console appliance will be moved to another server or replaced with an upgrade, you must return all the PCoIP Management Console licenses before the migration and then re-activate the licenses after the migration.

- When a license expires, PCoIP Management Console will operate in Free mode. Enterprise mode features will stop working. Licenses are installed per PCoIP Management Console appliance.
- If no licenses are installed, the PCoIP Management Console will operate in Free mode.
- Internet access to <https://teradici.flexnetoperations.com/> on port 443 is required for the PCoIP Management Console to activate the license against the license server. The PCoIP Management Console may also require the ability to contact this server from time to time to keep the license activated.
- Licenses can be returned multiple times. If the system prevents activation after returning a license, contact Teradici support at [Teradici Support Center](#).
- You can have multiple licenses active on PCoIP Management Console, however each license can only be active on one PCoIP Management Console.
- Licenses are activated one license at a time.

## Expiry Notifications

The Management Console interface displays a notification when licenses are about to expire, when they have expired, when you are approaching your licensed device count limit, and when you have reached the limit.

## Support and Maintenance

Use the activation code you received to request Teradici Support and Maintenance.

For more information on Teradici support and maintenance, see <http://www.teradici.com/products-and-services/global-support-services/pcoip-product-support-maintenance>.

**i Info: License Scripts**

If managing licenses through the command line, please see License Scripts

## Activating Licenses

Before you can activate your license, you will need your activation key. If you are activating from behind a proxy, you will also need the IP address, port number, username, and password to authenticate to your proxy server. If you wish to use the virtual machine console to manage your licenses, see [Using your Virtual Machine Console to Administer Licenses when Connected to the Internet](#)

### Using the UI to activate your PCoIP Management Console Enterprise license:

1. Navigate to **SETTINGS > LICENSE** page.
2. Select the **NEW LICENSE** button.
3. Enter your License Key and select the **ACTIVATE LICENSE** button.

### Using the UI to activate your PCoIP Management Console Enterprise license from behind a proxy server:

Activating your license from behind a proxy server requires you configure the additional parameters that appear after activating the **Connect through a proxy** option. The additional parameters are Proxy Address, Port, Username, and Password of the proxy server.

**ACTIVATE NEW LICENSE**

Please type in the license key you wish to activate:

License Key:

Connect through a proxy

Proxy Address:

Port:

Username:

Password:

Activate New License Dialog

## Viewing Installed Licenses

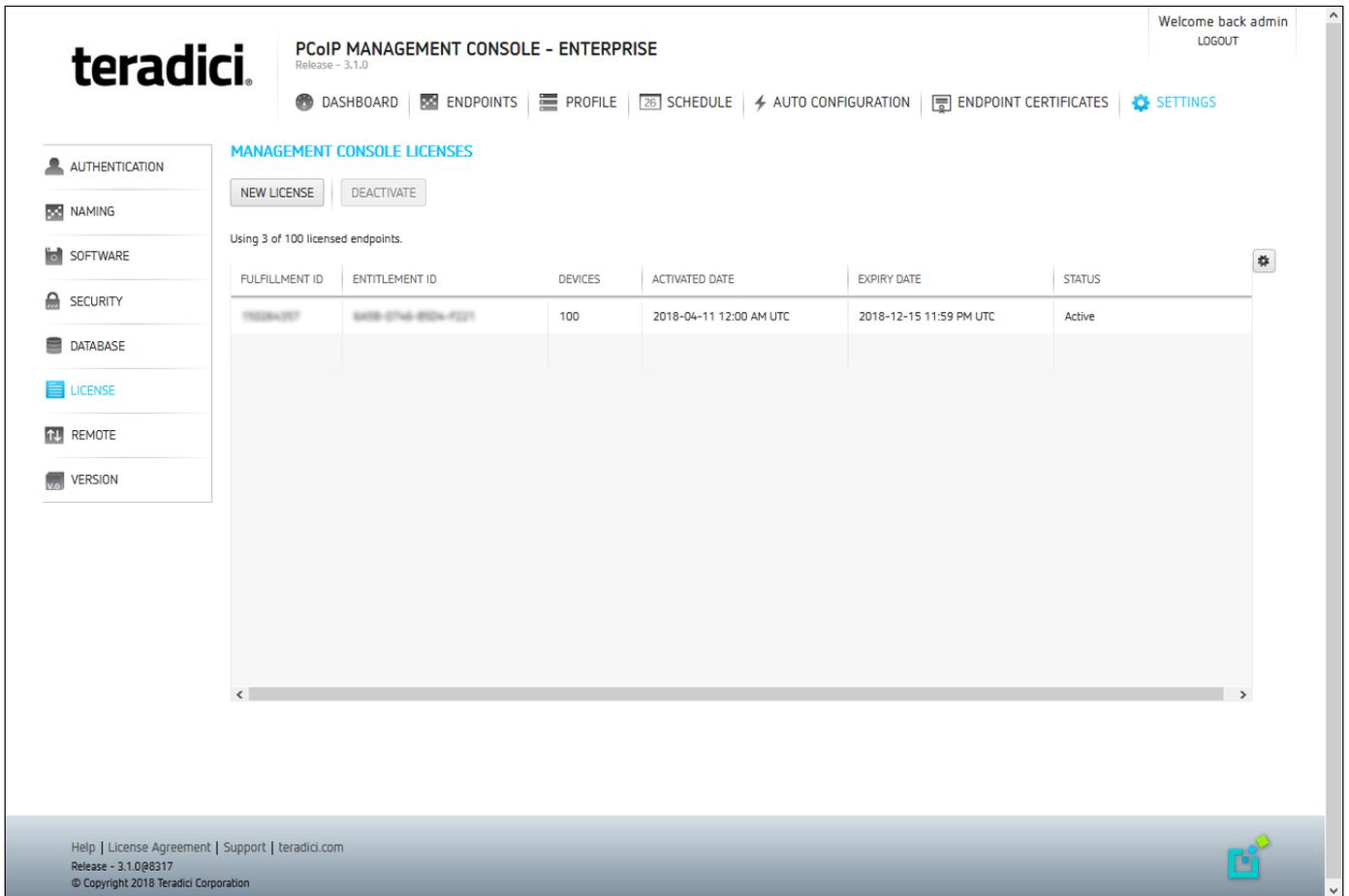
Once your license is activated, its information is stored on the PCoIP Management Console virtual machine.

To view installed licenses via the PCoIP Management Console user interface:

- Navigate to **SETTINGS > LICENSE**.

The following information will be displayed:

- **Fulfillment ID: XXXXXXXX**: An ID assigned to a license after it is activated. This ID is required if you deactivate the license. The fulfillment ID will be different each time you reactivate a license after it has been deactivated.
- **Entitlement ID: XXXX-XXXX-XXXX-XXXX**: The license key you received via email that you use to activate your license.
- **Expiration date: DD-MMM-YYYY**: The day, month, and year your license expires.



teradici

PCoIP MANAGEMENT CONSOLE - ENTERPRISE  
Release - 3.1.0

WELCOME back admin  
LOGOUT

DASHBOARD | ENDPOINTS | PROFILE | SCHEDULE | AUTO CONFIGURATION | ENDPOINT CERTIFICATES | SETTINGS

AUTHENTICATION  
NAMING  
SOFTWARE  
SECURITY  
DATABASE  
LICENSE  
REMOTE  
VERSION

MANAGEMENT CONSOLE LICENSES

NEW LICENSE | DEACTIVATE

Using 3 of 100 licensed endpoints.

FULFILLMENT ID	ENTITLEMENT ID	DEVICES	ACTIVATED DATE	EXPIRY DATE	STATUS
1528264257	8458-0746-8554-F321	100	2018-04-11 12:00 AM UTC	2018-12-15 11:59 PM UTC	Active

Help | License Agreement | Support | teradici.com  
Release - 3.1.0@8317  
© Copyright 2018 Teradici Corporation

## LICENSE Page

# Deactivating Licenses

It is important to deactivate a license when you no longer need it, for example, when you decommission a virtual machine. This frees up the license and makes it available for a different PCoIP Management Console Enterprise deployment.

**Note: Deactivating license reverts PCoIP Management Console to PCoIP Management Console Free**

PCoIP Management Console will run in Free mode when all its licenses are deactivated.

**Warning: Internet Access Required**

When deactivating a license, an internet connection to the licensing server is required unless the offline license activation steps are used.

## Deactivating Your PCoIP Management Console License

### Using your UI to deactivate PCoIP Management Console Enterprise license:

1. Navigate to **SETTINGS > LICENSE** page.
2. Highlight the licenses you want deactivated and select the **DEACTIVATE** button.

### Deactivating your PCoIP Management Console Enterprise license from behind a proxy server:

Deactivating your license from behind a proxy server requires you configure the additional proxy server parameters that appear after activating the Connect through a proxy option. The additional parameters are Proxy Address, Port, Username, and Password.

### Using your UI to deactivate PCoIP Management Console Enterprise license behind a proxy server:

1. Navigate to **SETTINGS > LICENSE** page.
2. Highlight the licenses you want deactivated and select the **DEACTIVATE** button.
3. Select the **Connect through a proxy** radio button and fill out the proxy fields.
4. Select the **DEACTIVATE** button in the **DEACTIVATE LICENSE** dialog.

# Managing Licenses Offline

## License Scripts

Teradici provides shell scripts that let you activate, view information about, and deactivate PColP Management Console Enterprise licenses. All scripts are located in the PColP Management Console virtual machine console's `/opt/teradici/licensing` directory and require you to connect to your PColP Management Console virtual machine console. See [Logging in to the PColP Management Console OVA Virtual Machine Console](#).

## Activating Your PColP Management Console License from a Location Without Internet Access

To activate your PColP Management Console Enterprise license when the PColP Management Console is located on a site without Internet access (sometimes referred to as a darksite), you will need to create a ticket for Offline License Activation. A [support site account](#) will be required to create this ticket. The ticket must include your license activation code that was provided by email when you requested a trial license or when your Enterprise license was purchased. Once the ticket is created, you will be provided with an offline activation `.asr` file allowing you to produce an offline activation short code to return to support. Support will in turn provide you with a response text file which you will use to activate PColP Management Console Enterprise. Activating and deactivating licenses from a site without Internet access must be done using the virtual machine console.

### Requesting Offline Activation

Go to the support site <https://techsupport.teradici.com> sign in and create a ticket for Offline License Activation. Include your PColP Management Console Enterprise license activation code that was provided by email when your trial license was requested or when your Enterprise license was purchased.

## Producing an Offline Activation Short Code

The ticket will first be updated by Teradici support with an ASR file which you have to upload to your PColP Management Console. Once you have the ASR file, perform the following steps from your PColP Management Console virtual machine console.

1. Enable SSH if using PColP Management Console in OVA format. See: Temporarily Enabling SSH Access
2. Connect a Secure Copy Protocol (SCP) client such as Putty or WinSCP to the PColP Management Console virtual machine using the PColP Management Console virtual machine administrative credentials.
3. Upload the ASR file provided in your ticket to the administrative home directory (/home/admin/).
4. Connect a Secure Shell (SSH) client to the PColP Management Console virtual machine using the PColP Management Console virtual machine administrative credentials.
5. Change directories to the licensing directory.

```
[admin@localhost ~]$ cd /opt/teradici/licensing/
```

6. Set the `LD_LIBRARY_PATH` variable.

```
[admin@localhost licensing]$ export LD_LIBRARY_PATH=/opt/teradici/licensing
```

7. Process `offline_activation.asr` with `appactutil`.

```
[admin@localhost licensing]$ ./appactutil -shortcode ~/offline_activation.asr
```

**Activation short code** output example:

```
Activation short code: 216360-082292-891921-316997-475492-227533-740186-228152
```

8. Copy your Activation short code into a text file and enter it into your ticket. Wait for the response code text file to be returned from support.

## Completing the Offline Activation

Once the support ticket has been updated with a response code text file, you can then follow these steps to activate your PColP Management Console Enterprise with the response code file.

1. From the PColP Management Console virtual machine console enable SSH. See: Temporarily Enabling SSH Access

**i Info: PCoIP Management Console AMI format**

Enabling SSH is not required for the AMI

2. Connect a Secure Copy Protocol (SCP) client such as Putty or WinSCP to the PCoIP Management Console virtual machine using the PCoIP Management Console virtual machine administrative credentials.
3. Upload the response text file provided in your ticket to the administrative home directory (/home/admin).

4. Change directories to the licensing directory.

```
[admin@localhost ~]$ cd /opt/teradici/licensing/
```

5. Set the *LD\_LIBRARY\_PATH* variable.

```
[admin@localhost licensing]$ export LD_LIBRARY_PATH=/opt/teradici/licensing
```

6. Process response.txt with appactutil.

```
[admin@localhost licensing]$ ./appactutil -process ~/response.txt
```

```
Reading response from /home/admin/response.txt
SUCCESSFULLY PROCESSED RESPONSE
ProductID MC, FulfillmentID FID-CUSTNAME-2016-1
```

## Viewing Installed Licenses

### To view your installed licenses:

1. Enable SSH. See: [Temporarily Enabling SSH Access](#)
2. Connect a Secure Shell (SSH) client to the PCoIP Management Console virtual machine using the PCoIP Management Console virtual machine administrative credentials.

3. Change directories to the licensing directory.

```
[admin@localhost ~]$ cd /opt/teradici/licensing/
```

4. Set the *LD\_LIBRARY\_PATH* variable

```
[admin@localhost licensing]$ export LD_LIBRARY_PATH=/opt/teradici/licensing
```

5. View the installed licenses and note the Fulfillment ID of the license to return.

```
[admin@localhost licensing]$ ./appactutil -view
```

```

-----
Trust Flags: FULLY TRUSTED
Fulfillment Type: SHORTCODE
Status: ENABLED
Fulfillment ID: FID-OFFLINE-12345678-1
Entitlement ID: ENTL-OFFLINE-12345678-2-1
Product ID: MC
Suite ID: NONE
Expiration date: 30-may-2017
Feature line(s):
INCREMENT MC_nDevices TERADICI 2.00000 30-may-2017 1 \
VENDOR_STRING="nDev=500, FN0=90, SN=19137747" ISSUER=Teradici \
ISSUED=13-mar-2017 NOTICE="Teradici - Dev Ops" TS_OK \
SIGN="00D0 A25F 78FB A9C4 7093 EB1A 2744 8500 DF9B 8201 9CFE \
F024 08A5 67DE CD45"
-----

```

## Deactivating Your PCoIP Management Console Enterprise License from a Location Without Internet Access

To deactivate your PCoIP Management Console Enterprise license when the PCoIP Management Console is located in a site without Internet access:

1. Enable SSH. See: [Temporarily Enabling SSH Access](#)
2. Connect a Secure Copy Protocol (SCP) client such as Putty or WinSCP to the PCoIP Management Console virtual machine using the PCoIP Management Console virtual machine administrative credentials.
3. Upload the ASR file provided in your ticket to the administrative home directory.
4. Connect a Secure Shell (SSH) client to the PCoIP Management Console virtual machine using the PCoIP Management Console virtual machine administrative credentials.

5. Change directories to the licensing directory.

```
[admin@localhost ~]$ cd /opt/teradici/licensing/
```

6. Set the `LD_LIBRARY_PATH` variable

```
[admin@localhost licensing]$ export LD_LIBRARY_PATH=/opt/teradici/licensing
```

7. View the installed licenses and note the Fulfillment ID of the license to return.

```
[admin@localhost licensing]$ ./appactutil -view
```

```

-----
Trust Flags: FULLY TRUSTED
Fulfillment Type: SHORTCODE
Status: ENABLED
Fulfillment ID: FID-OFFLINE-12345678-1
Entitlement ID: ENTL-OFFLINE-12345678-2-1
Product ID: MC
Suite ID: NONE
Expiration date: 30-may-2017
Feature line(s):
INCREMENT MC_nDevices TERADICI 2.00000 30-may-2017 1 \
VENDOR_STRING="nDev=500, FN0=90, SN=19137747" ISSUER=Teradici \
ISSUED=13-mar-2017 NOTICE="Teradici - Dev Ops" TS_OK \
SIGN="00D0 A25F 78FB A9C4 7093 EB1A 2744 8500 DF9B 8201 9CFE \
F024 08A5 67DE CD45"
-----

```

8. Generate the return request code by using `appactutil`. The ASR file referenced must be the one used to activate the license. The `-return` parameter is the Fulfillment ID noted in the previous step.

```
[admin@localhost licensing]$ ./appactutil -shortcode ~/offline_activation.asr -
return FID-OFFLINE-12345678-1
Return short code: 163698-563854-292262-189561-853089-634323-881517-668156
```

9. Send the return short code returned in step 8 as a text file to Teradici.
10. Teradici will return a response file where you must finish the deactivation by following the [Completing the Offline Activation](#)

**Note: Finding fulfillment ID**

To find your fulfillment ID, see [Viewing Installed Licenses](#).

# Uploading Endpoint Firmware to the PCoIP Management Console

Endpoint firmware files must first be uploaded to the PCoIP Management Console before you can create profiles or perform firmware updates.

 **Note: Prior to importing a PCoIP Management Console 1 profile**

For Tera2 PCoIP Zero Clients and Remote Workstation Cards, PCoIP Management Console must have at least one firmware image uploaded to it before you can import a PCoIP Management Console 1 profile. Migrated profiles will be assigned the latest firmware version that is present on PCoIP Management Console.

## To upload endpoint firmware files to PCoIP Management Console:

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **SOFTWARE** in the left pane.
3. Click **Add Software/Firmware**.
4. Click **Select file**.
5. Select the desired combined firmware file (\*.pcoip), and then click **Open** and **Upload** to upload the file to the PCoIP Management Console.

# Setting up Security

 **Caution: Ensure system operates at a security level that matches your organization's requirements**

As an administrative user, you must ensure your system operates at a security level that matches the requirements of your organization.

By introducing this appliance into your network, you accept that there are risks involved in deploying the system, and you acknowledge that you have reviewed the default PCoIP Management Console and CentOS configuration and have performed any other changes to make the security level appropriate for your deployment.

 **Note: Update your software to the current release**

From time to time, updates may be made available, either from Teradici or the developers of CentOS. While Teradici recommends staying current on releases, it is also recommended that you test updates on a test system prior to upgrading your production system or back up a snapshot of the PCoIP Management Console before running the update.

The OS admin user must use the sudo command when performing actions that require elevated privileges.

 **Note: Non-root Linux passwords must be at least ten characters long**

Non-root Linux passwords must be at least ten characters long and contain one each of upper case, lower case, decimal, and special characters. When changing a non-root Linux password, the new password must be at least four characters different from the previous password.

The following table contains some further recommendations for securing your PCoIP Management Console over and above the default CentOS security configuration undertaken by Teradici.

## PCoIP Management Console Security Recommendations

Recommendations	Description
Network security	<p>Configure your corporate firewall as follows:</p> <ul style="list-style-type: none"> <li>• Block inbound traffic from unsecured networks to the PCoIP Management Console on all ports (for example, block traffic from the Internet).</li> <li>• Block outbound traffic from the PCoIP Management Console to unsecured networks on all ports except for ports 80 and 443. Port 80 must be open for system updates and port 443 for system updates and licensing.</li> </ul>
Operating system security	<ul style="list-style-type: none"> <li>• Change the default passwords for the virtual machine admin user, root user, and web UI admin user immediately after installing the PCoIP Management Console. See <a href="#">Accessing the PCoIP Management Console Virtual Machine Console</a>.</li> <li>• Ensure the CentOS firewall only allows port access to the ports that are required for the PCoIP Management Console to run. See <a href="#">Default firewall port settings are as follows</a>.</li> <li>• Update CentOS third-party packages on a regular basis using the <b>sudo yum update "package"</b> command.  <b>Note: Prior to updating your production system</b>            To ensure that a library update does not cause problems, Teradici recommends that you perform updates on a test system (or that you take a snapshot of the PCoIP Management Console) before updating your production system. See <a href="#">Backing Up PCoIP Management Console Database</a>.</li> <li>• Remove external NTP server references. See <a href="#">NTP Configuration Considerations</a></li> </ul>
PCoIP Management Console web UI security	<ul style="list-style-type: none"> <li>• <a href="#">Create a new PCoIP Management Console web UI administrative user and disable the default admin account</a> and provide the desired role. (PCoIP Management Console Enterprise only).  <b>Note: Re-enabling admin account</b>            If you have disabled the admin account and plan to revert the PCoIP Management Console Enterprise to PCoIP Management Console Free, this account must be re-enabled before you can log in again to the PCoIP Management Console web UI. Alternatively, you can run a script from the PCoIP Management Console virtual machine console to re-enable the default <b>admin</b> account.</li> <li>• Replace the PCoIP Management Console certificate with your own custom certificate and upload it to all endpoints. See <a href="#">Managing PCoIP Management Console Certificates</a>.</li> <li>• Check the Teradici support site for the <a href="#">latest PCoIP Management Console release</a>.</li> </ul>

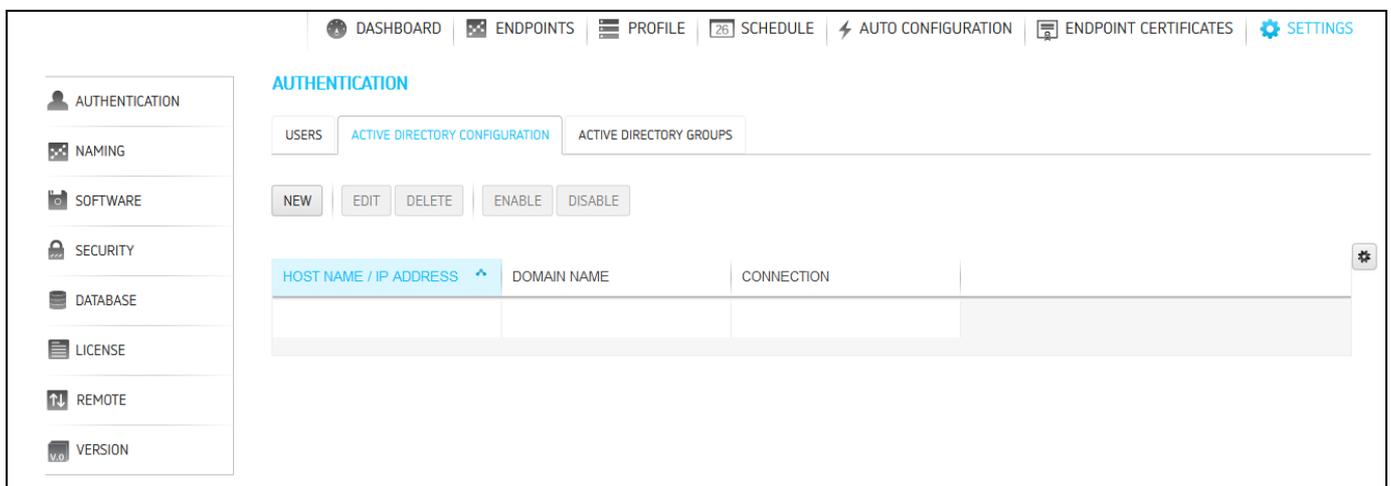
Recommendations	Description
Enable HTTP Strict Transport Security (HSTS)	<p>HTTP Strict Transport Security (HSTS) is a policy that helps protect web server appliances against particular types of attacks against the communication between the web browser and the web server.</p> <p>See <a href="#">HTTP Strict Transport Security</a> for details on how to enable HSTS.</p> <p><b>Important: Requirements</b></p> <p>HTTP Strict Transport Security (HSTS) requires:</p> <ul style="list-style-type: none"><li>• PCoIP Management Console have a proper trusted certificate installed</li><li>• The chain or root certificate installed in the browser used to connect to the PCoIP Management Console</li></ul>

# Active Directory Authentication

PCoIP Management Console Active Directory (AD) authentication uses Lightweight Directory Access Protocol (LDAP) or Secure Lightweight Directory Access Protocol (LDAPS) with Active Directory servers for user authentication. LDAPS is recommended to give you a more secure environment, through the use of an Active Directory Certificate, which should be available before activating the Active Directory configuration.

## Caution: LDAP or LDAPS

LDAPS is the secure version of LDAP and is recommended for production environments and requires installation of the Active Directory Certificate.



The screenshot displays the PCoIP Management Console interface. At the top, a navigation bar includes links for DASHBOARD, ENDPOINTS, PROFILE, SCHEDULE, AUTO CONFIGURATION, ENDPOINT CERTIFICATES, and SETTINGS. On the left, a sidebar menu lists various system components: AUTHENTICATION, NAMING, SOFTWARE, SECURITY, DATABASE, LICENSE, REMOTE, and VERSION. The main content area is titled 'AUTHENTICATION' and features three tabs: 'USERS', 'ACTIVE DIRECTORY CONFIGURATION' (which is selected), and 'ACTIVE DIRECTORY GROUPS'. Below the tabs, there are five action buttons: 'NEW', 'EDIT', 'DELETE', 'ENABLE', and 'DISABLE'. A table is present with three columns: 'HOST NAME / IP ADDRESS', 'DOMAIN NAME', and 'CONNECTION'. The table is currently empty, and a settings gear icon is visible in the top right corner of the table area.

Active Directory Configuration tab

### Important Notes

This release of Active Directory in PCoIP Management Console has important limitations which need to be considered before using this feature in your deployment.

- The MC's AD authentication only works for the same domain as the Domain Controller you have configured in the Management Console's **SETTINGS > AUTHENTICATION > ACTIVE DIRECTORY CONFIGURATION** tab
- Only supports on-premises Active Directory
- Only supports one active domain at a time
- Supports UPN login
- Only supports uploading one Active Directory Certificate to the certificate store

#### Upload the Root Certificate

Upload the Root Certificate from the CA that issued the Domain Controller's certificate

- Configurations for parent groups do not transfer to child groups. Ensure the child group is configured as required.
- Does not support domain trust relationships

## Installing an Active Directory Certificate

LDAPS requires a Base64 encoded certificate in .pem or .cer format to be uploaded to the certificate store. The LDAPS certificate should be downloaded from the same Active Directory that will be used for authentication. This can be done before or after enabling Active Directory.

### To install your Active Directory Certificate:

1. Browse to **SETTINGS > SECURITY** and select the **ADD CERTIFICATES** tab.
2. Select the **UPLOAD CERTIFICATE** button.
3. Use the **SELECT CERTIFICATE** button and browse to where your Active Directory Certificate is located, highlight it and select the **Open** button.
4. Select the **UPLOAD** button and then **OK** in the Active Directory Certificate Details dialog.
5. Access the PCoIP Management Console virtual machine console, (see [Accessing the PCoIP Management Console Virtual Machine Console](#)) and run the import script located in **/opt/teradici/scripts** directory.

To run the script ensure you include the full path to the script and that you type the name of the correct AD uploaded certificate.

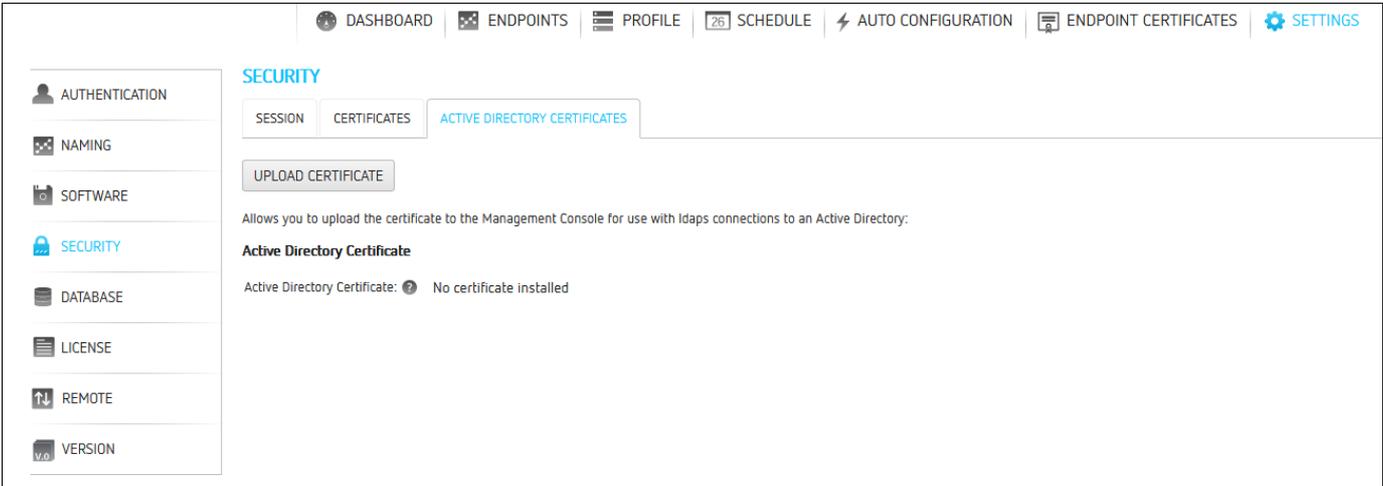
```
sudo /opt/teradici/scripts/import_ldaps_certificate.sh /opt/teradici/console/certs/
adcerts/< certificate_name >
```

### Tip: Dialog Information

After selecting the certificate the dialog contains additional information that is useful for managing your certificate from the virtual machine console.

## Viewing your Active Directory Certificate

You can view the Active Directory Certificate by viewing the **ACTIVE DIRECTORY CERTIFICATES** tab located on the **SECURITY** settings page.



The screenshot shows the PCoIP Management Console interface. At the top, there is a navigation bar with tabs: DASHBOARD, ENDPOINTS, PROFILE, SCHEDULE (with a '26' notification), AUTO CONFIGURATION, ENDPOINT CERTIFICATES, and SETTINGS. On the left, a sidebar menu lists various settings categories: AUTHENTICATION, NAMING, SOFTWARE, SECURITY (highlighted in blue), DATABASE, LICENSE, REMOTE, and VERSION. The main content area is titled 'SECURITY' and has sub-tabs for SESSION, CERTIFICATES, and ACTIVE DIRECTORY CERTIFICATES (which is selected). Below the sub-tabs is an 'UPLOAD CERTIFICATE' button. A descriptive text reads: 'Allows you to upload the certificate to the Management Console for use with Idaps connections to an Active Directory:'. Underneath, the section is titled 'Active Directory Certificate' and shows 'Active Directory Certificate: No certificate installed' with a small circular icon next to the text.

### Active Directory Certificates tab

## Removing your Active Directory Certificate

Removing your Active Directory Certificate requires you to login to the PCoIP Management Console virtual machine console, see [Accessing the PCoIP Management Console Virtual Machine Console](#) to run the removal script located in the **/opt/teradici/scripts** directory.

Once logged in to the virtual machine console, browse to the **opt/teradici/scripts** directory and enter `./remove_ldaps_certificate.sh`.

# Creating and Enabling Active Directory Configuration

To create and enable an Active Directory configuration:

1. Log in to PCoIP Management Console
2. Browse to **SETTINGS > AUTHENTICATION** and select the **ACTIVE DIRECTORY CONFIGURATION** tab.
3. Select the **NEW** button.
4. Select your preferred protocol **LDAP** or **LDAPS**.
5. Enter the **Host Name / IP Address** of your Active Directory Server and any specific port that you want to use.
6. Enter the **Domain Name** that the Active Directory Server manages.
7. Save your configuration.
8. Return to the **ACTIVE DIRECTORY CONFIGURATION** tab and Click **Enable** to enable the connection.  
(The PCoIP Management Console will reboot.)
9. Login to MC and browse to **SETTINGS > AUTHENTICATION** and select the **ACTIVE DIRECTORY CONFIGURATION** tab and enable your desired Active Directory configuration.

## Tip: If PCoIP Management Console does not restart

If your PCoIP Management Console does not restart using the PCoIP Management Console GUI, you can issue the following command from the PCoIP Management Console virtual machine console: `sudo service mcconsole restart`

## Adding Active Directory Groups

Adding Active Directory groups require that you have already enabled and configured Active Directory on the PCoIP Management Console. When adding Active Directory groups to PCoIP Management Console, ensure the added group has the identical name as the group in Active Directory and the [Managing Users](#) has been assigned to the group for PCoIP Management Console use.

## Active Directory Users

All Active Directory users have a default timezone of UTC which can be modified by a Management Console System Administrator after the user has logged in the first time.

### Active Directory Group tab

To add or edit an active directory group:

1. Browse to **SETTINGS > AUTHENTICATION** and select the **ACTIVE DIRECTORY GROUPS** tab.
2. Select the **ADD** button.
3. Enter the required information.
  - **Group Name:** must match the Active Directory group name.

#### Important: Multiple Groups

If the name of the user is in multiple groups, the user in the first matching group is used. The Active Directory Group cannot be nested under any other group.

- **Domain Name:** select the domain from the drop down where the Active Directory group resides
  - **Default User Role:** This will be the PCoIP Management Console role given to the user for use when logging into the PCoIP Management Console. User roles can be changed at any time from the **Authentication** page. See [Managing Users](#) for further information on Users and User Roles.
4. Select the **SAVE** button.

# Securing PCoIP Management Console User Passwords

This section provides an overview of how to change your PCoIP Management Console default passwords.

# Accessing the PCoIP Management Console Virtual Machine Console

In order to change the PCoIP Management Console's default settings and run various scripts, you must connect to the PCoIP Management Console's virtual machine console and log in. The AMI release of PCoIP Management Console has SSH enabled by default to provide access to its virtual machine console. The SSH server on the CentOS operating system virtual machine is disabled on the OVA release of PCoIP Management Console since access to the virtual machine console can be made using VMware vSphere Client. However, if your security requirements permit SSH access, you can temporarily or permanently enable SSH for the PCoIP Management Console virtual machine **admin** user. This section provides instructions for both methods.

## Info: PCoIP Management Console AMI virtual machine console

When using PCoIP Management Console AMI format, SSH on the CentOS operating system virtual machine is enabled by default to provide console access via an SSH Client.

## Caution: SSH access on PCoIP Management Console AMI

Disabling SSH access on PCoIP Management Console AMI releases is not recommended as it will prevent you from gaining vm console access which may be required to make changes such as security updates and password changes.

PCoIP Management Console AMI users should start at [Logging in from an SSH Client](#)

## Logging in to the PCoIP Management Console OVA Virtual Machine Console

To log in to virtual machine console from vSphere Client:

1. Launch VMware vSphere Client.
2. Enter the IP address or FQDN for your vCenter Server along with your user name (**DOMAIN\user name**) and password.

3. Select **Inventory > VMs and Templates**.
4. Expand the inventory tree and locate your PCoIP Management Console virtual machine.
5. Right-click on the virtual machine and select **Open Console**.
6. Log in to the console:  
user name: **admin**  
password: **ManagementConsole2015** (default) or the password you have assigned to the **admin** user.

 **Note: Releasing the cursor once connected**

Once you are connected to the console through the VMware vSphere client, you can release the cursor at any time by pressing **Ctrl+Alt** (Windows) or **Fn+Control+Option** (Mac).

7. When you have finished using the console, type `logout` to log out.

## Enabling/Disabling SSH Access

By default, SSH access is disabled when the PCoIP Management Console OVA release is first installed. If your security requirements permit SSH access and you wish to log in to the PCoIP Management Console virtual machine console this way, you can run commands to enable SSH temporarily or permanently.

 **Note: Only admin user can access SSH on AMI and OVA distributions**

The PCoIP Management Console is configured to only enable SSH access for the admin user when the SSH server is enabled. The PCoIP Management Console (OVA or AMI) always restricts SSH access for the root user.

## Temporarily Enabling SSH Access

To run the SSH server and enable SSH access for the admin user until the next reboot:

1. Log in as admin to the PCoIP Management Console OVA virtual machine console from your vSphere Client. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#).

2. Run the following command at the command line:

```
sudo /sbin/service sshd start
```

## Temporarily Disabling SSH Access

To stop the SSH server and disable SSH access for the admin user until the next reboot:

1. Log in as **admin** to the PCoIP Management Console virtual machine console from your vSphere Client. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#).
2. Run the following command at the command line:

```
sudo /sbin/service sshd stop
```

### **Note: Permanent SSH configuration**

A permanent SSH configuration will automatically start the SSH service on reboot.

## Permanently Enabling SSH Access

To permanently enable SSH on next reboot:

1. Log in as **admin** to the PCoIP Management Console OVA virtual machine console from your vSphere Client. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#).
2. Run the following command at the command line:
3. If SSH is disabled, Run the following command at the command line to start SSH immediately:

```
sudo chkconfig sshd on
```

```
sudo service sshd start
```

## Permanently Disabling SSH Access

### **Caution: Disabling SSH access on PCoIP Management Console AMI release not recommended**

Disabling SSH access on PCoIP Management Console AMI releases is not recommended as it will prevent you from gaining vm console access which may be required to make changes such as security updates and password changes.

**To permanently disable SSH for the admin user after the next reboot:**

1. Log in as **admin** to the PCoIP Management Console OVA virtual machine console from your vSphere Client. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#)).
2. Run the following command at the command line:  

```
sudo chkconfig sshd off
```
3. Disable the service by running the following command at the command line:  

```
sudo service sshd stop
```

**Logging in from an SSH Client****To log in to virtual machine console from SSH Client once SSH is enabled:**

1. Launch your preferred SSH client.
2. Enter the following information:
  - **Host name:** Enter the FQDN or IP address for your PCoIP Management Console virtual machine.
  - **Port:** 22
  - **Connection type:** SSH
3. Click **Open**.
4. Log in to the PCoIP Management Console virtual machine console:
5. **user name:** admin
6. **password:** ManagementConsole2015 (default) or the password you have assigned to the admin user. See [Changing the PCoIP Management Console Virtual Machine Default User Password](#).
7. When you are finished using the console, type exit to log out and exit the application.
8. If desired, disable SSH. See [Enabling/Disabling SSH Access](#).

## Changing the PCoIP Management Console Virtual Machine Default User Password

The PCoIP Management Console's default password when it is first installed is ManagementConsole2015. To secure the PCoIP Management Console, it is critical to change this password immediately after installation.

### To change the virtual machine default user password:

1. Log in to your PCoIP Management Console virtual machine console as admin using the default password, ManagementConsole2015.
2. Type passwd at the command prompt.
3. When prompted, enter the default password and then your new password twice:

```
passwd
Changing password for admin user.
New password:
Retype new password:<br>passwd:<br>password updated successfully.
```

4. Follow your company's policy for storing and sharing passwords.

# Changing the PCoIP Management Console Web Interface Default Password

## **Default password and admin user**

The admin user name cannot be changed, but for security reasons you are required to change the default password when you first log in. Teradici also recommends that you disable the admin user and create a different administrative user with a new name and password (Enterprise only). See [Managing Users](#).

## **Important: Set time zone**

You should select your time zone at this point. If you do not set the desired time zone, you may run schedules at an undesirable time.

The PCoIP Management Console web user account has the following default user name and password when it is first deployed:

- User name: **admin**
- Default password: **password**
- Default Role: **System Administrator**

**To change the admin account password:**

1. Click **SETTINGS** and then **AUTHENTICATION** to display the **MANAGEMENT CONSOLE USERS** window.
2. In the **USERNAME** column, select **admin** and then click **EDIT**.
3. In the **New Password** field, enter the new password.
4. In the **Confirm Password** field, enter the password again.
5. Click **SAVE**.

## Re-enabling the PCoIP Management Console's Web UI Admin User Account

The PCoIP Management Console virtual machine contains a script that lets you re-enable the PCoIP Management Console web UI **admin** account from the PCoIP Management Console virtual machine console command line. This is useful if you disable the **admin** account from PCoIP Management Console Enterprise and subsequently transition to PCoIP Management Console Free before re-enabling the account from the PCoIP Management Console web UI. In this case, you can run this script to re-enable the **admin** user and enable administrative access to the PCoIP Management Console Free web UI.

### To re-enable the admin account:

1. Select one of the following choices depending on whether you are using the OVA or AMI version of PCoIP Management Console.
  - Open the PCoIP Management Console console from vSphere Client. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#).
  - SSH into the PCoIP Management Console AMI console.
2. Log in using the PCoIP Management Console console admin user name and password.
3. Change to the scripts directory:

```
cd /opt/teradici/scripts
```

4. Type the following command to run the script:

```
./enable_admin.sh
```

## Reverting the PCoIP Management Console's Web UI Admin User Password

The PCoIP Management Console virtual machine contains a script that lets you revert the password for the PCoIP Management Console's web interface **admin** user to **password** (the default) from the PCoIP Management Console console command line. This is useful if administrators lose

their PColP Management Console web interface passwords and need a way to get logged in again.

**To revert the admin account password to its default value:**

1. Open the PColP Management Console console from vSphere Client. See Logging in to the PColP Management Console OVA Virtual Machine Console .
2. Log in using the PColP Management Console console admin user name and password.
3. Change to the scripts directory:

```
cd /opt/teradici/scripts
```

4. Type the following command to run the script:

```
./reset_admin_password.sh BCRYPT New_Password
```

#### Password Hashes

There are two hash arguments when resetting the admin password. BCRYPT is the recommended hash argument to use for passwords over SHA512

# Changing the PCoIP Management Console Virtual Machine Default 'Root' Password

For security reasons, the **root** user is not used for PCoIP Management Console administration. This user account has a large, randomly-generated password that is not published. To secure the PCoIP Management Console, it is critical to change this password immediately after installation.

## Virtual Machine Password

On first boot, the PCoIP Management Console generates a random password. Though the password is randomly generated, it is still recommended that you change this password. Consult with your security team to ensure your new password conforms with your local security policy.

### To change the virtual machine default root password:

1. Log in to your PCoIP Management Console virtual machine console as **admin**.
2. Type the following command at the prompt:  
`sudo passwd root`
3. When prompted, enter the new password twice:

```
Changing password for root user.  
New password:  
Retype new password:  
passwd: all authentication tokens updated successfully.
```

# Migrating PCoIP Management Console

This section provides details of how to migrate PCoIP Management Console to another version of the software.

# Migrating from PCoIP Management Console 1

Follow the steps outlined here to migrate your PCoIP Management Console 1 to PCoIP Management Console version 2 or later. This section only applies to PCoIP endpoints.

## **Caution: PCoIP Management Console properties**

Not all properties from PCoIP Management Console 1 have been migrated to the current release of PCoIP Management Console. For further details, see [PCoIP Management Console 1 Profile Properties Renamed or Not Migrated](#)

## Step 1: Install and configure this version of PCoIP Management Console

### **Management Console formats**

These instructions are for configurations using the OVA format of this release of Management Console. Different formats (AMI, RPM) will require similar steps.

**To install and configure the current OVA version of PCoIP Management Console:**

1. [To install PCoIP Management Console using vSphere Client:](#)
2. [To log in to virtual machine console from vSphere Client:](#)
3. [Changing the PCoIP Management Console Virtual Machine Default User Password](#)
4. [Changing the Default Network Configuration.](#)
5. [Managing Licenses Online](#) (optional).
6. If you are using an auto discovery method, update your DHCP or DNS server with the new PCoIP Management Console information:
  - [Configuring DHCP Options](#) (for DHCP discovery)
  - [Adding the DNS SRV Record](#) (for DNS discovery)
  - [Adding a DNS TXT Record](#) (for DNS discovery)

7. [Using the Web Interface for the First Time.](#)
8. [Changing the PCoIP Management Console Web Interface Default Password.](#)  
Teradici recommends that you disable the web UI **admin** user and create a new PCoIP Management Console administrative user.
9. From the PCoIP Management Console web UI, upload the desired 5.0 or later firmware file for your endpoints.  
At least one 5.0 or later firmware image must be uploaded before a profile can be created.

## Step 2: Import profiles, create groups, and assign profiles to the groups

### To import profiles, create and assign profiles to groups:

1. Log in to your PCoIP Management Console 1 web UI and make a note of the names of the profiles you want to import.

 **Note**

Profile names are case- and white space sensitive.

2. Ensure that you can connect to your PCoIP Management Console 1 SSH server from your PCoIP Management Console virtual machine. To test:
  - a. From the newly installed PCoIP Management Console virtual machine command line, type `ssh teradici@<MC 1 IP address>`.
  - b. Enter your PCoIP Management Console 1 virtual machine password.
  - c. Type exit to close the session and return to PCoIP Management Console.
3. Import profiles into this PCoIP Management Console.
4. From the PCoIP Management Console web UI, refresh the [PROFILE page](#) and check that your profiles have been moved over.

 **Note: Importing process creates tab for endpoints**

The profile import process will create a tab for Tera2 Dual and Quad Zero Clients and Remote Workstation Cards. If you are only migrating one type of endpoint (quad or dual), it is recommended that you delete the tab for the other type to avoid accidentally configuring the wrong profile type. For example, if you are only migrating dual zero clients and you set properties in the **QUAD** tab, the profile will not be applied.

5. Select each profile and click **EDIT** to check that the profile settings are correct. For example, if your PCoIP Management Console 1 profile contained a certificate file, this file should also be present in your new PCoIP Management Console profile.

 **Note: OSD logo is never imported**

The OSD logo is never imported. While you are in edit mode, you can manually add this logo to your PCoIP Management Console profile or modify the profile as desired. For details about other profile properties that are not migrated or that have been renamed by the profile import process, see [PCoIP Management Console 1 Profile Properties Renamed or Not Migrated](#).

6. From the PCoIP Management Console 1 web UI, make a note of the groups that contain the endpoints you want to migrate and then create the groups from the new **ENDPOINTS** page on the new PCoIP Management Console using the same group names.
7. Associate the correct profile with each group in turn.

## Step 3: Migrate each group of PCoIP Management Console 1 endpoints to this version of PCoIP Management Console

If you have a large deployment, Teradici recommends that you migrate your endpoints on a group-by-group basis, checking that the endpoints in each group have successfully migrated to the new PCoIP Management Console, before proceeding with the next group.

### To migrate each group of endpoints:

1. Create and enable an auto configuration rule.
2. From PCoIP Management Console 1, upgrade Tera2 PCoIP endpoints to firmware 5.0 or later.
3. If you are not using DHCP options or DNS service record discovery, perform a manual discovery from the new PCoIP Management Console to discover the endpoints.

4. Refresh the new PColP Management Console **ENDPOINTS** page and check that the endpoints have been discovered and placed in the correct group with the correct associated profile.

# Importing Profiles from PCoIP Management Console 1

PCoIP Management Console provides a profile import script that enables you to import your PCoIP Management Console 1 profiles into newer releases of PCoIP Management Console

## Before You Import Your Profiles

Before beginning, ensure the following prerequisites are in place:

- For PCoIP Zero Clients and PCoIP Remote Workstation Cards, ensure you have uploaded the firmware version used in your profiles, otherwise migrated profiles will be assigned the latest firmware version that exists in PCoIP Management Console.
- The import script requires the following firmware conditions be met, or the migration script will abort and provide an error message.

Firmware applied in PCoIP Management Console 1 profile being migrated	Firmware required to be preloaded to PCoIP Management Console 3 or later for migration script to run successfully
No firmware applied to MC1 profile	Client and Remote Workstation Card
Client only	Client
Remote Workstation Card only	Remote Workstation Card
Client and Remote Workstation Card	Client and Remote Workstation Card

- You know your PCoIP Management Console 1 user password (that is, the password for the *teradici* administrative user) if it was changed. The default password is **4400Dominion**.
- You know the PCoIP Management Console 1 profile name(s).

 **Note: PCoIP Management Console 1**  
 Profile names are case and white space sensitive.

- Both PCoIP Management Console 1 virtual appliance and the new PCoIP Management Console virtual appliance reside on the same network.
- PCoIP Management Console virtual appliance is able to open an SSH tunnel to the PCoIP Management Console 1 virtual appliance over port 22.

To test if the virtual appliance is able to open an SSH tunnel:

- From your PCoIP Management Console VM console, type `ssh teradici@< PCoIP Management Console 1 IP address or domain name >`.
- Enter your PCoIP Management Console 1 VM password.
- Type **exit** to close the session and return to your PCoIP Management Console.
- On PCoIP Management Console 1.x, you perform the following steps:
  - a. With root privileges, modify `/etc/postgresql/9.1/main/postgresql.conf` by replacing the line  
`listen_addresses = 'localhost'` with `listen_addresses = '*'`.  
 !!! tip "Commented lines" Note that any code preceded by the # symbol is a comment. The functioning line of code in this step is located at the bottom of the file.
  - b. With root privileges, modify `/etc/postgresql/9.1/main/pg_hba.conf` by appending a new line `host all all 0.0.0.0/0 md5` and saving the file.
  - c. Reboot MC1 and make sure the changes were saved.
- On PCoIP Management Console 3.x or newer releases, you perform the following step:
  1. Run the command `sudo iptables -I INPUT 1 -p tcp -m state --state NEW --dport 5432 -j ACCEPT`

## Importing Individual PCoIP Management Console 1 Profiles

To import profiles to PCoIP Management Console release 2 or later, run the migration script shown next for each profile that you want to import:

1. Log in to your new PCoIP Management Console VM console. See [Logging in to the VM Console on page 1](#).
2. Change to the `migration_script` directory:  
`cd /opt/teradici/database/legacy/migration_script`

3. Run the script (one or more times) to migrate one profile at a time using one of the following commands:

- If you have not changed the PCoIP Management Console 1 user password:

```
./migrate_mc1_profile.sh -a <MC 1 address> -p <"profile name">
```

- If you have changed the PCoIP Management Console 1 user password:

```
./migrate_mc1_profile.sh -a <MC 1 address> -p <"profile name"> -l <MC 1  
user password>
```

where `<"profile name">` is the exact PCoIP Management Console 1 profile name enclosed in double quotes (for example, "My Profile").



#### Important: In PCoIP Management Console 1

Profile names are case and white space sensitive.

4. Load (or reload) the new PCoIP Management Console *PROFILE* page to see the migrated profiles. See [Managing Profiles](#).

## Troubleshooting the Profile Import Script

The profile import script is case and white space sensitive because PCoIP Management Console 1 profile names are case and white space sensitive. If the script is unable to find your 1.10.x profile, try copying the exact profile name from PCoIP Management Console 1.

### To copy the exact profile name from PCoIP Management Console 1:

1. In the PCoIP Management Console 1 *PROFILES* page, click the profile's Edit link.
2. In the *Edit Profile* dialog, select the entire content of the Name field and copy it.
3. When you run the script, paste this name enclosed in double quotes as the `< profile name >` in the migration script instructions.

# Migrated Profile Naming Rules

Migrated profiles are named according to the following rules:

- If there is no profile in the new PCoIP Management Console with the PCoIP Management Console 1 profile name, then the migrated profile is called the same name as was used in PCoIP Management Console 1.
- If there is a profile in the new PCoIP Management Console with the PCoIP Management Console 1 profile, then the migrated profile is called the PCoIP Management Console 1 name with **imported** appended to it. If that name is already taken, then the script appends #, where # is an integer that starts counting up from one until it finds a name that is not taken.

For example, if the new PCoIP Management Console does not have a 'My Profile' profile, importing this profile four times from PCoIP Management Console 1 would result in the following PCoIP Management Console profile names.

## Migrated Profile Naming Example

# of Times Migrated	PCoIP Management Console 1 Profile Name	PCoIP Management Console Profile Name
1	My Profile	My Profile
2	My Profile	My Profile_imported
3	My Profile	My Profile_imported 1
4	My Profile	My Profile_imported 2

### Sort the **DESCRIPTION** column to show the last created profile

If you are unsure what name the migrated profile is called, sort the profile table's DESCRIPTION column by the last created description. The most recently created profile will be at the top. See [Displaying Profile Information](#).

## Profile Properties Renamed in PCoIP Management Console or Not Migrated

The list of PCoIP Management Console 1 profile properties that have been renamed in PCoIP Management Console, or are not migrated when you import a PCoIP Management Console 1 profile to PCoIP Management Console, are in [PCoIP Management Console 1 Profile Properties Renamed or Not Migrated](#).

# Running Different PCoIP Management Console Versions in Parallel

During the migration process to a new PCoIP Management Console, you will need to run both PCoIP Management Console 1 and the new PCoIP Management Console in parallel. You may also need to operate two versions of the PCoIP Management Console if you have endpoints that cannot be updated to firmware version 5.0 or later.

 **Note: Test a small number of endpoints first before upgrading all the endpoints**

Test a small number of endpoints before upgrading all the endpoints in your system. Place them in a test group in a segregated network. If you are using automatic discovery, this may require modifications to your DHCP options or DNS SRV records.

An endpoint can only be managed by one PCoIP Management Console at a time. If you are using DHCP options discovery and you plan to keep some of your endpoints managed by PCoIP Management Console 1, you can configure your DHCP server with the PCoIP Endpoint MC Address option on a scope-by-scope basis. See [Configuring Endpoints using Auto Discovery](#) for details.

 **Note: Ensure different versions of PCoIP Management Console have different IP addresses**

If you are running PCoIP Management Console 1 in parallel with a newer PCoIP Management Console, ensure the two versions of the PCoIP Management Console have different IP addresses.

The table shown next lists interoperability issues when running a newer release of PCoIP Management Console in parallel with PCoIP Management Console 1.

## Current versions of PCoIP Management Console and PCoIP Management Console 1 Interoperability

Category	PCoIP Management Console (2.x to Current Version)	PCoIP Management Console 1 (1.10.8)
<b>Endpoint firmware</b>	PCoIP endpoints must run firmware 5.0 or later. PCoIP Management Console cannot discover and manage endpoints running previous versions of the firmware.	PCoIP Endpoints must run a 4.x firmware version. PCoIP Management Console 1 cannot discover and manage devices running firmware 5.0 or later.
<b>DHCP/DNS discovery</b>	Current versions of PCoIP Management Console use a different format for DHCP options and DNS SRV records from PCoIP Management Console 1.	For information on DHCP and DNS discovery for PCoIP Management Console 1, see the <a href="#">PCoIP Management Console 1.x User Manual</a> .
<b>Management</b>	PCoIP endpoints are managed by at most one PCoIP Management Console.	Zero clients can be managed by more than one PCoIP Management Console 1 simultaneously.
<b>Database</b>	Cannot import PCoIP Management Console 1 database.	Importing a database from a current version of PCoIP Management Console is not supported
<b>Profiles</b>	You can import PCoIP Management Console 1.10.x profiles.	Importing profiles from a current version of PCoIP Management Console is not supported
<b>Communication</b>	Does not communicate with PCoIP Management Console 1.	Does not communicate with current versions of PCoIP Management Console.

# Migrating PColP Management Console to a Newer Release

## Note: DNS Records

Ensure your PColP Management Console has a correctly configured A record and PTR record on your DNS server. It is important to maintain the IP address and DNS hostname of your currently deployed PColP Management Console when migrating to a newer release. This enables a seamless transition to the new PColP Management Console and eliminates unnecessary PColP endpoint configuration as each endpoint is configured to report to the previous PColP Management Console IP address.

## Tip: Disable Auto-Config and Scheduling

Consider turning off Auto-Config and Scheduling prior to doing a db backup. Performing this step ensures both features will be off when you restore the db preventing unexpected schedules from running and preventing new devices from suddenly appearing in the PColP Management Console during the migration process. After confirming a successful db restore consider re-enabling Auto-Config and Scheduling.

These instructions explain how to migrate PColP Management Console 2.x or later to a more current PColP Management Console release.

### To migrate PColP Management Console to a newer release:

1. Connect to your PColP Management Console virtual machine console that you wish to migrate from and log in using the admin account and password. See [Accessing the PColP Management Console Virtual Machine Console](#).
  - If migrating from PColP Management Console 2.x go to step 2.
  - If migrating from PColP Management Console 3.x or 19.x go to step 3.
2. PColP Management Console 2 users. Perform the following steps to record the IP address, netmask, and default gateway:
  - a. Type `sudo system-config-network` to launch the network configuration tool.
  - b. From the main menu, select **Device configuration**.
  - c. In the next screen, select **eth0 (eth0) - vmxnet3**.

- d. Make a note of PCoIP Management Console 2's static IP address, netmask, default gateway, and DNS server. If no IP information is displayed, it is because the PCoIP Management Console 2. is configured to use DHCP which is not recommended. See [Assigning a Static IP Address](#).
  - e. Select **Ok**.
  - f. In the next screen, select **Cancel**.
  - g. In the next screen, select **Quit**. Teradici does not recommend changing the PCoIP Management Console 2 DNS configuration.
3. PCoIP Management Console 3 users. Perform the following steps to record the IP address, netmask, and default gateway:
    - a. Type `sudo nmtui` to launch NetworkManager TUI.
    - b. From the main menu, select **Edit a connection**.
    - c. In the next screen, select **eth0**, and press `Enter`.
    - d. Make a note of PCoIP Management Console 3's static IP address, netmask, default gateway DNS servers, and domains (if configured). If no IP information is displayed, it is because the PCoIP Management Console is configured to use DHCP which is not recommended. See [Assigning a Static IP Address](#).
    - e. Select **< OK >** or **< Cancel >** and press `Enter`.
    - f. Select **< Back >** to return to the main screen.  
Teradici does not recommend changing the PCoIP Management Console hostname using this tool.
    - g. In the next screen, select **Quit**.
  4. Manage your PCoIP Management Console certificate (applies to custom PCoIP Management Console certificates only):

 **Note: Skip this step if using the default Teradici signed certificate**

Skip this step if you are using the default Teradici self-signed PCoIP Management Console certificate.

- If you plan to use your custom PCoIP Management Console certificate after upgrading, Teradici recommends that you copy it to a safe location where you can retrieve it to use with the new PCoIP Management Console. See [Managing PCoIP Management Console Certificates](#).

- If you plan to use a new custom PCoIP Management Console certificate after upgrading, first you will need to update your endpoint profiles to include the new PCoIP Management Console certificate (or its issuer) and push the profile out to every endpoint, including any ungrouped endpoints, before deploying the new console. If necessary, use each individual endpoint's AWI to upload the new PCoIP Management Console certificate (or its issuer) to the endpoint. See [Managing Profiles](#).

 **Important: Update endpoint profile's new certificate before deploying the upgrade**

Ensure that you roll out the new certificate to the endpoints prior to deploying the new PCoIP Management Console; that is, update your profile certificates using the original console. Otherwise, you will lose the management of the endpoint.

5. Back up and download the current PCoIP Management Console database archive file to an external location before beginning the upgrade:
  - a. Log in to the PCoIP Management Console web interface.
  - b. From **SETTINGS > DATABASE**, select **BACK UP**.
  - c. Enter a description for the backup and click **BACK UP**.
  - d. When the backup completes, select the file in the database table, click **DOWNLOAD**, and then save the archive file. You will need to retrieve this file later.

 **Important: database upgrades**

Some older versions can generate large databases that can cause issues during upgrades. See [knowledge base article 1029](#) for workarounds.

6. If you are using PCoIP Management Console Enterprise, record the following licensing information by running the `/opt/teradici/licensing/mc_view_lic.sh` script:
  - Fulfillment ID
  - Entitlement ID (activation code)

 **Tip: Finding information**

Refer to [Viewing Installed Licenses for online](#) installations or [Viewing Installed Licenses for offline](#) installations to obtain your Fulfillment or Entitlement ID.

- If you are using PCoIP Management Console Enterprise, from its console, deactivate the PCoIP Management Console Enterprise license by running one of the following commands:

```
/opt/teradici/licensing/mc_return_lic.sh -f <fulfillment_ID>
```

If behind a proxy:

```
/opt/teradici/licensing/mc_return_lic.sh -f <fulfillmentId> -p  
[<user:password>@] <proxyhost:port>
```

- Shut down the PCoIP Management Console virtual appliance.
- Follow the instructions in deploying PCoIP Management Console to deploy the new PCoIP Management Console release. See [Installing PCoIP Management Console using vSphere](#).
- Connect to your PCoIP Management Console virtual machine console. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#).
- Log in as admin using the default password (ManagementConsole2015) and change the admin user password. See [Accessing the PCoIP Management Console Virtual Machine Console](#).
- Modify the upgraded PCoIP Management Console to use the same network settings as the previous PCoIP Management Console release. See [Changing the Default Network Configuration](#).



**Note: Reserve IP address against the new virtual machine if using DHCP reservation**

If you are using DHCP reservation, reserve the IP address against the new PCoIP Management Console virtual machine. Otherwise, see [Assigning a Static IP Address](#) for instructions.

- Restart the PCoIP Management Console and ensure it has the correct addressing information.
- If you are using PCoIP Management Console Enterprise, activate its license by running one of the following commands:

```
'/opt/teradici/licensing/mc_activate_lic.sh -k < entitlementID >'
```

From behind a proxy:

```
/opt/teradici/licensing/mc_activate_lic.sh -k <entitlementID> -p  
[<user:password>@] <proxyhost:port>
```

**Tip: Finding information**

Refer to [Activating Licenses](#) for online installations or [Activating Your PCoIP Management Console License from a Location Without Internet Access](#) for offline installations to obtain your Fulfillment or Entitlement ID.

15. Log in to the PCoIP Management Console web interface using the following default user account:
  - User name: **admin**
  - Password: **password**
16. If you are using a custom PCoIP Management Console certificate (either the custom certificate from the previous PCoIP Management Console release or a new custom certificate), upload the certificate to the new PCoIP Management Console. For more information creating and uploading your own certificate, see [Managing PCoIP Management Console Certificates](#).

**Note: Skip this step if using the default Teradici signed certificate**

If you are using the default Teradici self-signed PCoIP Management Console certificate, skip this step.

17. Upload the database archive file you saved in step 5, and then restore the database. See [Managing PCoIP Management Console Databases](#).
 

!!! important "Important: This step reverts user accounts and passwords to previous PCoIP Management Console release" This step replaces all users on the system with the user accounts and passwords that existed on the previous PCoIP Management Console. If you changed the default web UI password for the admin account, it will not be the Teradici default password. If necessary, you can revert the admin account password to its default value and then reset the password. To revert the password, see [Reverting the PCoIP Management Console Web Interface Default Password](#).
18. Log in again using your standard user account.
19. Check the MC Health field on the **DASHBOARD** page to ensure the PCoIP Management Console status is **GOOD**. See [Understanding the PCoIP Management Console Dashboard](#).
20. From the ENDPOINTS page, click **REFRESH** to see endpoints begin contacting the new PCoIP Management Console. You can also verify groups, profiles, schedules, and auto configuration rules at this time. See [Managing Endpoints](#).

# Managing Tera2 PCoIP Zero Client and Remote Workstation Card Firmware

This section provides an overview of how to upgrade or downgrade your version of the Tera2 PCoIP Zero Client or PCoIP Remote Workstation Card firmware.

## **Caution: Firmware in migrated profiles**

When using profiles from PCoIP Management Console 1 that were migrated to newer versions of PCoIP Management Console, ensure firmware requirements are met. [For Tera 2 PCoIP Zero Clients, you have uploaded at least one firmware 5.0 or later firmware image to PCoIP Management Console or newer. Migrated profiles will be assigned the latest firmware version that is present on PCoIP Management Console.](#)

# Upgrading Endpoints to Firmware 5.0 or Later

PCoIP Management Console cannot upgrade endpoints running firmware versions prior to 5.0. Instead, you can perform this step remotely for a group of endpoints using PCoIP Management Console 1 or you can update the firmware for individual endpoints locally using each endpoint's AWI.

## **Important: Test the upgrade with a small group of test endpoints**

Before upgrading all your endpoints, first test the procedure with a small group of test endpoints to ensure that they can be discovered and managed by PCoIP Management Console.

## **Caution: PCoIP Remote Workstation Cards Limitations**

Remote workstation cards cannot be powered down or reset by the PCoIP Management Console as they need the host PC to be restarted. An alternate method of restarting the host PC will be required to complete the PCoIP remote workstation card firmware update.

## Upgrading Firmware Using PCoIP Management Console 1

### To update the firmware for a group of endpoints using PCoIP Management Console 1:

1. Ensure that the endpoints you wish to update are placed in their own group. Depending on your site configuration, this may require modifications to your DHCP options or DNS SRV records, or it may require disabling persistent auto-configuration or placing the endpoints into a segregated network with a new PCoIP Management Console 1.
2. From the PCoIP Management Console 1 or later home page, click **Update Firmware**.
3. Click the **Import Firmware** link to transfer the firmware 5.0 or later release file from your host machine to the PCoIP Management Console 1 virtual machine.
4. Click **Browse**, locate the combined firmware file, and then click **Open**. This file will have a `.pcoip` extension.
5. Click **Import Now** to transfer the firmware 5.0 or later release file from your host machine to the PCoIP Management Console 1 virtual machine.

6. Click the **Update Devices** link.
7. In the Select Devices to Update section, you can further define the endpoints you wish to upgrade by 3 different groupings.
  - **Device Family:** lists the Teradici processor family used by the endpoint **Tera2**.
  - **Version Number:** represents the currently applied firmware on the endpoints you want to update (for example, **4.8.0**).
  - **Group:** lists any groups you have previously configured for endpoint management.

 **Tip: Upgrade firmware one group at a time**

Teradici recommends upgrading firmware one group at a time. Groups that are not migrated and will have to be recreated manually in the new PCoIP Management Console.

8. Click **View Devices to Update**.
9. Select the endpoints you wish to update, choose the desired endpoint restart and schedule options, and then click **Schedule Update**.
10. If desired, click **View Status** to watch the update status of the endpoints.

 **Note: Update endpoint firmware by applying a profile**

You can also update endpoint firmware by applying a profile that contains an associated firmware file. For information about managing endpoints with PCoIP Management Console 1, see the [PCoIP Management Console 1.x User Manual](#).

After the endpoints reboot, they are no longer online in PCoIP Management Console 1. If you configure the endpoints to include the address for the newer PCoIP Management Console, or update your DHCP options appropriately, then the endpoints are present in the new PCoIP Management Console in a few minutes.

## Upgrading Firmware Using the Endpoint's AWI

### To update the firmware for an individual endpoint using the AWI:

1. Enter the endpoint's IP address in your browser's address bar and then log in to its AWI.
2. Select the **Upload > Firmware** menu.

3. From the *Firmware Upload* page, browse to the folder containing the firmware file. This file will have an **.all** extension.
4. Double-click the '\*.all' firmware file and then click **Upload**.
5. Click **OK** to confirm that you want to proceed with the upload. The operation may take a few minutes. When completed, the AWI page displays two buttons—**Reset** and **Continue**.
6. Click **Reset**.
7. Click **OK**.

For more information about the AWI, see [Tera2 PCoIP Zero Client Firmware 4.x and Remote Workstation Card Firmware 4.9 Administrators' Guide](#) (for endpoints prior to firmware version 5.0) or [Tera2 PCoIP Zero Client Firmware Administrators' Guide](#) and [Tera2 PCoIP Remote Workstation Card Firmware Administrators' Guide](#) (for Tera2 PCoIP Zero Clients and PCoIP Remote Workstation Cards running firmware version 5.0 or later).

# Downgrading Endpoints to Firmware 4.x

From PCoIP Management Console, you can apply a profile to a group of endpoints running firmware 5.0 or later to remotely downgrade their firmware to version 4.x. Alternatively, you can downgrade the firmware on an individual endpoint using the endpoint's AWI.



## **Important: Perform a firmware upload twice when downgrading firmware to 4.8.x on a Tera2 zero client**

For Tera2 PCoIP Zero Clients, you will need to perform a firmware upload twice. This is because the current firmware installed in the endpoint also contains a recovery image that exists in a different location in flash memory from the firmware image. When you upload a new firmware file to the endpoint, the recovery image is left untouched to guarantee that if the firmware upload fails, a bootable image to boot from still exists. It is therefore necessary to perform another full upload to ensure that the recovery image is completely removed. When using PCoIP Management Console to perform a downgrade to firmware 4.8.x the second firmware upload will need to be completed using PCoIP Management Console 1. Alternatively, you can upload the firmware twice from the zero client AWI. For more details about recovery mode, please see [Tera2 PCoIP Zero Client Firmware Administrators' Guide](#). This does not apply to remote workstation cards.

## Downgrading Endpoint Firmware Using a PCoIP Management Console Profile

Before you begin, be sure you assign the firmware for the endpoints you wish to downgrade to a group. See [Organizing Endpoints into Groups](#) to find out more.

### Downloading the Firmware

All access subscribers can obtain the latest firmware by navigating to the [Teradici Support Center](#) and selecting your endpoint type from the PCoIP Products section. Zero client users will be able to access the download button for your required version of firmware. Remote Workstation Cards users will have an additional Remote Workstation Card button to select before the firmware download is displayed.

## Uploading the Firmware to the PCoIP Management Console

To upload the firmware to the PCoIP Management Console:

1. Download the firmware 4.8 file for zero clients, and if required the 4.9 file for remote workstation cards and extract the package contents.
2. From PCoIP Management Console, click **SETTINGS > SOFTWARE** to display the **SOFTWARE MANAGEMENT** window.
3. Click **Add Software/Firmware**.
4. Click **Select file**, select the combined firmware **.pcoip** file that you extracted previously, and then click **Open** and **Upload** to upload the file to the PCoIP Management Console.

## Associating a Profile with a Group

To associate a profile with a group:

1. In the PCoIP Management Console top menu, click **PROFILE** and then **NEW PROFILE**.
2. Enter a name and description for the 4.8.x or 4.9 firmware profile.
3. Click the + tab, select the appropriate profile option and click **ADD**.  
Options are:
  - TERA2: CLIENT [DUAL] - (latest firmware is 4.8.x)
  - TERA2: CLIENT [QUAD] - (latest firmware 4.8.x)
  - TERA2: HOST [DUAL] - (latest firmware 4.9)
  - TERA2: HOST [QUAD] - (latest firmware 4.9)
4. In the **SOFTWARE** section, select the firmware file from the Firmware Version drop-down list, and then click **SAVE**.
5. From the **ENDPOINTS** page, select the group containing the endpoint(s) you want to downgrade.
6. Click **PROFILE** and then select **CHANGE**.
7. In the drop-down list, select the profile you just created, and then click **OK**.
8. Select the **I understand** message and click **OK** again.

## Applying the Profile Immediately

You can apply the profile immediately to either a group of endpoints or an individual endpoint.

### To apply the group or individual profile immediately:

1. In the PCoIP Management Console top menu, click **\*\*ENDPOINT\*\*S** and select the desired group or endpoint.
2. Click **PROFILE** and then select **APPLY**.
3. Enable the **I understand** message and then click **APPLY**.
4. From the **DASHBOARD**, check **Endpoint Updates in Progress** in the **CURRENT ACTIVITY** section for information about the update.

#### **Note: Synchronize firmware image after applying profile**

After the profile applies, the selected PCoIP zero clients will automatically restart and upload the 4.8.x firmware image. The PCoIP remote workstation cards will need to be restarted manually before it uploads the 4.9.x firmware image. After the restart, the endpoints will either no longer appear in the ENDPOINTS table or they may appear as offline. The PCoIP Management Console will not be able to manage them. To synchronize the recovery image (applicable to zero clients only) in flash memory, perform the update again from PCoIP Management Console 1 using the **UPDATE > Update Devices > Update Firmware** feature. For details, see the [PCoIP Management Console 1.x User Manual](#).

## Creating a Schedule to Apply the Profile (Enterprise)

You can also create a schedule to apply the profile at a specific date and time.

### To create a schedule to apply the profile:

1. In the PCoIP Management Console top menu, click **SCHEDULE**.
2. Ensure that the **All Schedules** setting is toggled to **ON**.
3. Select **NEW SCHEDULE**.
4. Configure the parameters as follows:
  - **Type:** Select **Apply Profile**.
  - **Name:** Enter a name for the schedule.

- **Description:** Enter a description for the schedule.
- **Enabled:** Toggle to **ON**.
- **Groups:** Click **ADD**, select the group containing the endpoints you want to downgrade, and then click **ADD**.
- **Start Time:** Click the time zone widget and select the desired date, then click the clock widget below the calendar and select the desired time.

 **Note: Change the default time zone**

By default, the PCoIP Management Console time zone is Coordinated Universal Time (UTC). If you are in a different time zone, you can display the PCoIP Management Console web interface in your own time zone to facilitate creating schedules. See [Config\\_local\\_time.md](#).

- Ensure that **Run Once** is selected.
5. Click **SAVE** at the top of the page.
  6. From the **DASHBOARD**, check **UPCOMING SCHEDULES** to see schedule information. When the schedule runs, you can view its progress by checking **Endpoint Updates in Progress** in the **CURRENT ACTIVITY** section.

# Discovery Process Overview

Before endpoints can be managed by the PCoIP Management Console, they must first be discovered. Once discovered, the PCoIP Management Console will label the device as either a local or remote endpoint.

During the discovery process, the PCoIP Management Console determines whether a device is local or remote by comparing the IP address of the communicating endpoint with the IP address that the endpoint is configured with. If the two addresses are the same, the PCoIP Management Console labels the endpoint as a local endpoint. If the two IP addresses are different, such as in networks utilizing NAT devices, the PCoIP Management Console labels the endpoint as a remote endpoint. The PCoIP Management Console also labels an endpoint as local if the endpoint reports its IP address in the configured Local IP Address Ranges field found on the **SETTINGS > REMOTE > REMOTE CONFIGURATION** page. Endpoints identified as remote endpoints require a reverse proxy and additional configurations which are further described in [Remote Endpoint Management \(Enterprise\)](#)

This topic provides an overview of the main steps of the PCoIP endpoint discovery process.



**Important: Replace the default self-signed certificate with your own before configuring a discovery method and adding endpoints**

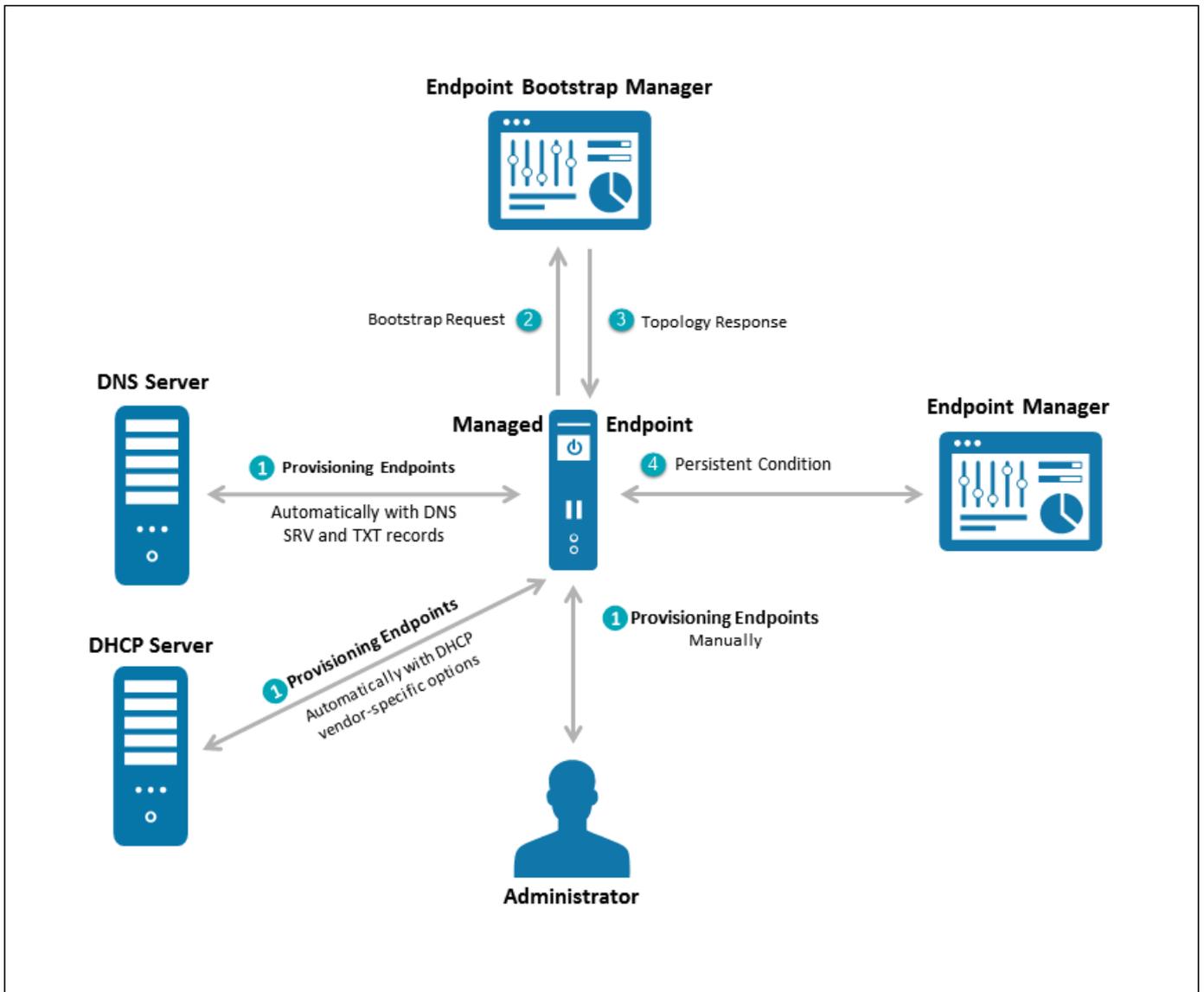
Teradici strongly recommends that you replace the PCoIP Management Console self-signed certificate with your own PCoIP Management Console certificates before configuring a discovery method and before adding endpoints to the PCoIP Management Console. See [Managing PCoIP Management Console Certificates](#) for details.

The following diagram illustrates how endpoints discover a PCoIP Management Console.



**Note: PCoIP Management Console serves as both Endpoint Bootstrap Manager and Endpoint Manager**

The PCoIP Management Console serves as both the Endpoint Bootstrap Manager and the Endpoint Manager. It is possible that other endpoint managers of the PCoIP Management Console may separate these roles.



An illustration of PCoIP endpoint discovery process

## Endpoint Discovery Process

The steps outlined in the preceding illustration are explained next.

### **Note: Endpoint Bootstrap Manager and Endpoint Manager information**

The Endpoint Bootstrap Manager/Endpoint Manager information with which an endpoint must be provisioned before it can be discovered depends on the endpoint's discovery method and security level. You can configure both these options from the endpoint's AWI **Configuration > Management** page. Please see [Tera2 PCoIP Zero Client Firmware Administrators' Guide](#) for details. See also [Configuring an Endpoint Manager Manually from an Endpoint](#) for instructions on how to manually configure an Endpoint Manager from its AWI Management page.

# Stage 1: Provisioning Endpoints

There are three ways in which you can provision endpoints with endpoint bootstrap manager or endpoint manager information for automatic and manual discovery – DHCP vendor-specific options, DNS service and text records, Uniform Resource Identifier (URI).

The first stage provisions endpoints with the information they need either to connect to the Endpoint Bootstrap Manager for bootstrapping, or to connect directly to the Endpoint Manager. Depending on the endpoint's configured discovery method, you can manually enter the information or it can be provisioned automatically.

## Discovery Methods

For automatic discovery, endpoints are populated with the IP address or FQDN of the PCoIP Management Console to which they should connect via DHCP vendor-specific options or DNS service and text records. Optionally, endpoints can also be configured with the PCoIP Management Console certificate's fingerprint (that is, its digital signature) by the DHCP or DNS server. If the PCoIP Management Console certificate fingerprint is provided in the DHCP or DNS record, the endpoint (in low security mode) will verify the PCoIP Management Console certificate by only matching the fingerprint. This is intended for use cases where the PCoIP Management Console trusted root CA certificate (the PCoIP Management Console chain certificate) is not uploaded to the endpoint, or if the PCoIP Management Console certificate does not meet the verification requirement. If a fingerprint is not provisioned, an endpoint without a trusted PCoIP Management Console certificate will fail to connect. Automatic discovery is used for low and medium security environments.

For manual discovery, you manually configure each endpoint with the uniform resource identifier (URI) of the Endpoint Bootstrap Manager (for low and medium security environments), or with the URI of the actual Endpoint Manager (for high security environments).

## Endpoint Certificate Requirements

Depending on an endpoint's configured security level, you may also need to provision endpoints with an PCoIP Management Console certificate.

Endpoints configured for medium or high security must have a trusted certificate in their certificate store before they can connect to an PCoIP Management Console. For some endpoints,

certificates may be pre-loaded by the vendor as a factory default. Otherwise, you can manually upload certificates using an endpoint's AWI.

Endpoints that are configured for low security do not need a PCoIP Management Console certificate in their trusted certificate stores if either of the following is true:

- They are using DHCP discovery or DNS discovery and the DHCP or DNS server has provisioned them with the PCoIP Management Console certificate's fingerprint.
- They are discovered using the PCoIP Management Console's manual discovery method. See [Discovering Endpoints Manually from PCoIP Management Console](#).

The following table summarizes the certificate requirement for endpoints based on their discovery method and configured security level.

### Certificate Requirements for Endpoints

Discovery Method	Low Security	Medium Security	High Security
DHCP/DNS discovery without Endpoint Bootstrap Manager fingerprint provisioned	Certificate required	Certificate required	N/A
DHCP/DNS discovery with Endpoint Bootstrap Manager fingerprint provisioned	Certificate *not*required	Certificate required	N/A
Discovery initiated by an endpoint configured for a high security environment	N/A	N/A	Certificate required
Manual discovery initiated by the PCoIP Management Console	Certificate not required	N/A	N/A

Information about endpoint security levels is summarized next.

### Low Security

When low security is in use, endpoints can be discovered manually from the PCoIP Management Console. See [Discovering Endpoints Manually from PCoIP Management Console](#).

Endpoints can use DHCP or DNS auto discovery. If the Endpoint Bootstrap Manager fingerprint is also provisioned by the DHCP or DNS server, endpoints do not require a certificate.

## Medium Security

When medium security is in use, endpoints cannot be discovered manually from the PCoIP Management Console.

Endpoints will not use the certificate fingerprint retrieved from the DHCP or DNS server to trust the PCoIP Management Console. A PCoIP Management Console certificate or its issuer public key certificate must be pre-loaded in the endpoint.

## High Security

When high security is in use, endpoints cannot be discovered manually from the PCoIP Management Console and cannot use DHCP or DNS auto discovery.

The Endpoint Manager's address must be manually entered into the endpoint.

A PCoIP Management Console public key certificate or its issuer public key certificate must be pre-loaded in the endpoint.

# Stage 2: Entering the Bootstrap Phase

Endpoints that have been provisioned with Endpoint Bootstrap Manager information enter a bootstrap phase where they evaluate the Endpoint Bootstrap Manager's certificate fingerprint to determine whether the Endpoint Bootstrap Manager can be trusted. If the certificate fingerprint match succeeds, the endpoints proceed to the next step.



**Note: High security endpoints configured with Endpoint Manager information bypass the bootstrap process**

Endpoints in high security environments that are already configured with Endpoint Manager connection information bypass the Endpoint Bootstrap Manager bootstrap process and attempt to connect to the Endpoint Manager right away.

# Stage 3: Receiving Endpoint Manager Information

Next, the Endpoint Bootstrap Manager provides the IP address and certificate fingerprint of the Endpoint Manager to which the endpoint should connect. The endpoint then disconnects from the Endpoint Bootstrap Manager and attempts to establish a connection with the Endpoint Manager.

## Stage 4: Entering the Managed Phase

If Endpoint Manager certificate verification succeeds and the endpoint is able to establish a successful connection with the Endpoint Manager, the Endpoint Manager connection information is saved to the endpoint's permanent storage, and the endpoint enters the managed phase.

### Configuring a Discovery Method

 **Note: Confirm your endpoint's discovery method**

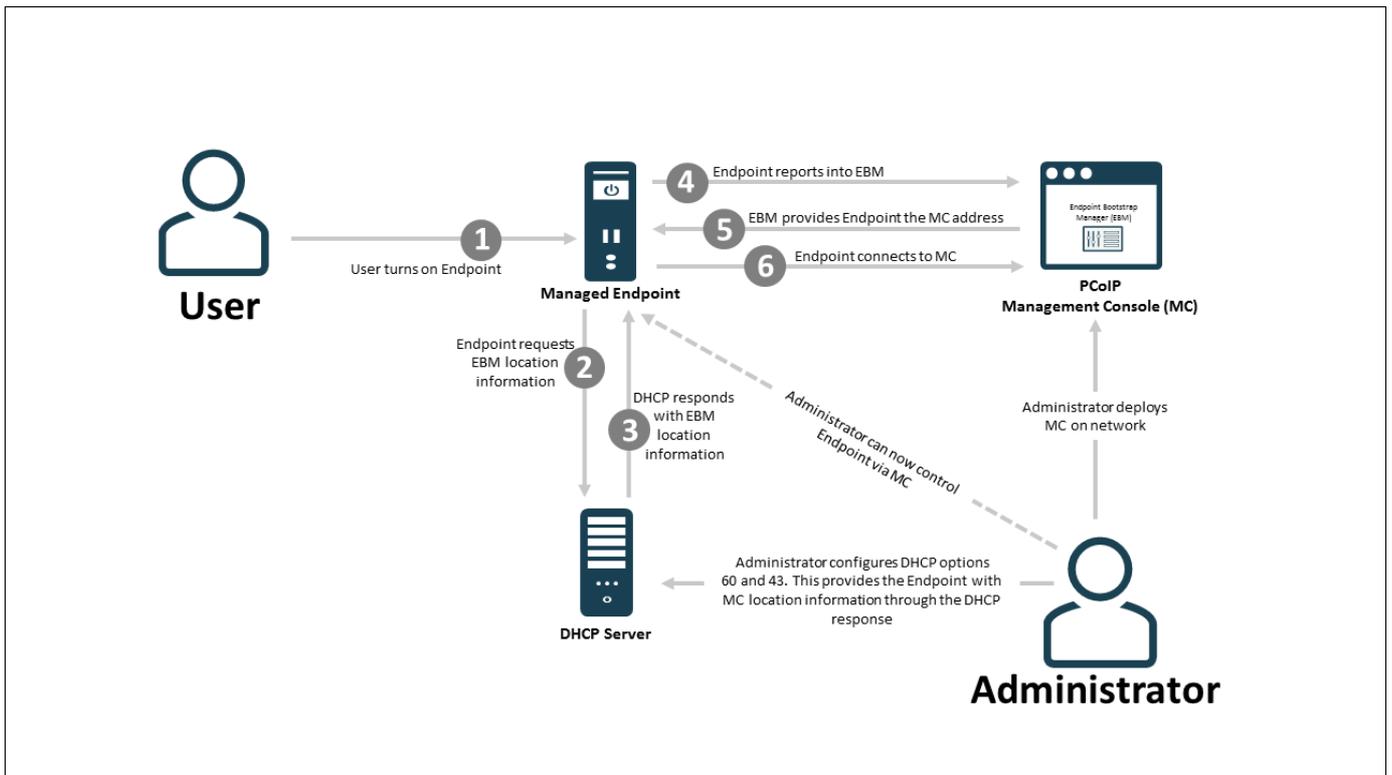
Review the administrators' guide for your endpoint to confirm the discovery method it supports.

The following topics contain information about how to configure an endpoint discovery method:

- [Configuring Endpoints using Auto Discovery](#): Explains how to configure your DHCP server to provision endpoints with Endpoint Bootstrap Manager information.
- [Configuring DNS SRV Record Discovery](#): Explains how to configure your DNS server to provision endpoints with Endpoint Bootstrap Manager information.
- [Configuring an Endpoint Manager Manually from an Endpoint](#): Explains how to manually configure an Endpoint Manager for an endpoint in a high security environment.
- [Discovering Endpoints Manually from PCoIP Management Console](#): Explains how to manually initiate discovery from the PCoIP Management Console. Endpoints must be configured for low security if you use this method.

# Configuring Endpoints using Auto Discovery

This section explains how to configure your DHCP server to provision endpoints with Endpoint Bootstrap Manager information.



## DHCP Discovery Process

When PCoIP Management Console DHCP vendor class option discovery is used, endpoints receive a DHCP option value that contains information about the PCoIP Management Console (that is, the Endpoint Bootstrap Manager/Endpoint Manager) to which they should connect. If an endpoint has already obtained a DHCP lease before the server is configured with PCoIP Management Console DHCP options, it will be updated with this information when it renews the lease or acquires a new one. An endpoint will renew its lease after a reboot or when it detects that the network has returned after going down (for example, if someone reconnects the endpoint’s network cable after unplugging one end of it).

**Note:** Endpoints also poll DHCP server for option values

Endpoints also poll the DHCP server for option values at an interval equal to half the DHCP lease time.

You can configure your DHCP server with PCoIP Management Console vendor class options to provide the following information:

- The PCoIP Management Console's IP address or FQDN.
- The PCoIP Management Console's certificate fingerprint (digital signature). This fingerprint is required if you have not installed the PCoIP Management Console's trusted root CA certificate (the PCoIP Management Console chain certificate) in the endpoint's certificate store and you want to use automatic discovery. DHCP options discovery will not succeed if you do not provide a digital signature and do not configure endpoints with a certificate that enables them to trust the PCoIP Management Console. If provided, this fingerprint is only used when the endpoint's security level is set to **Low Security Environment** and certificate verification has failed. It is ignored when the security level is set to **Medium Security Environment** or **High Security Environment**.



**Note: Configure PCoIP Management Console information using either DHCP options or DNS records**

The endpoint only picks up the fingerprint in a DHCP option if the PCoIP Management Console address is also specified in a DHCP option. For example, if the PCoIP Management Console address is specified as a DNS SRV record but the fingerprint is provided as a DHCP option, the endpoint will not retrieve the fingerprint information in the DHCP server. You should configure PCoIP Management Console information using either DHCP options or DNS records, but not both.

This discovery method requires you to have a DHCP server in your network that meets the following requirements:

- The DHCP server must support both DHCP option 60 (vendor class identifier) and option 43 (vendor-specific information). Option 60 is sent from the endpoint to the DHCP server. It contains a text string that uniquely identifies the endpoint type. Option 43 is created by the user. The steps provided in the sections that follow show how to create a DHCP option 43 called **PCoIP Endpoint** along with two sub-options under it— **EBM URI (sub-option 10)** and **EBM X.509 SHA-256 fingerprint** (sub-option 11).
- The PCoIP endpoints must have DHCP enabled so they can send a request to the DHCP server and receive the address of the PCoIP Management Console in response. This is their default setting.

## Before You Begin

These instructions explain how to create a **PCoIP Endpoint** vendor class and two PCoIP Management Console PCoIP Endpoint DHCP options.

 **Note: Skip adding vendor class if you have previously configured PCoIP Endpoint vendor class**

If you have used DHCP vendor class option discovery with a previous 1.x release of the PCoIP Management Console and have already configured your DHCP server with the PCoIP Endpoint vendor class, you can skip the following section entitled Adding the PCoIP Endpoint Vendor Class.

Before beginning, you should have the following information handy:

- The PCoIP Management Console's IP address or FQDN. In the following example, this address is configured in a DHCP sub-option called **EBM URI**.
- The PCoIP Management Console certificate SHA-256 fingerprint. In the following example, this hash value is configured in an optional DHCP sub-option called **EBM X.509 SHA-256 fingerprint**.

### To locate the PCoIP Management Console's fingerprint:

1. Use Mozilla Firefox to log in to the PCoIP Management Console web interface.
2. Click the padlock icon in the browser's address bar.
3. Click **More Information**.
4. Click **View Certificate**.
5. In the **Fingerprints** section, copy and paste the SHA-256 fingerprint into a text editor.

 **Note: Examples shown use Windows Server 2012 R2**

The instructions provided may change slightly depending on your specific server version.

## Adding the PCoIP Endpoint Vendor Class

To add the PCoIP DHCP vendor class to your DHCP server:

1. Log in to your Windows Server and select **DHCP**.
2. Right-click on your DHCP server in the **SERVERS** pane and select **DHCP Manager**.
3. Expand your server in the tree, right-click on **IPv4**, and then select **Define Vendor Classes**.
4. Click **Add** to add a new DHCP Vendor Class.
5. Enter **PCoIP Endpoint** in the *Display* name field.
6. Enter **PCoIP Endpoint** in the *ASCII* column as the Vendor ID.
7. Click **OK** to save and close the dialog.

## Configuring DHCP Options

To add two PCoIP Management Console DHCP options and apply them to a scope:

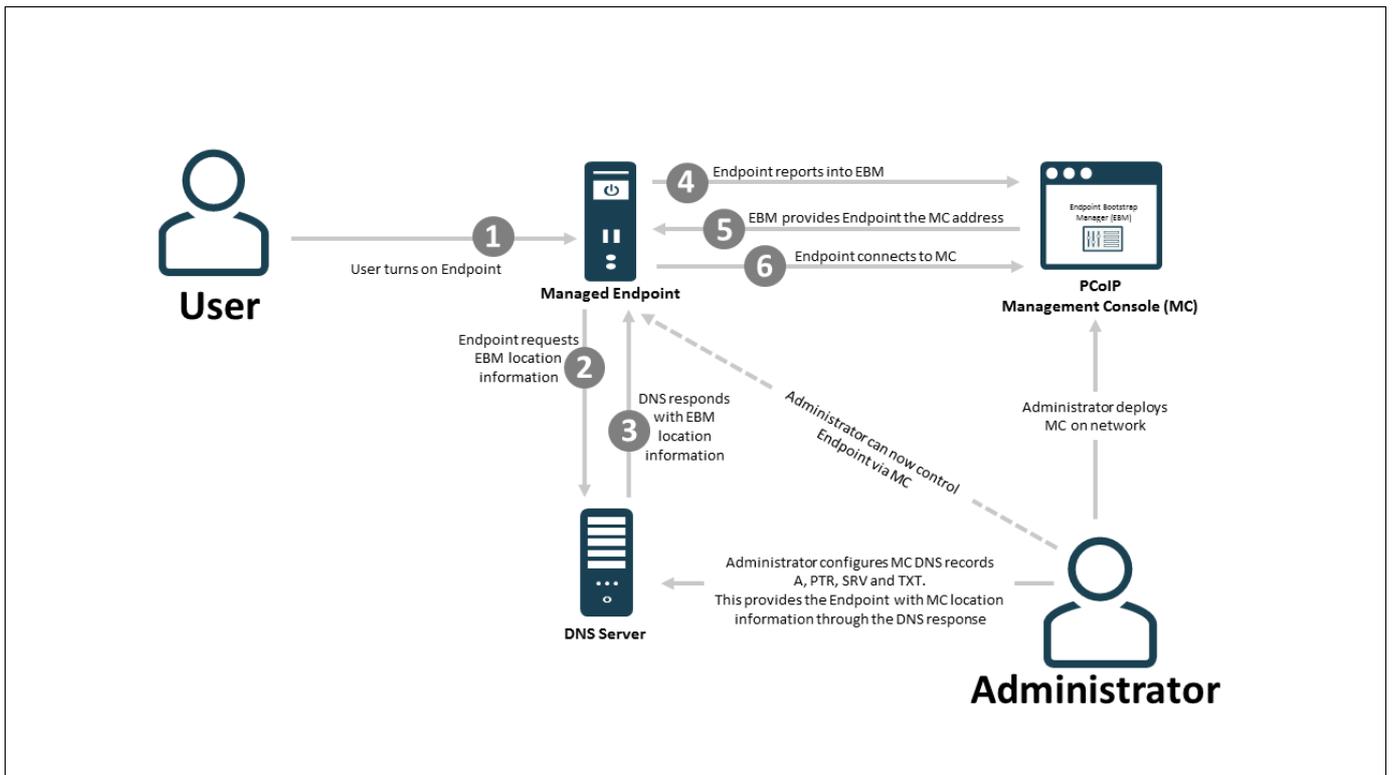
1. Right-click on **IPv4** in the tree and select **Set Predefined Options**.
2. Select **PCoIP Endpoint** as the **Option** class and click **Add**.
3. In the *Option Type* dialog, enter the name **EBM URI**, data type **String**, code **10**, and description **Endpoint Bootstrap Manager URI**, then click **OK**.
4. Click **OK** to save and close the dialog.
5. For the PCoIP Management Console's SHA-256 certificate fingerprint, repeat steps 1 and 2 to add another option.
6. In the *Option Type* dialog, enter the name **EBM X.509 SHA-256 fingerprint**, data type **String**, code **11**, and description **EBM X.509 SHA-256 fingerprint**, then click **OK**.
7. Expand the tree for the DHCP scope to which you want to apply the options.
8. Right-click **Scope Options** and select **Configure Options**.
9. Click the **Advanced** tab and select the **PCoIP Endpoint** vendor class.
10. Enable the check box for **010 EBM URI** and then enter a valid Management Console URI in the **Data entry** field, and click **Apply**.

This URI requires a secured WebSocket prefix (for example, wss://:[port number]). The PCoIP Management Console's listening port is 5172. Entering this port number is optional. If you do not include it, port 5172 will be used by default.

11. Choose the checkbox for **011 EBM X.509 SHA-256 fingerprint** and paste the PCoIP Management Console certificate SHA-256 fingerprint you obtained previously into the ***String value*** field.
12. Click **OK** to save and close the dialog.

# Configuring DNS SRV Record Discovery

This section explains how to configure your DNS server to provision endpoints with Endpoint Bootstrap Manager information, as part of the endpoint discovery process.



## DNS Discovery Process

Endpoints poll the DNS server for information about the PCoIP Management Console (that is, the Endpoint Bootstrap Manager/Endpoint Manager) to which they should connect only if the DHCP server does not have a DHCP option containing the PCoIP Management Console’s IP address or FQDN.

If an endpoint has already retrieved a DNS record before the DNS server is configured with PCoIP Management Console information, it does not poll the DNS server again until the record’s Time-To-Live expires (or the endpoint is rebooted). If the DHCP server does provide an option for the PCoIP Management Console address but the endpoint fails to connect for any reason (for example, because of a certificate verification failure or the PCoIP Management Console address is not reachable), DNS record lookup will not occur.

 **Note: Do not configure DHCP options when you are using DNS record discovery**

Do not configure DHCP options if you want to use DNS record discovery. Endpoints always prefer the PCoIP Management Console address or fingerprint that is specified in the DHCP options over that specified in the DNS record. If you provide the PCoIP Management Console address both as DHCP option and also as the DNS record, the endpoint will only use the PCoIP Management Console address found in the DHCP option.

DNS service record discovery requires you to have a DNS server in your network that is configured with the following DNS records:

- **An address record (A record):** Specifies the FQDN and IP address of the PCoIP Management Console. This record may be automatically created by the DHCP server.
- **A service location record (SRV record):** Associates information such as the PCoIP Management Console's TCP/IP service and the port the PCoIP Management Console listens on with the PCoIP Management Console's domain and host name. The PCoIP Management Console's TCP/IP service is called **\_pcoip-bootstrap**, as shown in [Adding the DNS SRV Record](#).
- **A DNS TXT record:** Contains the PCoIP Management Console certificate SHA-256 fingerprint is also required if you have not installed the PCoIP Management Console's trusted root CA certificate (the PCoIP Management Console chain certificate) in the endpoint's certificate store and you want to use automatic discovery. The record's name must be the host name of the PCoIP Management Console offering the service. In the following example, this record is called **pcoip-mc38719**. The domain is appended automatically.

 **Note: Endpoint only picks up DNS TXT fingerprint if the PCoIP Management Console address is specified in a DNS SRV record**

The endpoint only picks up the fingerprint from the DNS TXT record if the PCoIP Management Console address is specified in a DNS SRV record. For example, if the PCoIP Management Console address is specified as a DHCP option but the fingerprint is provided as a DNS TXT record, the endpoint will not retrieve the fingerprint information in the DNS server. Configure your PCoIP Management Console information using either DHCP options or DNS records, but not both.

## Before You Begin

Before configuring your DNS SRV record discovery, you'll need the following information:

- The PCoIP Management Console's FQDN

- The PCoIP Management Console's certificate fingerprint (that is, the certificate's digital signature). If provided, this fingerprint is only used when the endpoint's security level is set to **Low Security Environment** and certificate verification has failed. It is ignored when the security level is set to **Medium Security Environment** or **High Security Environment**.

**To locate the PCoIP Management Console's fingerprint:**

1. Use Mozilla Firefox to log in to the PCoIP Management Console web interface.
2. Click the padlock icon in the browser's address bar.
3. Click **More Information**.
4. Click **View Certificate**.
5. In the **Fingerprints** section, copy and paste the SHA-256 fingerprint into a text editor.

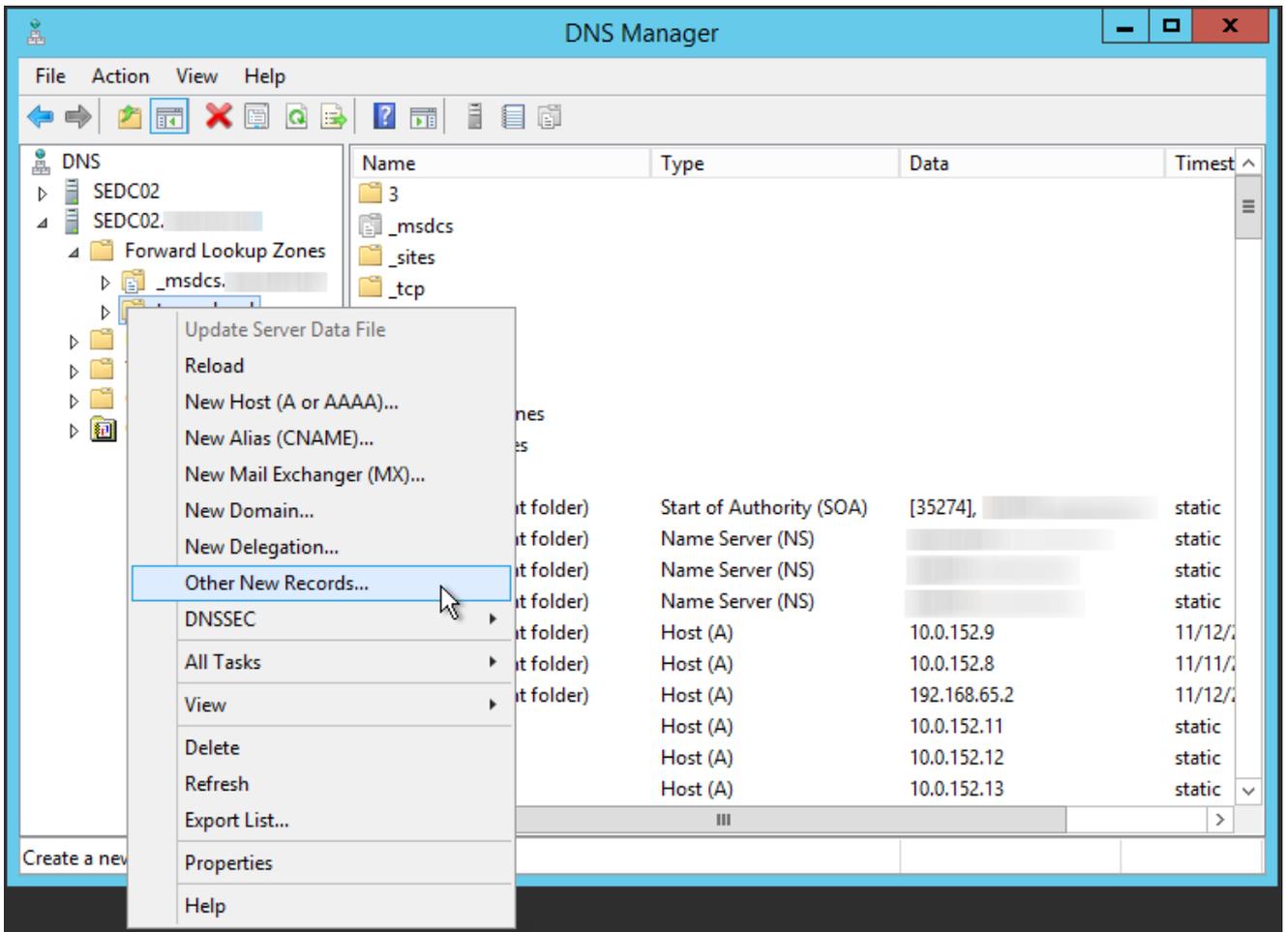
 **Note: Examples shown use Windows Server 2012 R2**

The instructions provided may change slightly depending on your specific server version.

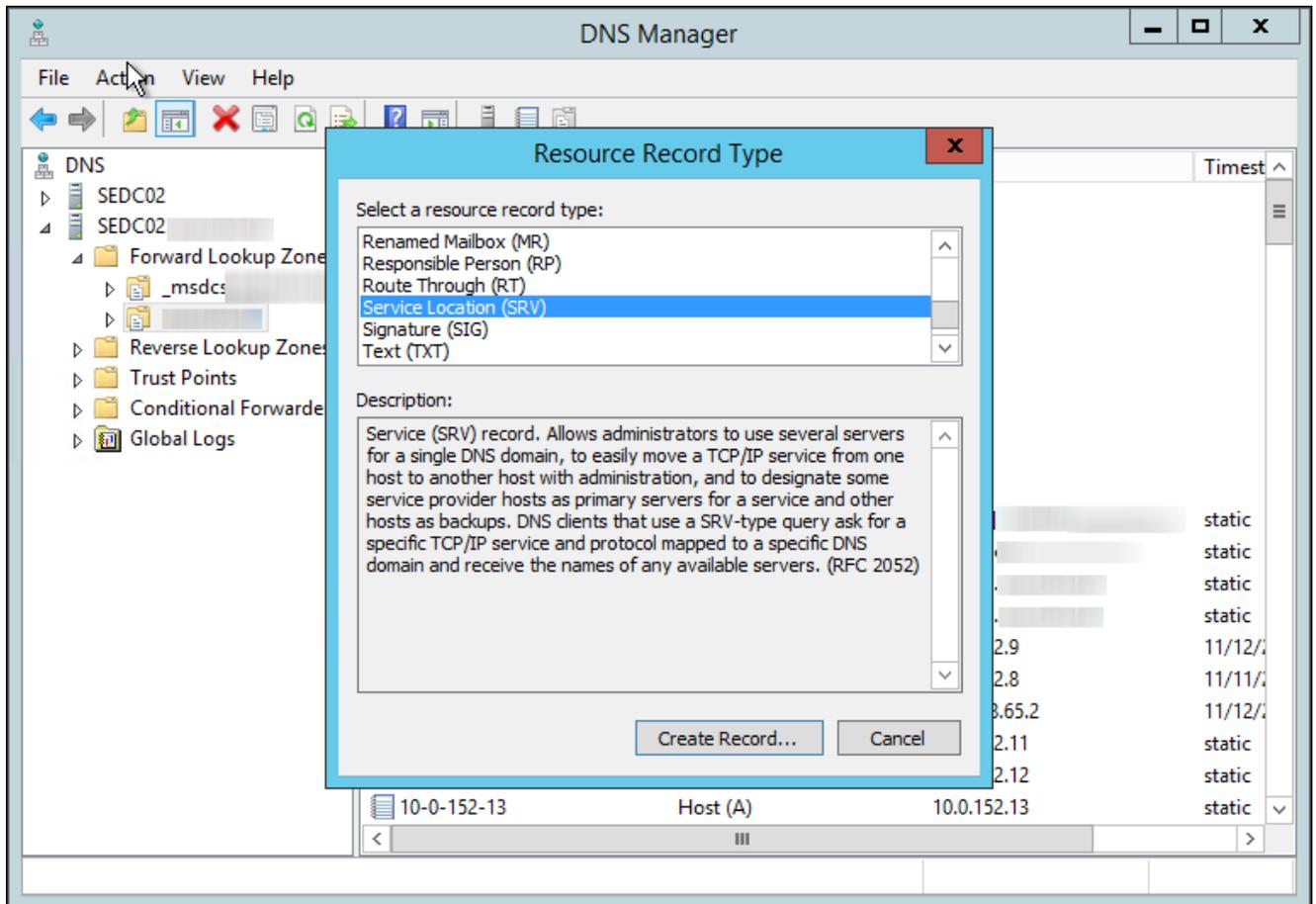
## Adding the DNS SRV Record

**To add the PCoIP Management Console DNS SRV record to DNS server:**

1. Log in to your Windows Server and select **DNS**.
2. Right-click on your DNS server in the **SERVERS** pane and select **DNS Manager** from the context menu.
3. In **Forward Lookup Zones**, right-click on your domain and select **Other New Records** from the context menu.



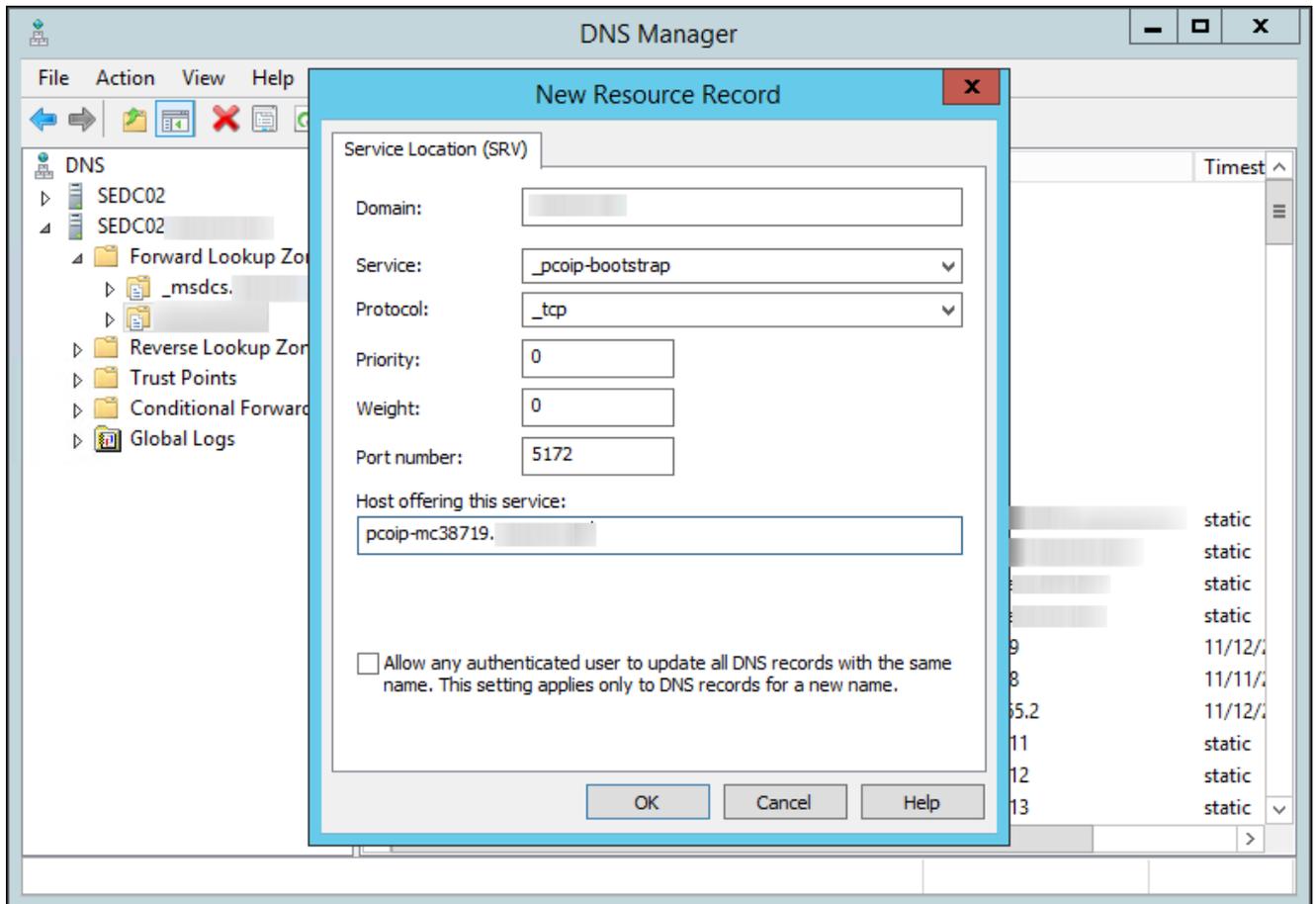
4. In the *Resource Record Type* dialog, select **Service Location (SRV)** from the list and click **Create Record**.



5. Fill in the entries as shown in the following example. Set Service to **\_pcoip-bootstrap**, Protocol to **\_tcp**, and **Port number** to **5172**, the PCoIP Management Console's default listening port. For **Host offering this service**, enter the PCoIP Management Console's FQDN.

 **Note: FQDN must be entered in place of IP address**

The PCoIP Management Console's FQDN must be entered because the DNS specification does not enable an IP address in SRV records.



6. Click **OK**.
7. If you are not adding an optional DNS TXT record (see next) and have finished configuring your DNS server, power cycle your endpoints or put them online to enable them to make the connection to the PCoIP Management Console. You must also upload the PCoIP Management Console's root CA certificate to the endpoint's certificate store.

## Adding a DNS TXT Record

If your endpoints do not have the PCoIP Management Console's root CA certificate installed in their certificate store, you must configure your DNS server with a DNS TXT record containing the PCoIP Management Console certificate SHA-256 fingerprint.

### To add a DNS TXT record:

1. In *Forward Lookup Zones*, right-click on your domain and select **Other New Records** from the context menu.
2. In the Resource Record Type dialog, select **Text (TXT)** from the list and click **\*\*Create Record\***.

3. Fill in the entries as follows:

- In the **Record name** field, enter the host name of the PCoIP Management Console offering the service (this example uses **pcoip-mc38719**). The FQDN field will be automatically populated for you, and matches the FQDN of the PCoIP Management Console.
- In the **Text** field, type `pcoip-bootstrap-cert=` and then paste the PCoIP Management Console certificate SHA-256 fingerprint you obtained previously immediately after this prefix, as shown in the following example.

The screenshot shows a 'New Resource Record' dialog box with the following fields:

- Record name (uses parent domain if left blank):** pcoip-mc38719
- Fully qualified domain name (FQDN):** pcoip-mc38719.
- Text:** pcoip-bootstrap-cert=B7:62:71:01:85:27:46:BB:E3:E9:5C:E2:34:2C

Buttons: OK, Cancel

4. Click **OK**.

5. When you have finished configuring your DNS server, power cycle your endpoints or put them online to enable them to make the connection to the PCoIP Management Console.

**Note: Automatically name and group endpoints**

You can configure the PCoIP Management Console to automatically name endpoints and place them in a specific group when they are discovered. See [Auto Naming Endpoints](#) and [Auto Configuring Endpoints \(Enterprise\)](#) for details.

See [Troubleshooting DNS](#) to verify that your DNS server is configured correctly for the PCoIP Management Console.

# Discovering Endpoints Manually from PCoIP Management Console

The **ENDPOINTS** page contains an **ENDPOINT DISCOVERY** feature that lets you discover endpoints that are not pre-configured with PCoIP Management Console information. Endpoints must be configured for low security before they can be discovered using this method.

## **Important: If your endpoints are behind a NAT or proxy**

Manual discovery of an endpoint will not work if the endpoint is behind a NAT or proxy.

**MANAGEMENT** profile properties, **Security Level** and **Discovery Mode** have been added to allow the PCoIP Management Console the ability to apply specific management security level and management server discovery methods. This enables highly secured environments to pre-stage endpoints in a secured environment with their future management settings, prior to delivery to their final location.

## **Note: Endpoint discovery options**

The PCoIP Management Console also supports the DHCP vendor-specific option method, DNS service record method, and manual endpoint configuration for endpoint discovery.

You can discover endpoints from the PCoIP Management Console by scanning for their IP addresses. This discovery method is used in low security environments for endpoints that are not pre-configured with PCoIP Management Console connection information or certificates. It enables an improved out-of-box experience by removing the need for administrators to manually configure an endpoint with a PCoIP Management Console address and upload a PCoIP Management Console certificate to the endpoint. With this method, the endpoint retrieves the required trust information from the PCoIP Management Console during the discovery process.

In order for discovery to succeed, the following conditions must apply:

- The endpoint is powered on and connected to the network that is not behind a proxy or NAT.

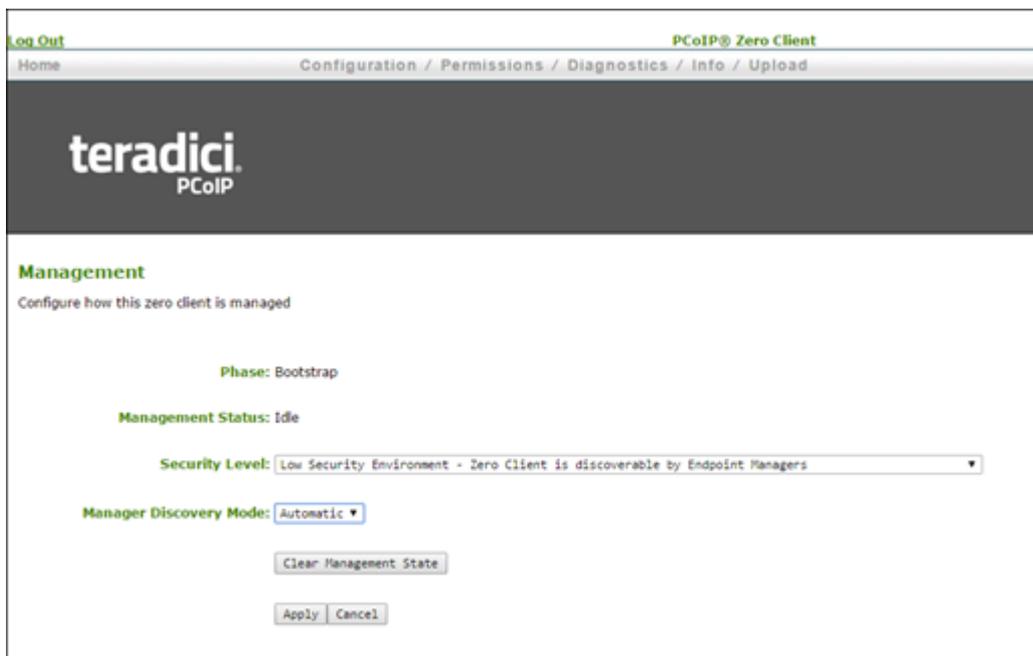
- The endpoint is not connected to an Endpoint Manager and has an **Idle** management status (that is, is not engaged in any kind of PCoIP Management Console activity).
- The endpoint is configured for a Low Security Environment from its AWI Management page.

## Configuring the Endpoint for Low Security Environment

Your endpoints may already be configured for low security by default. These steps are only necessary for endpoints with a different security configuration. It is important to complete them in the following order.

### To configure the endpoint for Low Security Environment:

1. Enter the zero client's IP address in your browser's address bar, then log in to its AWI.
2. From the Configuration menu, select **Management**.
3. Change the *Security Level* to **Low Security Environment**.



4. If the endpoint is not in the Idle state, click **Clear Management State** and then **Continue**.
5. Click **Apply** and then **Continue**.

# Discovering Endpoints from the PCoIP Management Console

## To discover endpoints manually:

1. From the PCoIP Management Console's ENDPOINT page, click **ENDPOINT DISCOVERY**.
2. Enter the endpoint's IP address in the **FROM IP** boxes. If you want to discover a range of endpoints, enter the last IP address in the **TO IP** boxes; otherwise, leave these boxes empty.

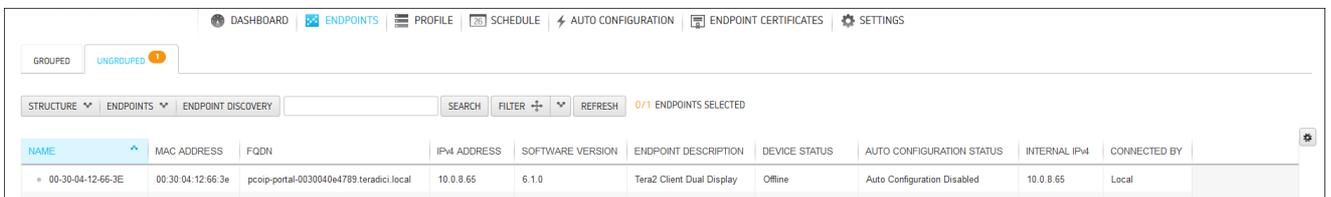
 **Note: IP address range is limited to Class C ranges only**

The IP address range is limited to Class C ranges or smaller (for example, 10.0.0.1 to 10.0.0.255). It cannot support a range larger than a class C such as 10.0.0.1 to 10.0.255.255.

3. Click outside a box, and then click **DISCOVER**.



4. Click **DONE** when it appears next to ENDPOINT DISCOVERY to end the discovery process.
5. To see the newly discovered endpoints, click **REFRESH** in the endpoint table (**GROUPED** or **UNGROUPED**, depending on your auto configuration settings).



NAME	MAC ADDRESS	FQDN	IPv4 ADDRESS	SOFTWARE VERSION	ENDPOINT DESCRIPTION	DEVICE STATUS	AUTO CONFIGURATION STATUS	INTERNAL IPv4	CONNECTED BY
00-30-04-12-66-3E	00:30:04:12:66:3e	pcoip-portal-0030040e4789 teradici.local	10.0.8.65	6.1.0	Tera2 Client Dual Display	Offline	Auto Configuration Disabled	10.0.8.65	Local

 **Note: Automatically name and group endpoints**

You can configure the PCoIP Management Console to automatically name endpoints and place them in a specific group when they are discovered. See [Auto Naming Endpoints](#) and [Auto Configuring Endpoints \(Enterprise\)](#) for details.

# Managing Endpoints

This section contains the following topics:

- [Understanding the PCoIP Management Console Dashboard](#): Describes the information you can view from the PCoIP Management Console **DASHBOARD** page.
- [Changing the Web Interface Time Zone](#): Explains how to change the PCoIP Management Console web interface time zone. By default, the web interface uses the PCoIP Management Console's Coordinated Universal Time (UTC). For convenience when you create schedules, you can update your user account to display the web interface in your own local time zone.
- [The actions you can perform from the ENDPOINTS page are listed in the following table](#): Lists all the actions you can perform from the **ENDPOINTS** page and provides links to instructions for each one.
- [Displaying Endpoint Properties](#): Shows how to select the endpoint properties you wish to include in a **GROUPED** or **UNGROUPED** endpoint table.
- [Using the ENDPOINT DETAILS Page](#): Lists all the actions you can perform from the **ENDPOINT DETAILS** page and provides instructions for each one.
- [Performing Power Management](#): Explains how to power down and reset endpoints remotely.
- [Renaming Endpoints](#): Explains how to rename an endpoint from the **ENDPOINTS** page.
- [Deleting Endpoints](#): This topic explains how to delete endpoints.
- [Discovering Endpoints Manually](#): Provides information about how to use the PCoIP Management Console's manual endpoint discovery feature.
- [Searching an Endpoint Table](#): Explains how to use a text search to locate endpoints in a **GROUPED** or **UNGROUPED** endpoint table.
- [Filtering the Endpoint List](#): Explains how to use PCoIP Management Console filters to refine the endpoints that display in a **GROUPED** or **UNGROUPED** endpoint table.
- [Requesting Endpoint Certificates Using SCEP \(Enterprise\)](#): Available in PCoIP Management Console Enterprise. Explains how to simplify the retrieval and installation of digital certificates by enabling devices to obtain certificates automatically from a SCEP server.

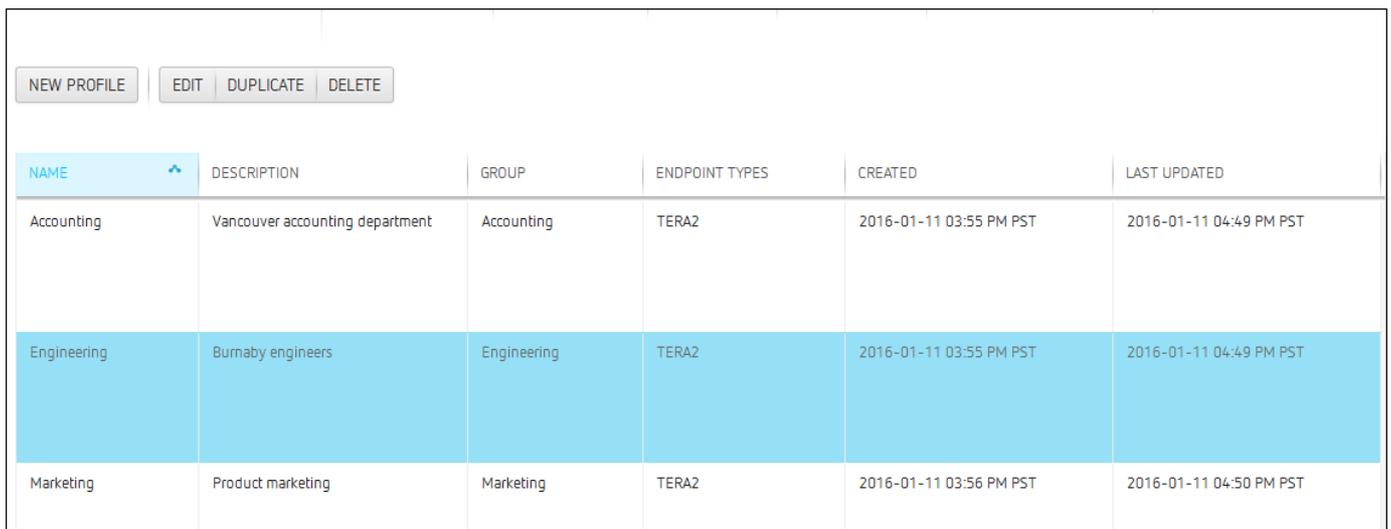
# Managing Profiles

The PCoIP Management Console lets you create profiles that contain a list of the settings you want to apply to one or more groups of endpoints. After creating a profile, you can apply it immediately to a group, or you can create a schedule to apply it to the group at a specific time in the future.

## Displaying Profile Information

The **PROFILE** page contains a table showing all the profiles that are currently configured. You can create a new profile from this page, or you can select a profile from the table to edit, duplicate, or delete it.

Click the gear icon  to the right of the table to change the information you want to display in the table columns. Your customized settings are saved in your browser and will be used for any user who subsequently logs in from that browser.



The screenshot shows the PROFILE Page interface. At the top, there are four buttons: 'NEW PROFILE', 'EDIT', 'DUPLICATE', and 'DELETE'. Below these buttons is a table with the following columns: NAME, DESCRIPTION, GROUP, ENDPOINT TYPES, CREATED, and LAST UPDATED. The table contains three rows of profile data.

NAME	DESCRIPTION	GROUP	ENDPOINT TYPES	CREATED	LAST UPDATED
Accounting	Vancouver accounting department	Accounting	TERA2	2016-01-11 03:55 PM PST	2016-01-11 04:49 PM PST
Engineering	Burnaby engineers	Engineering	TERA2	2016-01-11 03:55 PM PST	2016-01-11 04:49 PM PST
Marketing	Product marketing	Marketing	TERA2	2016-01-11 03:56 PM PST	2016-01-11 04:50 PM PST

### PROFILE Page

## Creating a Profile

When you configure a profile, you specify only the settings you want to configure in the endpoint. For example, you can create a profile that only updates endpoint firmware without changing any of

the endpoint's other settings. Unless a particular setting is explicitly configured in a profile by enabling its **Set In Profile** check box, it will have no effect when the endpoints are updated.

Some settings will cause the endpoint to restart. These settings are identified by a white triangular



#### **Firmware in profile is the same as on the endpoint**

The Management Console will only apply the firmware in a profile to the endpoint, if the firmware version is different from the firmware identified from the last polling communication between the Management Console and endpoint.

The settings that are available are based on the endpoint type and the firmware version the target endpoints are currently using or will use when the profile is applied. For this reason, the relevant firmware file must already be uploaded to the PCoIP Management Console from the **SETTINGS > SOFTWARE** page before you can create a profile.

For the Tera2 PCoIP Zero Client and Remote Workstation Card, you can configure profiles for dual and quad endpoint types. The dual zero client supports two monitors. The quad zero client supports four monitors. You need to create a separate profile for each endpoint type.

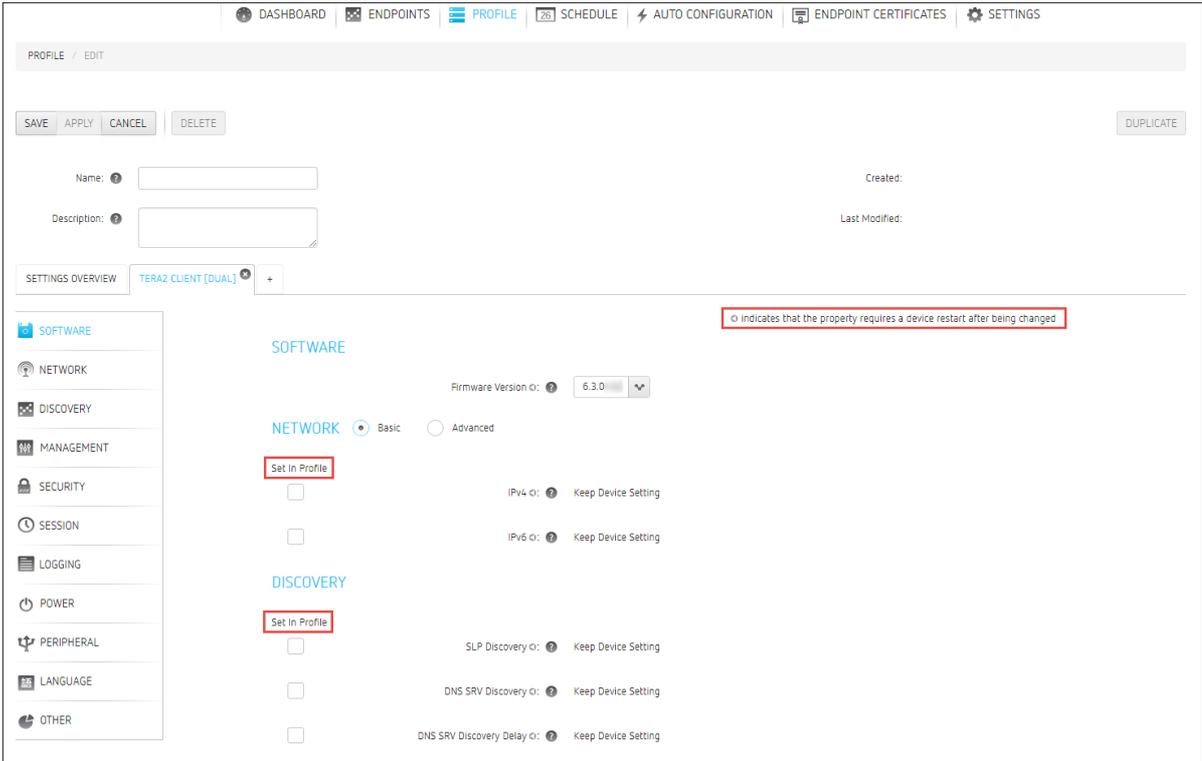
#### **To create a profile:**

1. From the PCoIP Management Console's top menu, click **PROFILE**.
2. Click **NEW PROFILE**.
3. Enter a unique profile name in the **Name** column and a description for the profile in the **Description** column.
4. Click the + tab and select one of the following profile types and then click **ADD**:
  - **TERA2: CLIENT [DUAL]**: For endpoints that support two monitors.
  - **TERA2: CLIENT [QUAD]**: For endpoints that support four monitors.
  - **TERA2: HOST [DUAL]**: For endpoints that support two monitors.
  - **TERA2: HOST [QUAD]**: For endpoints that support four monitors.
5. For each setting you want to configure:
  - a. Enable the **Set In Profile** check box.

- b. Perform the required configuration.

 **Note: Navigating between profile settings**

To navigate between profile settings, you can either use the scroll bar or select a setting category in the left pane. Any setting followed by the restart icon indicates that the endpoint requires a restart after being changed.



6. Click **SAVE**.
7. Click **PROFILE** in the navigation link at the top to return to the main page.

## Associating a Profile with a Group

Before you can apply a profile, you must associate it with a group. Profiles can also be associated with multiple groups.

**To associate a profile with a group:**

1. From the **ENDPOINTS** page, select the desired group.
2. Click **PROFILE** and then **CHANGE**.
3. In the **Change Profile** dialog, select the profile from the drop-down list and click **OK**.

4. Enable the **I understand** message and click **OK**.

 **Note: Child groups will inherit their parent group's profile**

Child groups with no assigned profile inherit their parent group's profile. This rule is recursive. For example, if top-level group A has a profile and both its child B and B's child C do not, then B and C both use the profile assigned to A.

## Changing a Profile Association

To change a profile that is assigned to a group:

1. From the **ENDPOINTS** page, select the desired group.
2. Click **PROFILE** and then **CHANGE**.
3. In the **Change Profile** dialog, select a different profile from the drop-down list and click **OK**.
4. Enable the **I understand** message and click **OK**.

## Applying a Profile

You can apply profiles so they update endpoint settings right away (or after any currently running scheduled actions have completed), or you can create a schedule to apply the settings in the future.

You can apply a profile to one or more groups or endpoints from the **ENDPOINTS** page or you can apply a profile to an endpoint from its **ENDPOINT DETAILS** page.

## Applying a Profile Immediately

To force the profile to apply right away or after any currently running scheduled actions have completed:

1. From the **ENDPOINTS** page, select one or more groups (or one or more endpoints).

 **Note: Use `Shift`+Click and `Ctrl`+Click to click elements**

Use `Shift`+Click to select contiguous elements and `Ctrl`+Click to select non-contiguous elements.

2. Click **PROFILE** and then **APPLY**.
3. Enable the **I understand** message and then click **APPLY**.

## Applying a Profile in the Future (Enterprise)

You can also create a schedule to run at a later time in the future with PColP Management Console Enterprise. For details, see [Creating a Schedule](#).

## Duplicating a Profile

The PColP Management Console provides an easy way to duplicate a profile when you want to copy all the profile's settings except for its group association.

### To duplicate a profile:

1. Select the profile in the *PROFILE* list.
2. Click **DUPLICATE**.
3. Enter a unique name for the profile and click **DUPLICATE**.
4. Follow the instructions in Applying a Profile to associate the profile with the desired group and choose how to apply it.

## Editing a Profile

### To edit a profile:

1. Select the profile in the *PROFILE* list.
2. Click **EDIT**.
3. If desired, change the **Name** and/or **Description** entries.
4. To see the group(s) to which this profile is assigned, click the small group tab  that appears to the right.

5. To edit profile settings, choose one of the following:
  - To remove all of the settings click the on the profile tab and then click REMOVE. You can then click the + tab and [configure a new profile](#).
  - To change one or more settings, click the profile tab and make your changes, as explained in [Creating a Profile](#).
6. Click **SAVE**.
7. Click **PROFILE** in the navigation link at the top to return to the main **PROFILE** page.
8. Follow the instructions in [Applying a Profile](#) to choose how to apply the updated profile.

## Deleting a Profile

### To delete a profile:

1. If the profile is assigned to one or more groups, first remove the association for each group as follows:
  - a. From the **ENDPOINTS** page, select the group to which the profile is assigned.
  - b. Click **PROFILE** and then **CHANGE**.
  - c. In the **Change Profile** dialog, select **No Profile** from the drop-down list and click **OK**.
  - d. Enable the **I understand** message and click **OK**.
2. From the **PROFILE** page, select the profile you wish to delete.
3. Click **DELETE**.
4. Enable the **I confirm** message and click **DELETE**.

## Viewing Profile Details

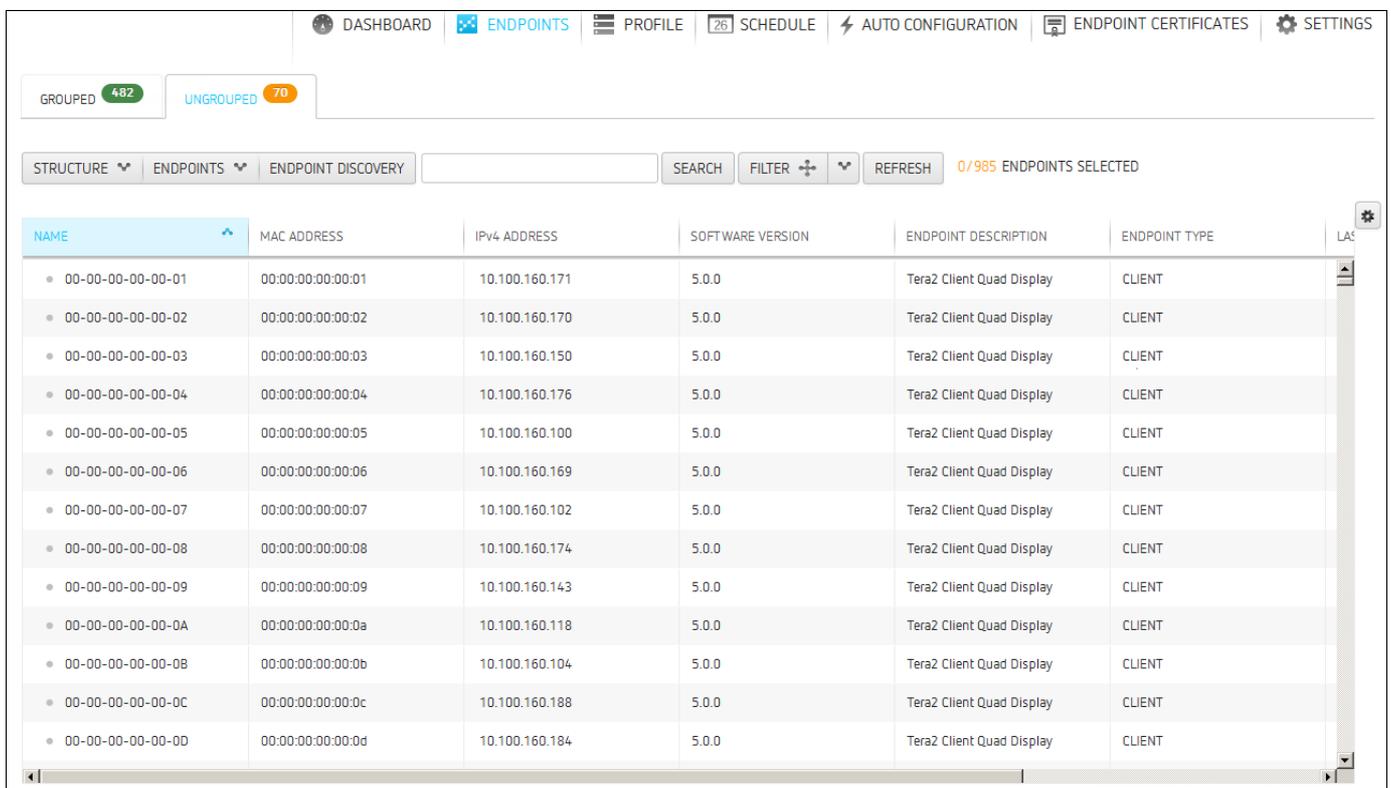
### To view profile details:

1. From the **E\*NDPOINTS** page, select a group to which a profile is assigned.
2. Click **PROFILE** and then **DETAILS**.

# Organizing Endpoints into Groups

The **ENDPOINTS** page enables you to organize managed endpoints into a hierarchy of parent groups and child groups. Each group can then be associated with a profile so that its endpoints can be updated with the same settings all at once.

When endpoints are first discovered, they appear in the **UNGROUPED** table if you have not created auto configuration rules to automatically group them as part of the discovery process. The following example shows a list of ungrouped endpoints.



The screenshot shows the 'ENDPOINTS' page with a navigation bar at the top containing 'DASHBOARD', 'ENDPOINTS', 'PROFILE', 'SCHEDULE', 'AUTO CONFIGURATION', 'ENDPOINT CERTIFICATES', and 'SETTINGS'. Below the navigation bar, there are two tabs: 'GROUPED' (482) and 'UNGROUPED' (70). The 'UNGROUPED' tab is active. Below the tabs, there are buttons for 'STRUCTURE', 'ENDPOINTS', 'ENDPOINT DISCOVERY', 'SEARCH', 'FILTER', and 'REFRESH'. A status bar indicates '0/985 ENDPOINTS SELECTED'. The main table has the following columns: NAME, MAC ADDRESS, IPv4 ADDRESS, SOFTWARE VERSION, ENDPOINT DESCRIPTION, and ENDPOINT TYPE. The table contains 13 rows of data, all of which are 'Tera2 Client Quad Display' endpoints with a 'CLIENT' type.

NAME	MAC ADDRESS	IPv4 ADDRESS	SOFTWARE VERSION	ENDPOINT DESCRIPTION	ENDPOINT TYPE
00-00-00-00-00-01	00:00:00:00:00:01	10.100.160.171	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-02	00:00:00:00:00:02	10.100.160.170	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-03	00:00:00:00:00:03	10.100.160.150	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-04	00:00:00:00:00:04	10.100.160.176	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-05	00:00:00:00:00:05	10.100.160.100	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-06	00:00:00:00:00:06	10.100.160.169	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-07	00:00:00:00:00:07	10.100.160.102	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-08	00:00:00:00:00:08	10.100.160.174	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-09	00:00:00:00:00:09	10.100.160.143	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-0A	00:00:00:00:00:0a	10.100.160.118	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-0B	00:00:00:00:00:0b	10.100.160.104	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-0C	00:00:00:00:00:0c	10.100.160.188	5.0.0	Tera2 Client Quad Display	CLIENT
00-00-00-00-00-0D	00:00:00:00:00:0d	10.100.160.184	5.0.0	Tera2 Client Quad Display	CLIENT

## The ENDPOINTS page – UNGROUPED

After creating parent groups and child groups, you can create auto configuration rules to automatically move endpoints into a group when they are first discovered. Alternatively, you can manually move endpoints into groups.

After an endpoint is moved to a group, either manually or automatically, it then appears in the **GROUPED** table on the **ENDPOINTS** page. If you have created an auto naming rule to name endpoints when they are first discovered or when they are moved between ungrouped and grouped categories, this rule is also applied at this time.

The **GROUPED** and **UNGROUPED** tabs have an endpoint count indicator showing how many endpoints are in that state.

The following example shows a structure with endpoints in two different groups.

NAME	IPv4 ADDRESS	ENDPOINT DESCRIPTION	SOFTWARE VERSION	PROFILE	MAC ADDRESS	DEVICE STATUS
Accounting				Accounting		
• 00-00-00-00-01-9A	10.100.160.182	Tera2 Client Quad Display	5.0.0		00:00:00:00:01:9a	Out Of Session(online)
• 00-00-00-00-01-E5	10.100.160.109	Tera2 Client Quad Display	5.0.0		00:00:00:00:01:e5	Out Of Session(online)
• 00-00-00-00-02-80	10.100.160.178	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:80	Out Of Session(online)
• 00-00-00-00-02-59	10.100.160.180	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:59	Out Of Session(online)
• 00-00-00-00-03-AB	10.100.160.181	Tera2 Client Quad Display	5.0.0		00:00:00:00:03:ab	Out Of Session(online)
Engineering				Engineeri...		
• 00-00-00-00-02-7A	192.168.50.219	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:7a	Out Of Session(online)
• 00-00-00-00-00-95	192.168.51.208	Tera2 Client Quad Display	5.0.0		00:00:00:00:00:95	Out Of Session(online)
• 00-00-00-00-02-E8	192.168.51.207	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:e8	Out Of Session(online)
• 00-00-00-00-00-24	192.168.51.201	Tera2 Client Quad Display	5.0.0		00:00:00:00:00:24	Out Of Session(online)
• 00-00-00-00-02-91	192.168.51.205	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:91	Out Of Session(online)
• 00-00-00-00-03-E7	192.168.51.204	Tera2 Client Quad Display	5.0.0		00:00:00:00:03:e7	Out Of Session(online)

### The ENDPOINTS page – GROUPED

## Creating Groups

To create groups:

1. From the PCoIP Management Console’s top menu, click **ENDPOINTS**.
2. Click **STRUCTURE** and then **NEW GROUP**.
3. Select **^TOP** to create a group at the top level or select the parent group under which you want to create a child group.
4. Enter a unique name for the group (from within its group hierarchy) and click **CREATE GROUP**.

## Moving Endpoints into Groups

You can move an endpoint either from its **ENDPOINT DETAILS** page or from the **ENDPOINTS** page.

**To move endpoints into groups:**

1. From the **ENDPOINTS** page, click either the **GROUPED** or **UNGROUPED** tab.
2. Select one or more endpoints in the table.  
Use **Shift**+Click to select contiguous elements and **Ctrl**+Click to select non-contiguous elements.
3. Click **STRUCTURE** and then **MOVE**.
4. Select the desired parent group or child group, and then click **MOVE TO GROUP**.  
If you have configured an endpoint naming convention that applies when you move endpoints to or from a group, the endpoints may also be renamed during this procedure.

## Moving Groups

**To move groups:**

1. From the **ENDPOINTS** page, click the **GROUPED** tab.
2. Select a group in the table.
3. Click **STRUCTURE** and then **MOVE**.
4. Select the desired parent group or child group, and then click **MOVE TO GROUP**.  
If you have configured an endpoint naming convention that applies when you move endpoints to or from a group, the endpoints may also be renamed during this procedure.

## Renaming a Group

**To rename a group:**

1. From the **ENDPOINTS** page, click the **GROUPED** tab.
2. Select the group you want to rename.
3. Click **STRUCTURE** and then **RENAME**.
4. Enter a unique name (from within its group hierarchy) and click **RENAME GROUP**.

## Removing a Group

 **Note: Child groups will be removed and any endpoint will become ungrouped**

If you remove a parent group that contains child groups or endpoints, the child groups will also be removed and any endpoints will become ungrouped.

### To remove a group:

1. From the **ENDPOINTS** page, click the **GROUPED** tab.
2. Select the group you want to remove.
3. Click **STRUCTURE** and then **REMOVE GROUP**.
4. Enable the **I understand message** and click **REMOVE GROUP**.

# Auto Configuring Endpoints (Enterprise)

The PColP Management Console Enterprise lets you create rules to automatically move endpoints into a specific group when they are first discovered. After discovery, you can find the endpoints in the [GROUPED table diagram](#) on the **ENDPOINTS** page. If you are using PColP Management Console Free, you will be able to edit existing configurations.

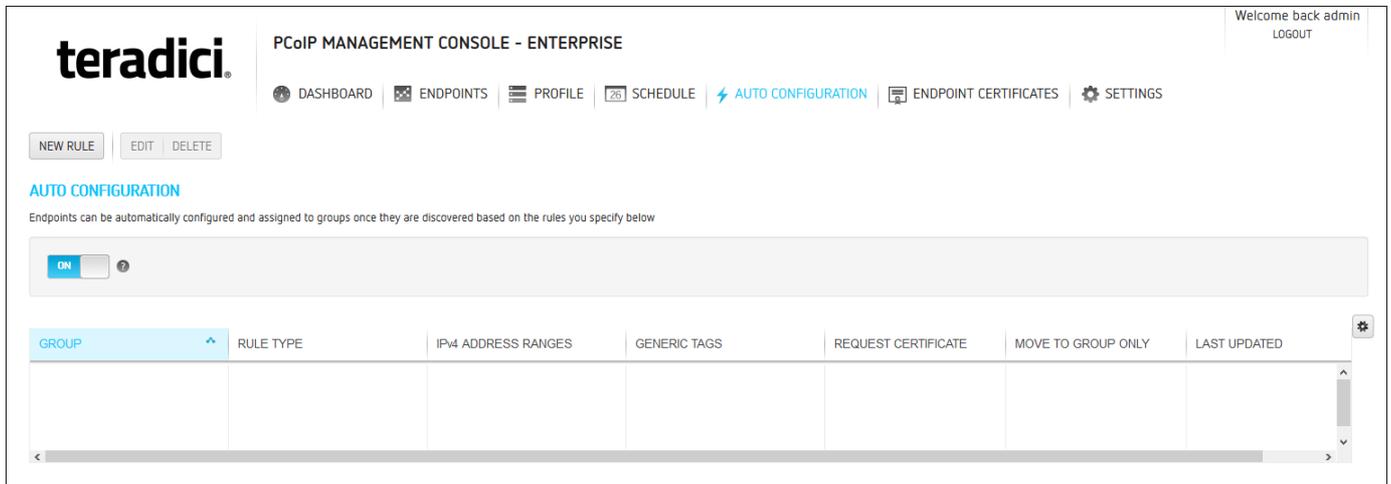
## Displaying Auto Configuration Rules

The **AUTO CONFIGURATION** page contains a table showing all the auto configuration rules that are currently configured. You can create a new rule from this page, or you can select a rule from the table to edit or delete it. The **ON/OFF** switch at the top of the page lets you globally enable or disable all rules at once.

Click the gear icon  to the right of the table to change the information you want to display in the table columns. Your customized settings are saved in your browser and will be used for any user who subsequently logs in from that browser.

### Switching auto configuration rules on and off

The **AUTO CONFIGURATION** page has a global auto configuration **ON/OFF** switch that is located above the table. Auto configuration rules become active when this switch is set to **ON**. However, the rules are only applied to endpoints when the devices are first discovered. If the global auto configuration setting is switched on after discovery, your rules will have no effect. For this reason, it is important to set up your rules before enabling discovery of the endpoints to which the rules would apply.



AUTO CONFIGURATION page and switch button

## Creating an Auto Configuration Rule

### Help

Click the ? button beside each field for help with any of the settings.

The LAST UPDATED column displays the last time the Auto Configuration rule has been updated.

### To create an auto configuration rule:

1. From the PCoIP Management Console's top menu, click **AUTO CONFIGURATION**.
2. Click **NEW RULE** and configure the rule as follows:
  - **Rule Criteria:** Select the criteria your auto configuration rule is based on:
    - **IP ADDRESS:** Click **ADD**, enter the IPv4 address range of the endpoints you want to place in the group, and then click **OK**. The address range can encompass an entire class A network, that is, from x.0.0.0 to x.255.255.255.

### Example field displays endpoint name format

The Example Name field at the bottom of the page displays the endpoint name format based on your global naming convention. See [Creating a Global Endpoint Naming Convention](#).

- **PASSWORD:** Enter the endpoints password. Endpoints with matching passwords will be auto configured

- **GENERIC TAG:** Enter the endpoints Generic Tag. Endpoints with a matching Generic Tag label will be auto configured

- **Group:** Click in this field, select the desired pre-configured group, and then click OK.
- **Rule Values:** Enter the specific values required by the *Rule Criteria*.
- **Request Certificate:** Select to automatically retrieve a Simple Certificate Enrollment Protocol (SCEP) digital certificate from a SCEP server.
- **Move to Group Only (Enterprise):** Groups the discovered endpoints and not apply a profile or firmware to them. This permits endpoints to be discovered at any time, and allows a profile application to be scheduled through the Management Console Schedule for a time that would be more convenient for a user.

The screenshot shows the Teradici PCoIP Management Console - Enterprise interface. At the top left is the Teradici logo. To the right, the page title is "PCoIP MANAGEMENT CONSOLE - ENTERPRISE". Below the title is a navigation bar with links for DASHBOARD, ENDPOINTS, PROFILE, and SCHEDULE (with a calendar icon showing 26). Below the navigation bar is a breadcrumb trail: "AUTO CONFIGURATION / NEW".

Below the breadcrumb trail are three buttons: "SAVE", "CANCEL", and "DELETE".

The main heading is "NEW AUTO CONFIGURATION". Below this heading is a descriptive text: "Endpoints can be automatically configured and assigned to groups once they are discovered based on the rules you specify below".

The form contains the following fields and controls:

- Rule Criteria:** A dropdown menu currently set to "IP ADDRESS".
- Group:** A text input field containing "Group". To the right of the field is the text "Where newly configured devices will go".
- Rule Values:** A large text input area. To the right of the input area are three buttons: "ADD", "EDIT", and "REMOVE".
- Request Certificate:** A checkbox that is currently unchecked. To the right of the checkbox is the text "Please note Certificates can only be requested for Tera2 Zero Clients. Remot".
- Move to group only:** A checkbox that is currently unchecked.

At the bottom of the form, there is a blue-bordered box containing the text "Example Name: <Unique ID>".

- Click **SAVE**.

Creating overlapping or conflicting rules is not allowed

The PCoIP Management Console will prevent you from creating overlapping or conflicting rules. You will be required to resolve any problems before the rule can be created.

- Click **AUTO CONFIGURATION** in the navigation link at the top to return to the main **AUTO CONFIGURATION** page.

- If you want the rule to apply right away, make sure the global auto configuration setting is switched to **ON**.

## Viewing or Editing an Auto Configuration Rule¶

To view or edit an auto configuration rule:

1. Select the rule in the *AUTO CONFIGURATION* list.
2. Click **EDIT** to view or edit the rule.
3. Make desired changes.
4. Click **SAVE**.
5. Click **AUTO CONFIGURATION** in the navigation link at the top to return to the main page.

## Deleting an Auto Configuration Rule¶

To delete an auto configuration rule:

1. Select the rule in the *AUTO CONFIGURATION* list.
2. Click **DELETE**.
3. Click **DELETE** again at the confirmation message.

# Auto Naming Endpoints

The **ENDPOINT NAMING** page lets you construct a naming format for endpoints by selecting endpoint attributes to include in the name and entering a custom prefix and postfix to the name if desired. For example, you can create a name that begins with your prefix text, followed by the endpoint's PCoIP Management Console parent group or child group name, followed by the endpoint's MAC address or endpoint label, and ends with your postfix text.

The names created from these settings are visible from the **ENDPOINTS** and **ENDPOINT DETAILS** pages. They are only used with the PCoIP Management Console and are not available from the endpoint's AWI or OSD.

Each time you change a setting as you configure the naming convention, the **Example Name** field at the bottom of the page updates to show the format you have created. When you have finished constructing the name, you then choose when the name should be applied.

You can configure auto naming by clicking **SETTINGS** from the PCoIP Management Console's top menu and then clicking the **NAMING** menu in the left pane.

## Creating a Global Endpoint Naming Convention

 **Note: Help with settings**

Click the ? button beside each field for help with any of the settings.

### To create a global endpoint naming convention:

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. In the left pane, click **NAMING**.
3. Configure the endpoint name format as follows:
  - **Endpoint Name:** Select whether to incorporate the endpoint's current unique ID (that is, its MAC address) or its endpoint label (for example, pcoip-portal-) into the endpoint name.
  - **Prefix:** Enter any text you wish to prepend to the name.

- **Group Naming:** Select whether to add the endpoint's group name and/or immediate child group name after the prefix.
  - **Postfix:** Enter any text you wish to append to the name.
4. In the **Rename Endpoints when** field, select whether to apply the name when the endpoint is first discovered, or any time it is moved between groups or between a grouped and ungrouped category.

The screenshot shows the 'ENDPOINT NAMING' configuration page. The page has a navigation bar at the top with links for DASHBOARD, ENDPOINTS, PROFILE, SCHEDULE, AUTO CONFIGURATION, ENDPOINT CERTIFICATES, and SETTINGS. On the left, there is a sidebar menu with categories: AUTHENTICATION, NAMING (selected), SOFTWARE, SECURITY, DATABASE, LICENSE, REMOTE, and VERSION. The main content area is titled 'ENDPOINT NAMING' and contains the following settings:

- Endpoint Name:** Two radio buttons. The first is selected and labeled 'Use Endpoint Current Unique ID'. The second is unselected and labeled 'Use Device Label Name'.
- Prefix:** A text input field containing the word 'Prefix'.
- Group Naming:** Two checkboxes. Both are unselected. The first is labeled 'Primary Group Name' and the second is labeled 'Deepest Sub-group Name'.
- Postfix:** A text input field containing the word 'Postfix'.
- Rename Endpoints when:** Two radio buttons. The first is unselected and labeled 'moved between groups'. The second is selected and labeled 'first discovered'.

At the bottom of the configuration area, there is a text box labeled 'Example Name:' which displays '<Unique ID>'.

5. Click **SAVE**.

# Requesting Endpoint Certificates Using SCEP (Enterprise)

Simple Certificate Enrollment Protocol (SCEP) lets you simplify the retrieval and installation of digital certificates by enabling devices to obtain certificates automatically from a SCEP server.

## **Important: SCEP not supported on PCoIP Remote Workstation Cards**

PCoIP Remote Workstation Cards cannot obtain a SCEP certificate from the PCoIP Management Console.

## **Tip: Organize endpoints into groups**

Before you create an endpoint certificate, organize your endpoints into groups. See [Organizing Endpoints into Groups](#).

## **Info: REQUEST CERTIFICATE option not enabled**

Your zero client must belong to the group defined in your SCEP certificate rule before the REQUEST CERTIFICATE option is enabled.

## **Info: View certificate information**

PCoIP Management Console Enterprise Edition release 2.5+ users can reference SCEP certificate information displayed on the dashboard. This window is limited to SCEP issued certificates.

### To create an endpoint certificate rule:

1. Click **ENDPOINT CERTIFICATES** to display the *CERTIFICATE MANAGEMENT* window.
2. Click **NEW CERTIFICATE RULE**.
3. In the **Groups** field, click **ADD** to add a group that was set up on the **ENDPOINTS** page. If required, you can remove a group by highlighting it and clicking **REMOVE**.
4. In the **Server URI**, field, type the Uniform Resource Identifier (URI) of the SCEP server that is configured to issue certificates for the group.
5. In the **Server Password** field, type the password for the SCEP server.

6. In the **CA Identifier** field, type the certification authority issuer identifier if your SCEP server requires it (the CA Identifier is supported for devices running firmware 5.4 or later). A CA Identifier is any string that is understood by the SCEP server (for example, a domain name).
7. In the **Use Certificate for 802.1X** field, select **True** to configure 802.1x on the endpoint with SCEP certificates.

**i Info: Tera2 zero clients and 802.1X**

Tera2 zero clients can be configured to use 802.1x with SCEP certificates, and have the endpoint present this certificate to the 802.1x authenticator.

8. Tera2 zero clients support 802.1X authentication, which prevents unauthorized devices from gaining access to local area networks (LANs).
9. Click **SAVE**.

**To view an endpoint certificate rule:**

1. Click **ENDPOINT CERTIFICATES** to display the *CERTIFICATE MANAGEMENT* window.
2. Click **VIEW** to review the details of an endpoint certificate rule.
3. If there is more than one endpoint certificate rule, click **PREV** or **NEXT** to view additional certificate rules.

**To edit an endpoint certificate rule:**

1. Click **ENDPOINT CERTIFICATES** to display the *CERTIFICATE MANAGEMENT* window.
2. Highlight a certificate rule that you want to edit.
3. Click **EDIT** to revise an endpoint certificate rule.

**To delete an endpoint certificate rule:**

1. Click **ENDPOINT CERTIFICATES** to display the *CERTIFICATE MANAGEMENT* window.
2. Highlight a certificate rule that you want to delete.
3. Click **DELETE** to delete an endpoint certificate rule.
4. In the *DELETE CERTIFICATE RULE* dialog box, click **DELETE**.

# Managing Schedules (Enterprise)

The PCoIP Management Console Enterprise lets you create schedules that are configured to run either once, at a certain date and time, or repeatedly, over a specified time frame and at a specified frequency. In this release, you can create schedules to apply a profile to one or more groups of endpoints, to power down one or more groups of endpoints, or to perform a power reset on one or more groups of endpoints.

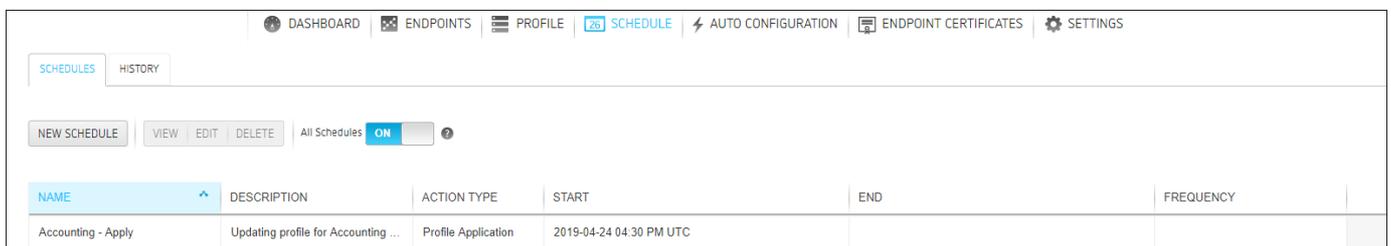
## Displaying Schedule Information

All configured schedules are displayed on the PCoIP Management Console's **SCHEDULES** page. You can view information about schedules that have previously run by clicking the **HISTORY** tab. Any configured schedules that have yet to run are also displayed on the PCoIP Management Console dashboard in its **UPCOMING SCHEDULES** area.

## SCHEDULES Page

This page contains a table showing all the schedules that are currently configured for the PCoIP Management Console. You can create a new schedule from this page, or you can select a schedule from the table to view, edit, or delete. The All **Schedules ON/OFF** switch  at the top of the page lets you globally enable or disable all schedules at once.

Click the gear icon  to the right of the table to change the information you want to display in the table columns. Your customized settings are saved in your browser and will be used for any user who subsequently logs in from that browser.



NAME	DESCRIPTION	ACTION TYPE	START	END	FREQUENCY
Accounting - Apply	Updating profile for Accounting ...	Profile Application	2019-04-24 04:30 PM UTC		

## SCHEDULES Page

# HISTORY Page

The **HISTORY** page provides a list of schedules that have previously run, along with pertinent information about each one. All scheduled and manual activities will appear in the schedule history (for example, profile applications, power downs and resets).

 **Note: Unscheduled events do not appear in schedule history**

Events that are not scheduled, for example, profile updates driven by auto-configuration, do not appear in the schedule history.

Click the gear icon  to the right of the table to change the information you want to display in the table columns. Your customized settings are saved in your browser and will be used for any user who subsequently logs in from that browser.

SCHEDULES		HISTORY								
NAME	GROUP	START	LAST UPDATED	RECURRING	ACTION	FREQUENCY	PENDING	IN PROGRESS	FAILED	COMPLETED
Philip-sched1	T2LC	2015-08-04 04:19 PM UTC					0	0	0	0
BJ Tera2 Apply	Tera2	2015-08-04 04:20 PM UTC	2015-08-04 04:20 P...	true	Profile Appli...	DAILY	0	0	0	1
Philip-sched1	T2LC, T2Quad	2015-08-04 04:25 PM UTC					0	0	0	0
Philip-sched1	T2LC, T2Quad	2015-08-04 04:29 PM UTC					0	0	0	0
Philip-sched1	T2LC, T2Quad	2015-08-04 04:33 PM UTC					0	0	0	0
Philip-sched1	T2LC, T2Quad	2015-08-04 04:35 PM UTC					0	0	0	0
Philip-sched1	T2LC, T2Quad	2015-08-04 04:38 PM UTC					0	0	0	0

## HISTORY Page

## Creating a Schedule

### **Note: Help with settings**

Click the ? button beside each field for help with any of the settings.

### To create a schedule:

1. From the PCoIP Management Console's top menu, click **SCHEDULE**.
2. Click **NEW SCHEDULE**.
3. Configure the settings as follows:
  - **Type:** Select the type of schedule.

### **Caution: Using the Skip reboot when applying profile on endpoints check box**

This option allows you to push the profile but skip rebooting the endpoint. However, for new firmware to take affect, or for some settings to be applied, your endpoint must be rebooted.

- **Name:** Enter a unique name for the schedule.
- **Description:** Enter a description for the schedule.
- **Enabled:** Toggle the status to **ON**.
- **Groups:** Click **ADD**, select one or more groups, and then click **ADD** again. The schedule will operate on all the endpoints in any group you select. Use **Shift**+Click to select contiguous elements and **Ctrl**+Click to select non-contiguous elements.
- **Scheduled Time Zone:** Select the time zone for the start and end times when you want the schedule to run.  
For ease of management, set the time zone to the same time zone where the endpoint(s) are located. The schedules table will show the schedule in the timezone that was selected and in the Management Console users timezone.
- **Start Time:** Click the time zone widget and select the desired date, then click the clock widget below the calendar and select the desired time.
- **Recurrence:** Select whether the schedule will run once or if it will recur over a period of time. If it is recurring, you must also select end date and time and frequency information.

SCHEDULE / NEW

SAVE
CANCEL
DELETE

### NEW SCHEDULE

Type: ?  ▼  Skip reboot when applying profile on endpoints

Name: ?

Description: ?

Enabled: ?  OFF

Groups: ?ADD REMOVE

Schedule Time Zone: ?  ▼

Start Time: ?  📅

Recurrence: ?  Run Once  
 Recurring

End Time: ?  📅

Frequency: ?  Daily  
 Weekly

Recurring: ?  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday  
 Sunday

4. Click **SAVE**.

5. Click **SCHEDULE** in the navigation link at the top to return to the main page.

## Viewing Schedule Details

### To view schedule details:

1. From the table on the *SCHEDULES* page, select the schedule you wish to view.
2. Click **VIEW**.
3. If desired, you choose to view the previous or next schedule in the list, or you can click **EDIT** to edit the schedule.
4. Click **SCHEDULE** in the navigation link at the top to return to the main page.

## Editing a Schedule

### To edit a schedule:

1. From the table on the *SCHEDULES* page, select the schedule you wish to edit.
2. Click **EDIT**.
3. Change the schedule's settings as desired.
4. Click **SAVE**.
5. Click **SCHEDULE** in the navigation link at the top to return to the main page.

## Deleting a Schedule

### To delete a schedule:

1. From the table on the *SCHEDULES* page, select the schedule you wish to delete.
2. Click **DELETE**.
3. At the message prompt, click **DELETE**.

# Hiding OSD Menus

The PCoIP Zero Client can be further secured by hiding certain OSD menu options. This configuration can not be done from the PCoIP Zero Client OSD or AWI. An administrator can choose to hide all OSD menu items, all selections within the OSD Options menu, or individual selections within the OSD Options menu.

To hide OSD menu items on a PCoIP Zero Client, use the PCoIP Management Console and apply a profile with the desired menus hidden.

The profile settings that hide menus are found under the profile SECURITY section. Select the Hidden OSD Menu Entries, and enable one or all of the following options:

- All Menus
- Options
- Options/Configuration
- Options/Diagnosis
- Options/Information
- Options/User Settings
- Options/Password

## SECURITY

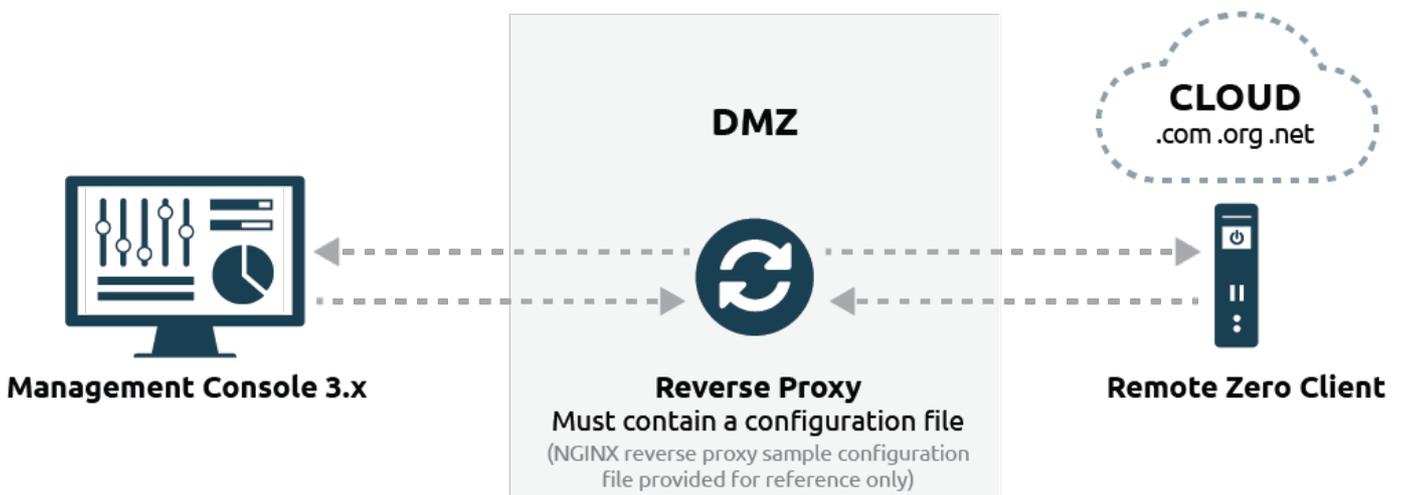
### Set In Profile

- Local Administrative Password: ? Keep Device Setting
- Force Password Change on Next Login: ? Keep Device Setting
- Enable Password Protection for OSD and AWI: ? Keep Device Setting
- Administrative Web Interface: ? Keep Device Setting
- Hotkey Parameter Reset: ? Keep Device Setting
- Hide Parameter Reset Hotkey Sequence: ? Keep Device Setting
- 802.1X Security: ? Keep Device Setting
- 802.1X Authentication Identity: ? Keep Device Setting
- 802.1X Legacy Support: ? Keep Device Setting
- Management Console Interface: ? Keep Device Setting

<input checked="" type="checkbox"/>	Hidden OSD Menu Entries: ?	Hide Options->Configuration:	Disable
		Hide Options->Diagnostics:	Enable
		Hide Options->Information:	Enable
		Hide Options->User Settings:	Enable
		Hide Options->Password:	Enable
		Hide the Options menu:	Disable
		Hide all Menus:	Disable

# PCoIP Management Console Remote Endpoint Management (Enterprise)

The PCoIP Management Console must be licensed with a trial or enterprise license to use remote device management. See [Managing Licenses Online](#) in the administrators' guide for more information on licensing. You will also need to deploy a reverse proxy and ensure the network connection between the PCoIP Management Console and the remote endpoint has a latency of approximately 100ms or less.



## Tip: How the PCoIP Management Console determines if an endpoint is local or remote.

The PCoIP Management Console will treat an endpoint as a local endpoint except when it is: \* explicitly connecting to the external interface of the PCoIP Management Console \* determined to be behind a reverse proxy \* behind a NAT and has a different internal IP address from its external IP address. The PCoIP Management Console determines if an endpoint is behind a reverse proxy by inspecting the websocket upgrade header for the presence of X-Forwarded-For, X-Real-IP or Forwarded information.

Administration of remote endpoints requires the configuration of the proxy, the PCoIP Management Console, and the remote endpoint. Each configuration can be found in the following topics:

[Configuring PCoIP Management Console Remote Management](#)

[Reverse Proxy Configuration](#)

## Connecting to a Remote Endpoint

# Reverse Proxy Configuration

For remote administration of PCoIP endpoints to work, the reverse proxy must be accessible by the remote devices and by the PCoIP Management Console. Typically reverse proxy will be installed in the DMZ of the network.

For remote administration of PCoIP endpoints, the reverse proxy must meet the following requirements.

- It must be able to proxy the WebSocket protocol. The WebSocket protocol is used for communication between the endpoint and the Management Console. Encrypted websocket connections have a **wss://** preceding the FQDN.
- It must be configured with a publicly accessible address. This same address is entered in the PCoIP Management Console External Address field on the **REMOTE CONFIGURATION** page, in **SETTINGS > REMOTE**.
- It must have communication port TCP 5172 open in both directions.
- It must have a certificate with its private key added to its configuration. The reverse proxy must have a certificate with its private key added to its configuration. Use the SHA256 fingerprint from the reverse proxy certificate in the PCoIP Management Console **External Certificate Fingerprint** field on the **REMOTE CONFIGURATION** page, in **SETTINGS > REMOTE**.

Teradici has provided a [sample configuration using nginx for a reverse proxy](#), and is provided as-is, with no warranty. This sample configuration resides on the nginx proxy server.

# Configuring PCoIP Management Console Remote Management

Remote Endpoint Management works by requiring a reverse proxy in the DMZ of the network and is configured by accessing the **REMOTE CONFIGURATION** page located by browsing PCoIP Management Console **SETTINGS > REMOTE**. Here you will find four configurable settings.

- **Internal Address:** Here you enter the internally published FQDN or IP address of the PCoIP Management Console. This is how "local" devices access the PCoIP Management Console.
- **External Address:** This address will lead to the reverse proxy. In this field you will enter the externally published FQDN or IP address of the PCoIP Management Console. This is how "remote" devices will access the PCoIP Management Console.
- **External Certificate Fingerprint:** Enter the Reverse Proxy Server's certificate SHA-256 fingerprint. Endpoints may require the fingerprint of the certificate used for external access to the PCoIP Management Console. This is usually the certificate fingerprint of the reverse proxy.
- **Local IP Address Ranges:** Here you enter the IPv4 address ranges used within the corporate network. This will enable the PCoIP Management Console to identify local devices as opposed to remote devices.

Once your remote devices have checked in with the PCoIP Management Console, you can view the **ENDPOINTS** page, and see that the **IPv4 ADDRESS** column will show the IP address of the endpoint as seen by the PCoIP Management Console. In the case of a remote endpoint, this will be the public IP address.

The **INTERNAL IPv4** column will show the address assigned to the endpoint itself. In the case of a remote endpoint this will be the address assigned by the NAT or DHCP server of the remote endpoint.

The **CONNECTED BY** column will display either REMOTE or LOCAL based on where in the network the endpoint is in relation to the PCoIP Management Console

# Connecting to a Remote Endpoint

The remote endpoint must be configured with the external address of the reverse proxy. Depending on the configuration of the zero client this can be done by either configuring and uploading the required certificates onto the zero client via the AWI, or by creating an external DNS entry for the Proxy server via the zero client OSD.

## Connecting to a Remote Endpoint from OSD

This is the recommended method which requires the OSD be accessible and the end user knows the password, and that there is a properly configured public DNS server that will provide the address of the reverse proxy and the SHA256 certificate fingerprint of the reverse proxy to the endpoint. ([Configuring DNS SRV Record Discovery](#))

1. From your zero client OSD, navigate to Options > Configuration > Network.
2. Unlock your zero client and un-check **Enable DHCP** (do not modify any other information)
3. In the **Domain Name** field enter the domain name of the domain you created the DNS entry in.
4. Select **OK**, you will be prompted to reset the zero client, select **Reset** to restart your zero client.

The zero client will restart and it will reach out to the specified domain name based on your recently configured DNS SRV and DNS TXT records which will reach your configured reverse proxy server. The reverse proxy server will pass the connection to the PCoIP Management Console. The zero client will now show up in your Ungrouped devices tab after a short period of time. This can be verified by viewing the MANAGEMENT page from the OSD screen by navigating to **Options > Configuration > Management**.

## Connecting to a Remote Endpoint via AWI

This method requires the AWI be enabled and accessible on the zero client, and the zero client user knows the AWI password.

1. From the zero client AWI navigate to **Configuration > Management**.

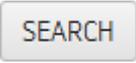
2. Set the Manager Discovery Mode to **Manual** and enter in the address of the reverse proxy into the **Endpoint Bootstrap Manager URI**.
3. Install the certificate of the reverse proxy into the endpoint via the **Certificate Upload** page, by navigating the AWI to **Upload > Certificate**. See [Managing PCoIP Management Console Certificates](#).

# Endpoints Page Overview

The actions you can perform from the **ENDPOINTS** page are listed in the following table.

## ENDPOINTS Page Features

Menu	Action
<p><b>EXPAND ALL</b> </p> <p><b>EXPAND ALL</b> </p>	<p>Toggles to display the following:</p> <ul style="list-style-type: none"> <li>• Expand top-level and parent groups to display all child level groups and endpoints.</li> <li>• Collapse the group hierarchy and display only top-level groups.</li> </ul>
<p><b>PROFILE</b> </p>	<p>Displays on the <b>GROUPED</b> table and provides the following menus:</p> <ul style="list-style-type: none"> <li>• <b>DETAILS</b>: View details about a profile assigned to a group. See <a href="#">Viewing Profile Details</a>.</li> <li>• <b>CHANGE</b>: Change the profile assigned to a group. See <a href="#">Changing a Profile Association</a>.</li> <li>• <b>APPLY</b>: Apply a profile to a group. See <a href="#">Applying a Profile</a>.</li> </ul>
<p><b>STRUCTURE</b> </p>	<p>Provides the following menus:</p> <ul style="list-style-type: none"> <li>• <b>MOVE</b>: Move endpoints or groups to a group. See <a href="#">Moving Endpoints into Groups</a>.</li> <li>• <b>RENAME</b>: Rename a group or endpoint. See <a href="#">Renaming a Group</a>.</li> <li>• <b>NEW GROUP</b>: Create a new group. <a href="#">Creating Groups</a></li> <li>• <b>REMOVE GROUP</b>: Remove a group. <a href="#">Removing a Group</a>.</li> </ul>
<p><b>ENDPOINTS</b> </p>	<p>Provides the following menus:</p> <ul style="list-style-type: none"> <li>• <b>DETAILS</b>: View details about an endpoint. See <a href="#">Using the ENDPOINT DETAILS Page</a>.</li> <li>• <b>POWER DOWN</b>: Power down one or more endpoints. See <a href="#">Powering Down PCoIP Zero Clients</a>.</li> <li>• <b>POWER RESET</b>: Reset (reboot) one or more endpoints. See <a href="#">Resetting PCoIP Zero Clients</a></li> <li>• <b>RESET TO DEFAULT</b>: Reset endpoint properties to their default values. See <a href="#">Resetting Endpoint Properties to Their Defaults</a>.</li> </ul> <p><b>An endpoint reboot may be needed</b></p> <p>If the endpoint properties have not been reset to their default values, then an endpoint reboot will be required.</p> <ul style="list-style-type: none"> <li>• <b>DELETE</b>: Remove one or more endpoints from the PCoIP Management Console. See <a href="#">Deleting Endpoints</a>.</li> </ul>
<p><b>ENDPOINT DISCOVERY</b></p>	<p>Lets you manually discover endpoints by their IP address. See <a href="#">Discovering Endpoints Manually from PCoIP Management Console</a>.</p>

Menu	Action
	Lets you search for one or more endpoints in the endpoint table. See <a href="#">Searching an Endpoint Table</a> .
	Lets you create and manage filters to display only specified endpoints. See <a href="#">Filtering the Endpoint List</a> .

Refreshes the endpoint table with the current configuration.

 **Click REFRESH after completing a manual discovery**

The endpoint table does not refresh automatically. Click REFRESH after completing a manual discovery and any time you do not see an endpoint that you expect to be there.

# Displaying Endpoint Properties

The **ENDPOINTS** page, displayed next, contains GROUPED and UNGROUPED tables for displaying the endpoints in your system that are managed by the PCoIP Management Console.

NAME	IPV4 ADDRESS	ENDPOINT DESCRIPTION	SOFTWARE VERSION	PROFILE	MAC ADDRESS	DEVICE STATUS
<b>Accounting</b>						
• 00-00-00-00-01-9A	10.100.160.182	Tera2 Client Quad Display	5.0.0	Accounting	00:00:00:00:01:9a	Out Of Session(online)
• 00-00-00-00-01-E5	10.100.160.109	Tera2 Client Quad Display	5.0.0		00:00:00:00:01:e5	Out Of Session(online)
• 00-00-00-00-02-80	10.100.160.178	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:80	Out Of Session(online)
• 00-00-00-00-02-59	10.100.160.180	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:59	Out Of Session(online)
• 00-00-00-00-03-AB	10.100.160.181	Tera2 Client Quad Display	5.0.0		00:00:00:00:03:ab	Out Of Session(online)
<b>Engineering</b>						
• 00-00-00-00-02-7A	192.168.50.219	Tera2 Client Quad Display	5.0.0	Engineeri...	00:00:00:00:02:7a	Out Of Session(online)
• 00-00-00-00-00-95	192.168.51.208	Tera2 Client Quad Display	5.0.0		00:00:00:00:00:95	Out Of Session(online)
• 00-00-00-00-02-EB	192.168.51.207	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:eb	Out Of Session(online)
• 00-00-00-00-00-24	192.168.51.201	Tera2 Client Quad Display	5.0.0		00:00:00:00:00:24	Out Of Session(online)
• 00-00-00-00-02-91	192.168.51.205	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:91	Out Of Session(online)
• 00-00-00-00-03-E7	192.168.51.204	Tera2 Client Quad Display	5.0.0		00:00:00:00:03:e7	Out Of Session(online)

View of the **ENDPOINTS** page

## Selecting Endpoint Properties to Display

Click the gear icon  to the right of the table to change the information you want to display in the table columns. Your customized settings are saved in your browser and will be used for any user who subsequently logs in from that browser.

Properties are ordered in the sequence you select them. You can rearrange a column by manually dragging the column heading to the desired position. You can also sort endpoints in ascending or descending order based on column contents by clicking on the column heading. Endpoints that occur in groups are sorted within their group.

You can choose to display the following properties:

## Endpoint Properties

Property	Information	Grouped	Ungrouped	MC Enterprise Only
AUTO CONFIGURATION STATUS	Displays an endpoint's auto configuration status.  <b>Possible values:</b> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• NOT STARTED</li> <li>• AUTOCONFIG DISABLED</li> <li>• FAILED DHCP OPTION GROUP NOT FOUND</li> <li>• FAILED DHCP OPTION RULE NOT FOUND</li> <li>• FAILED DHCP OPTION BEHAVIOR NONE</li> <li>• FAILED DHCP OPTION MATCHING DISABLED</li> <li>• FAILED IP RANGE CHECK</li> <li>• FAILED UNKNOWN ERROR</li> <li>• ADDED TO DHCP OPTION GROUP</li> <li>• ADDED TO GROUP</li> <li>• PENDING PROFILE APPLICATION</li> <li>• FAILED PROFILE APPLICATION IN PROGRESS</li> <li>• FAILED PROFILE APPLICATION</li> <li>• COMPLETED</li> </ul>		✓	

Property	Information	Grouped	Ungrouped	MC Enterprise Only
APPLY PROFILE	<p>Displays the status of endpoint's profile update.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• NOT STARTED</li> <li>• IN PROGRESS</li> <li>• COMPLETED</li> <li>• FAILED</li> <li>• PENDING REBOOT</li> <li>• FAILED OFFLINE</li> <li>• FAILED PENDING REBOOT TIMEOUT</li> <li>• SKIPPED NO REBOOT</li> <li>• SKIPPED</li> </ul> <p>Some common reasons for the 'skipped' status is if the endpoint is already configured with the profile settings or if its group does not have an assigned profile.</p>	✓		
CERTIFICATE EXPIRY DATE	<p>Displays the date the SCEP certificate will expire and become not valid.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• CERTIFICATE EXPIRY DATE</li> </ul>	✓	✓	
CERTIFICATE NAME	<p>Displays the SCEP certificate subject name.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• CERTIFICATE NAME</li> </ul>	✓	✓	

Property	Information	Grouped	Ungrouped	MC Enterprise Only
CERTIFICATE RULE	<p>Displays the SCEP certificate rule assigned to a group. This rule defines the SCEP SERVER address and password that an Endpoint can use to request a SCEP certificate. You can create a certificate rule from the ENDPOINT CERTIFICATE tab.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• RULE NAME</li> </ul>	✓		
CERTIFICATE START DATE	<p>Displays the date the SCEP certificate becomes valid.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• DATE</li> </ul>	✓	✓	
CERTIFICATE STATUS (Zero Client only)	<p>Displays the status of the SCEP certificate.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• Active</li> <li>• About To Expire</li> <li>• Expiring Today</li> <li>• Expired</li> <li>• Not Requested</li> </ul>	✓	✓	
CLEAR MANAGEMENT STATE	<p>Indicates if devices now have all management settings cleared and set back to a default state.</p>	✓		

Property	Information	Grouped	Ungrouped	MC Enterprise Only
CONNECTED BY	<p>Identifies where in the deployment the PCoIP endpoint is placed.</p> <p><b>Possible Values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• Local</li> <li>• Remote</li> </ul>	✓	✓	✓
DENIED	<p>Indicates whether or not the PCoIP Management Console has enough licenses to manage all the discovered endpoints.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• <b>True:</b> The endpoint is denied (that is, it cannot be managed) because a license is not available for it.</li> <li>• <b>False</b> (displays as a blank in the column): The endpoint is not denied and can be managed.</li> </ul>	✓	✓	
DEVICE DESCRIPTION	<p>Displays the PCoIP Device Description text located on the endpoints AWI Label page.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• any text string</li> </ul>	✓		

Property	Information	Grouped	Ungrouped	MC Enterprise Only
DEVICE STATUS	<p>Indicates whether or not an endpoint is connected to the PCoIP Management Console and if it is in a PCoIP session with another PCoIP software or hardware endpoint.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• Offline</li> <li>• Out of Session (online)</li> <li>• In Session (online)</li> <li>• In Recovery (online)</li> </ul> <p>DEVICE STATUS is a combination of the previous ONLINE and IN SESSION properties.</p>	✓	✓	
DISPLAY TYPE	<p>Displays the maximum number of monitors an endpoint supports.</p> <p><b>Possible values for a Tera2 PCoIP Zero Client and Remote Workstation Card:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• <b>Dual:</b> The endpoint supports up to two monitors.</li> <li>• <b>Quad:</b> The endpoint supports up to four monitors.</li> </ul>	✓	✓	
ENDPOINT DESCRIPTION	<p>Displays information about the Teradici family and endpoint type for the endpoint.</p>	✓	✓	
ENDPOINT PLATFORM	<p>Displays the endpoint's PCoIP family. In this release, only endpoints that support the Tera2 platform can be managed by the PCoIP Management Console.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• TERA2</li> </ul>	✓	✓	

Property	Information	Grouped	Ungrouped	MC Enterprise Only
ENDPOINT TYPE	<p>Displays the endpoint type.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• Client</li> <li>• Host</li> </ul>	✓	✓	
FIRMWARE BUILD ID	<p>Lists the firmware build number in use on the PCoIP endpoint.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• FIRMWARE BUILD ID</li> </ul>	✓	✓	
FIRMWARE POWER RESET	<p>Displays the status of an endpoint's power reset after updating its firmware.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• NOT STARTED</li> <li>• IN PROGRESS</li> <li>• COMPLETED</li> <li>• FAILED</li> <li>• SKIPPED</li> <li>• FAILED PENDING REBOOT TIMEOUT</li> <li>• SKIPPED NO REBOOT</li> <li>• PENDING REBOOT</li> <li>• SKIPPED</li> </ul> <p>One common reason for the 'skipped' status is if a firmware update failed for the endpoint. In this case, the power reset would not occur either.</p>	✓		

Property	Information	Grouped	Ungrouped	MC Enterprise Only
FIRMWARE UPLOAD	Displays the status of an endpoint's firmware upload.  <b>Possible values:</b> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• NOT STARTED</li> <li>• IN PROGRESS</li> <li>• COMPLETED</li> <li>• FAILED</li> <li>• FAILED OFFLINE</li> <li>• PENDING REBOOT TIMEOUT</li> <li>• SKIPPED</li> </ul> One common reason for the 'skipped' status is if the endpoint is already running the specified firmware version.	✓		
FQDN	Displays an endpoint's fully-qualified domain name.  <b>Possible values:</b> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• FQDN</li> </ul>	✓	✓	
GENERIC TAG	Displays the Generic Tag text located on the endpoints AWI Label page.  <b>Possible values:</b> <ul style="list-style-type: none"> <li>• any text string</li> </ul>	✓		

Property	Information	Grouped	Ungrouped	MC Enterprise Only
GET ALL SETTINGS	<p>Displays an endpoint's polling status.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• NOT STARTED</li> <li>• IN PROGRESS</li> <li>• COMPLETED</li> <li>• FAILED</li> <li>• FAILED OFFLINE</li> </ul>	✓		
IPv4 ADDRESS	<p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• IP ADDRESS</li> </ul> <p>Displays an endpoint's IPv4 address</p>	✓	✓	
INTERNAL IPv4	<p>Displays an endpoint's IPv4 address for the network the endpoint is part of. For remote endpoints, this will be their internal network addresses.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• IPv4 ADDRESS</li> </ul>	✓	✓	✓
LAST POLLED	<p>Displays the last date and time that the PCoIP Management Console polled an endpoint for its status and configuration information. The PCoIP Management Console's polling interval is 60 minutes.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> </ul>	✓	✓	

Property	Information	Grouped	Ungrouped	MC Enterprise Only
MAC ADDRESS	<p>Displays an endpoint's MAC address.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> </ul>	✓	✓	
OSD LOGO	<p>Displays the status of an endpoint's OSD logo bitmap file update to the endpoint's On Screen Display (OSD).</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• NOT STARTED</li> <li>• IN PROGRESS</li> <li>• COMPLETED</li> <li>• FAILED</li> <li>• SKIPPED</li> </ul> <p>One common reason for the 'skipped' status is if the endpoint already has the OSD logo configured.</p>	✓		
PEER	<p>If a peer is configured for an endpoint, it's IP address is shown in the column.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• PEER IP ADDRESS</li> </ul>	✓	✓	✓
PROFILE	<p>Appears next to a group to display the profile assigned to it.</p> <p><b>Possible values:</b></p> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• PROFILE NAME</li> </ul>	✓		

Property	Information	Grouped	Ungrouped	MC Enterprise Only
PROFILE COMPLIANCE	Indicates whether or not an endpoint's current known configuration differs from the PCoIP Management Console profile assigned to the endpoint's group.  <b>Possible values:</b> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• <b>Compliant:</b> the endpoint matches the profile</li> <li>• <b>Non-compliant:</b> the endpoint does not match the profile</li> <li>• <b>Unknown:</b> the MC cannot determine, or is in the process of determining if the endpoint matches the profile</li> <li>• <b>No profile:</b> there is no profile to compare the endpoint to</li> </ul>	✓		
PROFILE POWER RESET	Displays the status of an endpoint's power reset.  <b>Possible values:</b> <ul style="list-style-type: none"> <li>• NO PROFILE</li> <li>• NOT STARTED</li> <li>• IN PROGRESS</li> <li>• COMPLETED</li> <li>• FAILED</li> </ul>			

## Selecting Endpoint Properties to Display

FAILED PENDING REBOOT TIMEOUT

- SKIPPED NO REBOOT
- PENDING REBOOT
- SKIPPED

One common reason for the 'skipped' status is if a profile update failed or skipped for the endpoint. In this case, the power reset would not occur. ✓ RESET TO DEFAULT COLUMNS Resets the table to display the default columns.

**Possible values:**

- NO PROFILE

✓✓ SERIAL NUMBER All endpoints provide their serial numbers to the PCoIP Management Console endpoints table. The serial number can also be exported into the Inventory Report.

**Possible values:**

- NO PROFILE
- SERIAL NUMBER

✓✓ SOFTWARE VERSION Firmware file name used in the PCoIP firmware build minus the build number.

**Possible values:**

- NO PROFILE

✓✓ UNIQUE ID Displays an endpoint's MAC address delimited with hyphens instead of colons. This field can be incorporated into the automatic naming convention for endpoints.

**Possible values:**

- NO PROFILE
- ENDPOINT MAC ADDRESS

✓✓

# Using the ENDPOINT DETAILS Page

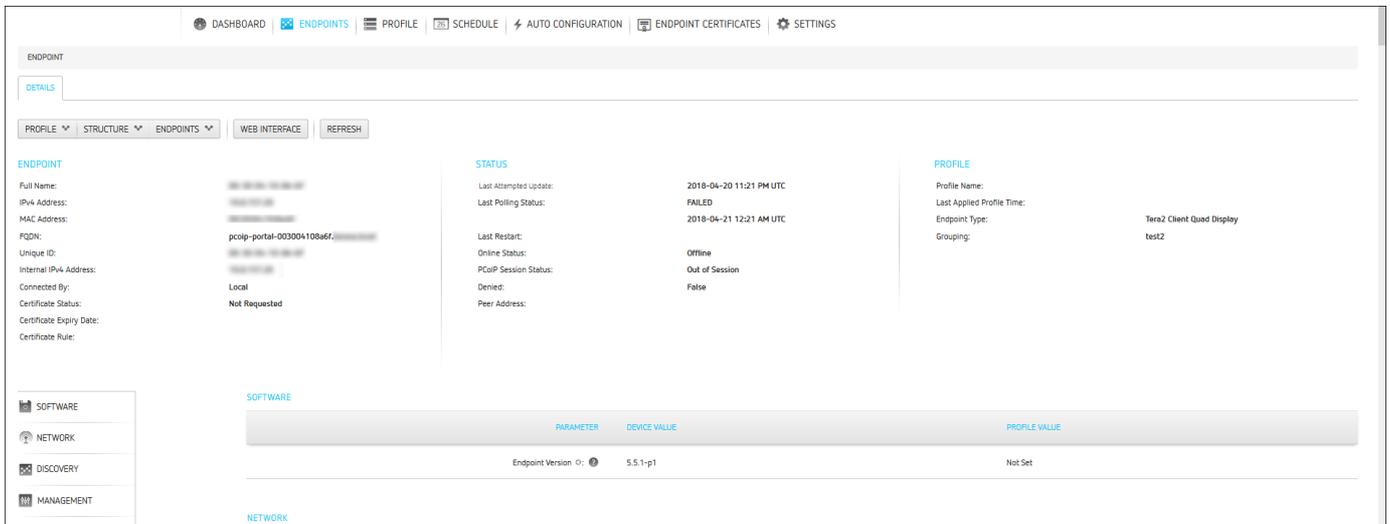
The **ENDPOINT DETAILS** page displays complete configuration and status information for the selected endpoint.

It contains menu options that enable you to perform the following actions:

- [Open the endpoint's profile in edit mode](#)
- [Apply the profile to the endpoint right away](#)
- [Move the endpoint to a group](#)
- [Rename the endpoint](#)
- [Power down the endpoint](#)
- [Reset \(reboot\) the endpoint](#)
- [Clear the management state of the endpoint](#)
- [Request Certificate](#)
- [Access the endpoint's web interface](#)
- [Refresh](#)

 **Info: No data from the endpoint**

In cases such as restoring a database, the PCoIP Management Console must first poll the online endpoint before it can display the endpoint details information.



## Displaying Endpoint Details

To display endpoint details:

1. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
2. In either the *GROUPED* or *UNGROUPED* table, select the desired endpoint.
3. Click **ENDPOINT** and then **DETAILS**.

## Opening an Endpoint's Profile

To open an endpoint profile:

1. From the *ENDPOINT DETAILS* page, click **PROFILE**.
2. Click **DETAILS** to open the endpoint's profile in edit mode.

## Applying a Profile to an Endpoint

You can update an endpoint by applying a profile from the **ENDPOINTS** page or the **ENDPOINT DETAILS** page. This applies the profile right away or after any currently running scheduled actions for this endpoint have completed.

**To apply a profile to an endpoint:**

1. From the *ENDPOINTS* page, select the endpoint.
2. Click **PROFILE > APPLY**.

## Moving an Endpoint

You can move an endpoint to a group either from the *ENDPOINTS* page or the *ENDPOINT DETAILS* page.

**To move an endpoint:**

1. From the *ENDPOINT DETAILS* page, click **STRUCTURE** and then **MOVE**.
2. Select the desired parent group or child group, and then click **MOVE TO GROUP**.

## Renaming an Endpoint

You can rename an endpoint either from the *ENDPOINTS* page or the *ENDPOINT DETAILS* page.

**To rename an endpoint:**

1. From the *ENDPOINT DETAILS* page, click **STRUCTURE** and then **RENAME**.
2. Enter a unique name for the endpoint (from within its group hierarchy) and click **RENAME ENDPOINT**.

 **Note: Auto naming endpoints**

If you have configured a global naming convention for endpoints that applies when they move to or from a group, this overrides any manually configured endpoint name. If you then move the endpoint into or out of a group, the automatic naming rule will apply. See [Auto Naming Endpoints](#).

## Powering Down a PCoIP Remote Workstation Card

### **Caution: PCoIP Remote Workstation Cards**

Remote workstation cards cannot be powered down or reset by the PCoIP Management Console as they need the host PC to be restarted. An alternate method of restarting the host PC is required to restart the host PC.

## Powering Down a PCoIP Zero Client

The **POWER DOWN** option causes a PCoIP zero client to power down right away, or after any currently running scheduled actions for this endpoint have completed. You can power down an PCoIP zero client either from the *ENDPOINTS* page or the *ENDPOINT DETAILS* page.

### To power down an endpoint:

1. From the *ENDPOINT DETAILS* page, click **ENDPOINTS** and then **POWER DOWN**.
2. Click **OK** at the message prompt.

## Power Resetting a PCoIP Zero Client

The **POWER RESET** option causes a PCoIP zero client to reset (reboot) right away, or after any currently running scheduled actions have completed. You can reset a PCoIP zero client either from the *ENDPOINTS* page or the *ENDPOINT DETAILS* page.

### To reset an endpoint:

1. From the *ENDPOINT DETAILS* page, click **ENDPOINTS** and then **POWER RESET**.
2. Click **OK** at the message prompt.

## Resetting Endpoint Properties to Their Defaults

The **RESET TO DEFAULT** option causes an endpoint to reset to its default configuration right away, or after any currently running scheduled actions have completed. You can reset an endpoint to its default configuration either from the *ENDPOINTS* page or the *ENDPOINT DETAILS* page.

 **Caution: PCoIP Remote Workstation Cards settings requiring power reset**

Resetting remote workstation cards to default settings requires the card to be power reset which is done by restarting the host PC. The PCoIP remote workstation card cannot be powered down or reset by the PCoIP Management Console as they need the host PC to be restarted. If using the **RESET TO DEFAULT** on a host endpoint, you will need an alternate method of restarting the host PC for the setting to take affect.

**To reset endpoint properties to their defaults:**

1. From the *ENDPOINT DETAILS* page, click **ENDPOINTS** and then **RESET TO DEFAULT**.
2. Click **OK** at the message prompt.
3. If the endpoint does not reboot after the reset to default command completes, reboot the endpoint either manually or from the PCoIP Management Console using the **POWER RESET** command.

## Clearing the Management State of the Endpoint

The PCoIP Management Console allows you to place the endpoint in an unmanaged state allowing the endpoint to be managed by another PCoIP Management Console or a compatible management tool of your choice.

**To clear the management state of an endpoint:**

1. From the *ENDPOINT DETAILS* page, click **ENDPOINTS** and then **CLEAR MANAGEMENT STATE**.

## Request Certificate (zero clients only)

The REQUEST CERTIFICATE option only applies to zero clients and is an active option when your zero client is in the group defined in your SCEP configuration.

**To request a SCEP certificate:**

1. [Requesting Endpoint Certificates Using SCEP \(Enterprise\)](#)
2. From the *ENDPOINT DETAILS* page, click **ENDPOINTS** and then **REQUEST CERTIFICATE**.

## Peering Endpoints (ENTERPRISE)

PCoIP Management Console allows the option of peering a specific zero client with a predetermined remote workstation card. This is done using the PEER and UNPEER options found on the Endpoint DETAILS page. UNPEER is enabled when a host endpoint is selected prior to reaching the DETAILS page.

### To peer a client and a host endpoint:

1. From the *ENDPOINT* page, highlight the endpoint you want to peer with.
2. From the *ENDPOINT DETAILS* page, click **PEER**.
3. Click **OK** at the message prompt.

#### **Caution: UNPEER behaviour on endpoints**

When unpeered, the host card will accept connections from any peer and the PCoIP zero client will continue to have the host IP configured until a session configuration change is made to that zero client.

### To unpeer a client and a host endpoint:

1. From the *ENDPOINT DETAILS* page of a PCoIP remote workstation card, click **ENDPOINTS** and then **UNPEER**.
2. Click **OK** at the message prompt.

#### **Info: Unpeer option**

You can only unpeer a client from a remote workstation card. The UNPEER option is disabled on the zero client ENDPOINT DETAILS page.

## Deleting an Endpoint

See [Deleting Endpoints](#).

## Accessing an Endpoint's AWI

From the *ENDPOINT DETAILS* page click **WEB INTERFACE** to open the endpoint's AWI in a browser to configure the endpoint directly.

### **Info: Network**

If you do not have network access to the AWI, then the link won't work.

For information about the AWI, please see [Tera2 PCoIP Zero Client Firmware Administrators' Guide](#) or the [Tera2 PCoIP Remote Workstation Card Firmware Administrators' Guide](#).

## Refreshing an Endpoint

Click **Refresh** will display the correct information for anything listed on that page for that particular endpoint. This may take several minutes to complete.

# Performing Power Management

The **ENDPOINTS** page provides menu options to let you power down and reset PCoIP zero clients from the PCoIP Management Console. These actions are performed on one or more individual PCoIP zero clients and occur as soon as you apply them from the **ENDPOINTS** menu, or after any currently running scheduled actions for this PCoIP zero client have completed. Alternatively, you can create a schedule to power down or reset one or more groups of PCoIP zero clients in the future. See [Creating a Schedule](managing\_schedules.md#creating-a-schedule).

## **Caution: PCoIP Remote Workstation Cards**

Remote workstation cards cannot be powered down or reset by the PCoIP Management Console as they need the host PC to be restarted. An alternate method of restarting the host PC is required.

## Powering Down PCoIP Zero Clients

The **POWER DOWN** option causes an zero client to power down right away, or after any currently running scheduled actions have completed. You can power down PCoIP zero clients either from its **ENDPOINT DETAILS** page or from the **ENDPOINTS** page.

## **Info: Remote Workstation Cards**

This option does not apply to Remote Workstation Cards which obtains its power from the host PC motherboard.

### To power down PCoIP zero clients:

1. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
2. In either the **GROUPED** or **UNGROUPED** table, select one or more PCoIP zero clients that you wish to power down.
  - a. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
  - b. In either the **GROUPED** or **UNGROUPED** table, select one or more PCoIP zero clients that you wish to reset.

 **Note:** Use **Shift**+Click and **Ctrl**+Click to select elements

Use **Shift**+Click to select contiguous elements and **Ctrl**+Click to select non-contiguous elements.

- a. Click **ENDPOINT** and then **POWER RESET**.
  - b. Click **OK** at the message prompt.
3. Click **ENDPOINT** and then **POWER RESET**.
  4. Click **OK** at the message prompt.

## Resetting PCoIP Zero Clients

The **POWER RESET** option causes PCoIP zero clients to reboot right away, or after any currently running scheduled actions for this PCoIP zero clients have completed. You can reset an endpoint either from its **ENDPOINT DETAILS** page or from the **ENDPOINTS** page.

### To reset endpoints:

1. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
2. In either the **GROUPED** or **UNGROUPED** table, select one or more PCoIP zero clients that you wish to reset.

 **Note:** Use **Shift**+Click and **Ctrl**+Click to select elements

Use **Shift**+Click to select contiguous elements and **Ctrl**+Click to select non-contiguous elements.

1. Click **ENDPOINT** and then **POWER RESET**.
2. Click **OK** at the message prompt.

## Resetting Endpoint Properties to Their Defaults

The **RESET TO DEFAULT** option causes an endpoint to reset to its default configuration right away, or after any currently running scheduled actions for this endpoint have completed. You can reset an endpoint to its default configuration either from its **ENDPOINT DETAILS** page or from the **ENDPOINTS** page.

 **Note: Resetting an endpoint clears the management state**

Resetting an endpoint will clear the management state of the endpoint. The bootstrap and endpoint discovery will need to be done automatically or manually.

**To reset endpoint properties to their defaults:**

1. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
2. In either the *GROUPED* or *UNGROUPED* table, select one or more endpoints that you wish to reset.
  - a. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
  - b. In either the *GROUPED* or *UNGROUPED* table, select one or more PCoIP zero clients that you wish to reset.

 **Use `Shift`+Click and `Ctrl`+Click to select elements**

Use `Shift`+Click to select contiguous elements and `Ctrl`+Click to select non-contiguous elements.

- c. Click **ENDPOINT** and then **POWER RESET**.
  - d. Click **OK** at the message prompt.
3. Click **ENDPOINT** and then **RESET TO DEFAULT**.
4. Click **OK** at the message prompt.
5. Confirm the endpoint rebooted automatically. If the endpoint has not rebooted, you must reboot the endpoint manually or from the PCoIP Management Console using the **POWER RESET** command.

# Renaming Endpoints

You can rename an endpoint either from its *ENDPOINT DETAILS* page or the *ENDPOINT* page.

## To rename endpoints:

1. From the PColP Management Console's top menu, click **ENDPOINTS**.
2. In either the *GROUPED* or *UNGROUPED* table, select the endpoint that you wish to rename.
3. Click **STRUCTURE** and then **RENAME**.
4. Enter a unique name for the endpoint (from within its group hierarchy) and click **RENAME ENDPOINT**.



### Note: Auto naming endpoints

If you have configured a global naming convention for endpoints that applies when they move to or from a group, this overrides any manually configured endpoint name. If you then move the endpoint into or out of a group, the automatic naming rule will apply. See [Auto Naming Endpoints](#).

# Deleting Endpoints

You can delete an endpoint when you no longer wish it to be managed by the PCoIP Management Console. This also removes it from its *GROUPED* or *UNGROUPED* endpoints table.

If auto-discovery is used (DHCP option-based or DNS SRV records) and the endpoint is still connected to the network, it will attempt to initiate a new connection to the PCoIP Management Console and re-register with it.

## **Note: Deleting endpoint does not clear its management state**

Once an endpoint is managed by a PCoIP Management Console, deleting an endpoint from the PCoIP Management Console does not clear the management state of the endpoint itself. If you wish to connect the endpoint to another PCoIP Management Console, then you must clear the management state of that endpoint from the endpoint's AWI. If you do not clear the management state of the endpoint, and it still has network connectivity to the PCoIP Management Console, then it will reconnect and re-register itself with the PCoIP Management Console.

## To delete endpoints:

1. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
2. In either the *GROUPED* or *UNGROUPED* table, select one or more endpoints that you wish to delete.

## **Tip: Press `Shift`+Click to select contiguous elements**

Use `Shift`+Click to select contiguous elements and `Ctrl`+Click to select non-contiguous elements.

1. Click **ENDPOINT** and then **DELETE**.
2. Click **I AM SURE** at the message prompt.

# Searching an Endpoint Table

The **ENDPOINTS** page contains a search function that lets you locate endpoints in either the *GROUPED* or *UNGROUPED* endpoint table by searching on any text that appears in the displayed columns.

## To perform a search:

1. Enter the desired search text in the search text box.
2. Press  or click **SEARCH**.

To clear a search, click the **x** in the search text box.

# Filtering the Endpoint List

The **ENDPOINTS** page contains a filter function that lets you select from a list of predefined filters to refine the endpoints that display in a **GROUPED** or **UNGROUPED** endpoints table. For example, you can display only endpoints with profile mismatches or endpoints that have failed to power down or reset. You can also create your own filter criteria and save your filters into the list.

The screenshot shows the PCoIP Management Console interface. At the top, there are navigation tabs: DASHBOARD, ENDPOINTS (selected), PROFILE, SCHEDULE (26), AUTO CONFIGURATION, and ENDPOINT CERTIFICATES. Below the navigation, there are two tabs: GROUPED (483) and UNGROUPED (70). A toolbar contains buttons for EXPAND ALL, PROFILE, STRUCTURE, ENDPOINTS, ENDPOINT DISCOVERY, a search box, FILTER (with a dropdown arrow), and REFRESH. The main area displays a table of endpoints with columns: NAME, IPV4 ADDRESS, ENDPOINT DESCRIPTION, SOFTWARE VERSION, PROFILE, MAC ADDRESS, and EN. A dropdown menu is open over the FILTER button, showing a list of predefined filters. The table shows two groups: Accounting and Engineering, each with several endpoints listed.

NAME	IPV4 ADDRESS	ENDPOINT DESCRIPTION	SOFTWARE VERSION	PROFILE	MAC ADDRESS	EN
Accounting				Accounting		
• 00-00-00-00-02-80	10.100.160.182	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:80	Cli
• 00-00-00-00-01-9A	10.100.160.109	Tera2 Client Quad Display	5.0.0		00:00:00:00:01:9a	Cli
• 00-00-00-00-02-59	10.100.160.178	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:59	Cli
• 00-00-00-00-03-AB	10.100.160.180	Tera2 Client Quad Display	5.0.0		00:00:00:00:03:ab	Cli
• 00-00-00-00-01-E5	10.100.160.181	Tera2 Client Quad Display	5.0.0		00:00:00:00:01:e5	Cli
Engineering				Engineeri...		
• 00-00-00-00-02-84	192.168.50.219	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:84	Cli
• 00-00-00-00-03-E7	192.168.51.208	Tera2 Client Quad Display	5.0.0		00:00:00:00:03:e7	Cli
• 00-00-00-00-02-91	192.168.51.207	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:91	Cli
• 00-00-00-00-00-95	192.168.51.201	Tera2 Client Quad Display	5.0.0		00:00:00:00:00:95	Cli
• 00-00-00-00-02-7A	192.168.51.205	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:7a	Cli
• 00-00-00-00-02-EB	192.168.51.204	Tera2 Client Quad Display	5.0.0		00:00:00:00:02:eb	Client

## Endpoint predefined filters

### Selecting a Predefined Filter

To select a predefined filter:

1. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
2. Select either the **GROUPED** or **UNGROUPED** tab.
3. Click the arrow to the side of the **FILTER** button.

- Select a predefined filter from the drop-down list. Your active filter will display as a new dark gray filter icon next to the **FILTER** button, as shown next.



- To return to the unfiltered endpoint list, click the x on the filter icon, or select **CLEAR FILTER** from the **FILTER** drop-down list.

## Adding a Filter

### To add a filter:

- From the PCoIP Management Console's top menu, click **ENDPOINTS**.
- Select either the **GROUPED** or **UNGROUPED** tab.
- Click the **FILTER** button.
- In the **ADD FILTER** dialog, use the drop-down menus to select your filter criteria. When you are finished, click the filter icon to the right.
- You can repeat this step to add additional criteria to the filter, for example, **Power DOWN is Failed** and **Online Status is Online**. Multiple criteria in a filter are logically ANDed, not ORed.
- Click **OK**.
- To save your filter, select **SAVE ACTIVE FILTER** from the **FILTER** drop-down list on the main **ENDPOINTS** page.
- Enter a unique name for the filter in the **SAVE ACTIVE FILTER** dialog, and click **SAVE**. When you click the **FILTER** button, your filter will now appear in the **Predefined Filters** list.

## Managing Saved Filters

### To manage saved filters:

- From the PCoIP Management Console's top menu, click **ENDPOINTS**.
- Select either the **GROUPED** or **UNGROUPED** tab.

3. Click the arrow to the side of the **FILTER** button and select **MANAGE SAVED FILTERS**.
4. Select a saved filter in the drop-down list and choose one of the following:
  - Click **NEW** to add a new filter.
  - Click **EDIT** to change the filter criteria.
  - Click **DELETE** to delete the saved filter.

# Exporting an Endpoint List

You can generate a comma-delimited file listing all endpoints, or all endpoints and columns, visible in the *ENDPOINTS* table. PCoIP Management Console administrators can use this file to import inventory information on their deployment into third-party inventory management systems.

 **Note: Exporting endpoints available on PCoIP Management Console Enterprise**

This feature is available for the PCoIP Management Console Enterprise only.

**To generate a list of endpoints visible in an endpoints table:**

1. From the PCoIP Management Console's top menu, click **ENDPOINTS**.
2. Select either the *GROUPED* or *UNGROUPED* tab.
3. Click **ENDPOINT** and then select **EXPORT ALL** or **EXPORT CURRENTLY VIEWED**.
4. Follow the prompts to open or save the file.

 **Note: Change the file type to .csv**

If the exported file has no file type, change the file type to .csv to open it in Microsoft Excel as a comma-delimited file.

# Managing Users

PCoIP Management Console Enterprise supports multiple concurrent administrative users. There are two user roles that have different administrative capabilities—System Administrator and Administrator. Roles can be set for individual users that are created locally on the PCoIP Management Console, or by the Active Directory group that an AD authenticated user is part of. A user with the **System Administrator** role can perform any function on the Management Console, while a user with the **Administrator** role can access everything except the SETTINGS pages. PCoIP Management Console Free supports one administrative user with the System Administrator role.

Users with any role can edit their own profile by clicking on their username at the top right of the Management Console screen.

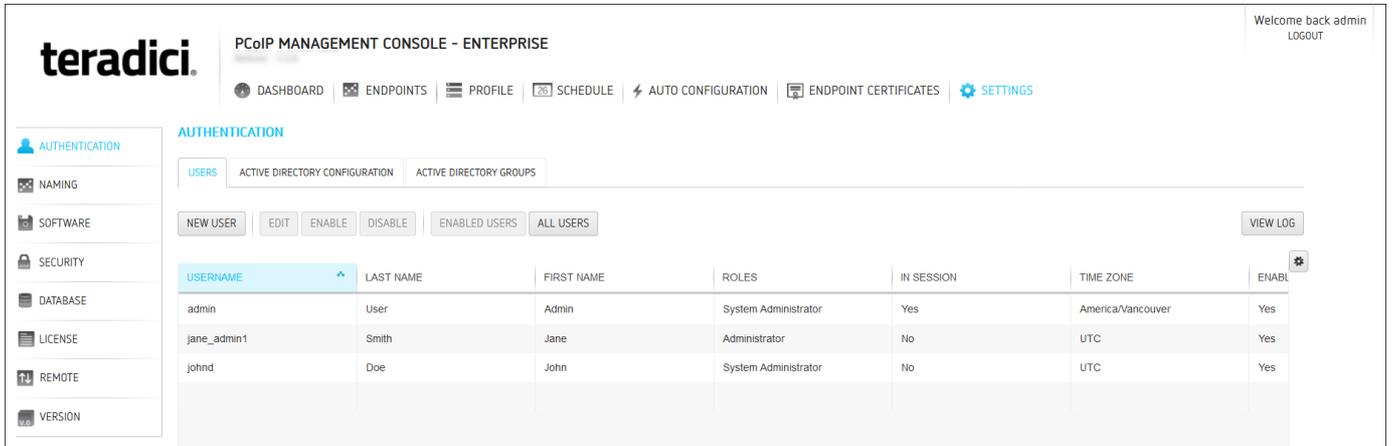
System Administrators can manage PCoIP Management Console Enterprise user accounts by clicking **SETTINGS** from the top menu and then clicking the **AUTHENTICATION > USERS** tab.

The following tasks are performed from a user account with the System Administrator role.

## Displaying User Information

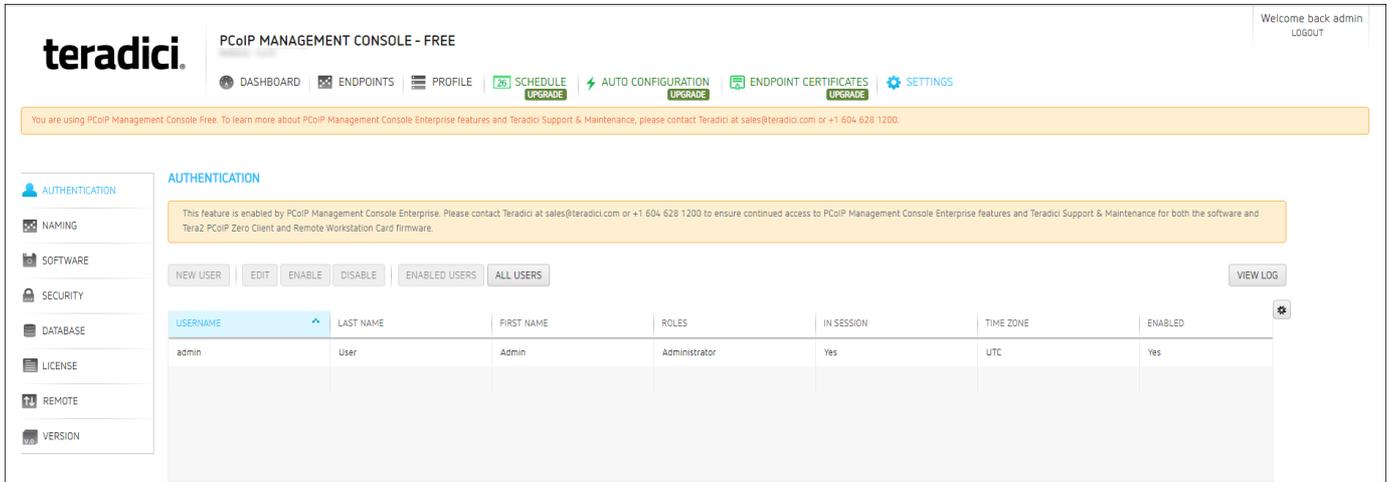
The PCoIP Management Console Enterprise **AUTHENTICATION** page contains a table showing all the users that are currently configured to use PCoIP Management Console. This page is viewable by any System Administrator. PCoIP Management Console Enterprise allows you to create, edit, enable or disable one or more user accounts, assign different user roles, and view user logs to see user activity. You can also refine the list of users in the table by clicking **ENABLED USERS** to display only users with enabled accounts, or **ALL USERS** to display all user accounts.

Click the gear icon  to the right of the table to change the information you want to display in the table columns. Your customized settings are saved in your browser and will be used for any user who subsequently logs in from that browser.



### PCoIP Management Console Enterprise AUTHENTICATION Page

PCoIP Management Console Free supports only one administrative user. Enabling and disabling this user is not supported in PCoIP Management Console Free.



### PCoIP Management Console Free AUTHENTICATION Page

## Creating a New User Account in PCoIP Management Console Enterprise

 **Note: Help with settings**

Click the ? button beside each field for help with any of the settings.

To create a new user account in PCoIP Management Console Enterprise:

1. From the PCoIP Management Console’s top menu, click **SETTINGS**.

2. Ensure the **USERS** tab is active.
3. Click **NEW USER**.
4. Configure the parameters as follows:
  - **Role:** Select **Administrator** (limited) or **System Administrator** (full access)
  - **Username:** Enter a unique name for the user.
  - **First Name:** Enter the user's first name.
  - **Last Name:** Enter the user's last name.
  - **Password:** Enter a password for the user.
  - **Confirm Password:** Enter the password again.
  - **Time Zone:** Select the user's local time zone from the drop-down list. Time zones in this list are presented in IANA format.

 **Active Directory Users**

All Active Directory users have a default timezone of UTC which can be modified by a Management Console System Administrator after the user has logged in the first time.

- **Account Enabled:** Select to enable the account.

AUTHENTICATION / USERS / NEW

**AUTHENTICATION**

NAMING

SOFTWARE

SECURITY

DATABASE

LICENSE

REMOTE

VERSION

SAVE CANCEL

**NEW USER**

Role: ? System Administrator ▼

Username: ? JohnDoe ⓘ

First Name: ? John

Last Name: ? Doe

Password: ? ●●●●●●●● ⓘ

Confirm Password: ? ●●●●●●●● ⓘ

Time Zone: ? (UTC-8:00) America/Vancouver ▼

Account Enabled: ?

5. Click **SAVE**.

#### **Enabled vs. not enabled for new users**

If a new user is not enabled and the **MANAGEMENT CONSOLE USERS** page is set to show enabled users only, this user will not be visible in the table until the page is changed to show all users.

## Editing a User Account

### To edit a user account:

1. From the table on the **MANAGEMENT CONSOLE USERS** page, select the user account you wish to edit.
2. Click **EDIT**.
3. Change the user's settings as desired.
4. Click **SAVE**.

 **Enabled vs. not enabled for existing users**

If an edited user is not enabled and the **MANAGEMENT CONSOLE USERS** page is set to show enabled users only, this user will not be visible in the table until the page is changed to show all users.

## Enabling or Disabling User Accounts in PCoIP Management Console Enterprise

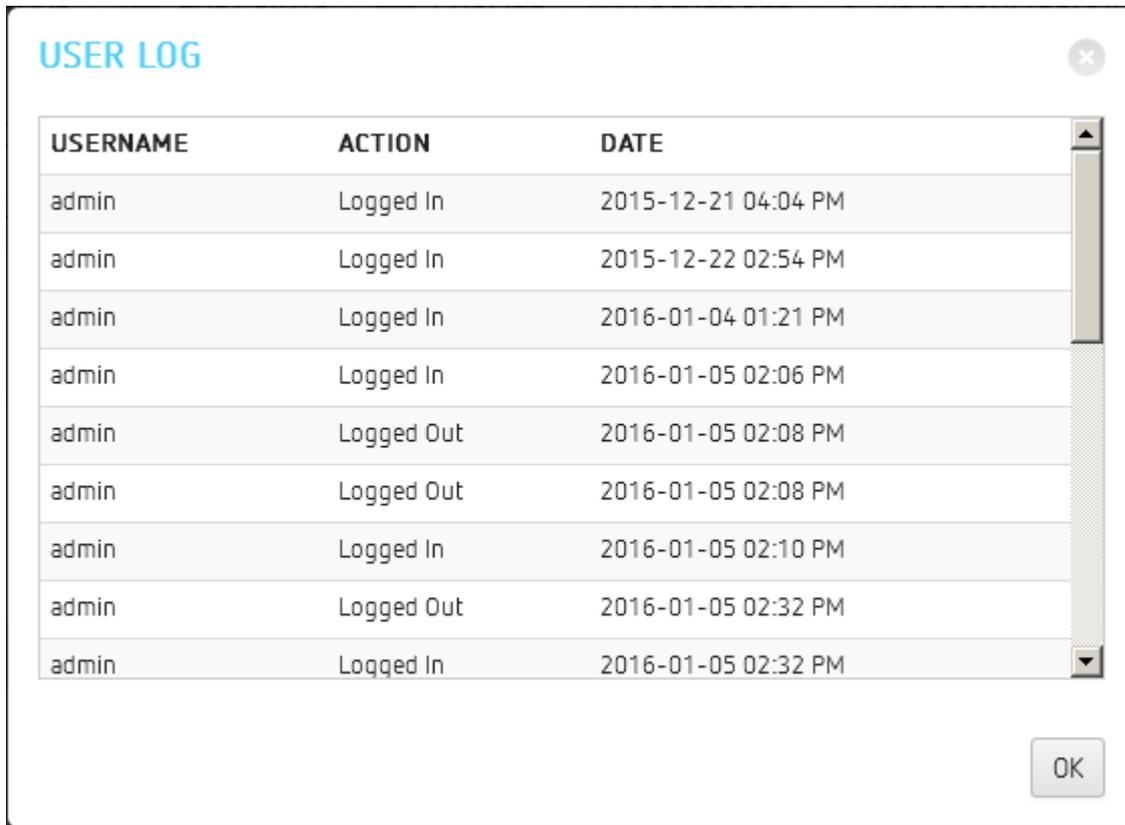
To enable or disable user accounts in PCoIP Management Console Enterprise:

1. From the table on the **MANAGEMENT CONSOLE USERS** page, select one or more users.
2. Use **Shift**+Click to select contiguous elements and **Ctrl**+Click to select non-contiguous elements.
3. Click **ENABLE** to enable the accounts or **DISABLE** to disable the accounts.

## Viewing User Logs

To view user logs:

1. In the **MANAGEMENT CONSOLE USERS** page, click **VIEW LOG** to see the date and type of action for each user, as shown next:



**USER LOG**

USERNAME	ACTION	DATE
admin	Logged In	2015-12-21 04:04 PM
admin	Logged In	2015-12-22 02:54 PM
admin	Logged In	2016-01-04 01:21 PM
admin	Logged In	2016-01-05 02:06 PM
admin	Logged Out	2016-01-05 02:08 PM
admin	Logged Out	2016-01-05 02:08 PM
admin	Logged In	2016-01-05 02:10 PM
admin	Logged Out	2016-01-05 02:32 PM
admin	Logged In	2016-01-05 02:32 PM

OK

2. Scroll to the bottom of the list to see the most recent actions.
3. Click **OK** to close the user log.

# Managing PCoIP Management Console Logs

The PCoIP Management Console **VERSION** page displays the version of the PCoIP Management Console that you are currently running, and also lets you select the level of diagnostic logging for the PCoIP Management Console. You can access this page by clicking **SETTINGS** from the PCoIP Management Console's top menu and then clicking the **VERSION** menu in the left pane.

 **Note: Release version can be viewed on dashboard**

The PCoIP Management Console release version is also displayed on the dashboard.

## Locating the PCoIP Management Console's Log Files

All PCoIP Management Console logs are located in the PCoIP Management Console's virtual machine in its **/opt/teradici/log** directory. You can access these files by logging in to your PCoIP Management Console virtual machine console using vSphere Client. Log files are included in database archives.

The PCoIP Management Console's log directory contains the following files:

- **console.log**: Logs information about the PCoIP Management Console's front-end console. In this release, its level is set to Info and cannot be changed.
- **daemon.log**: Logs information about the PCoIP Management Console's back-end daemon. You can set a diagnostic log level for the PCoIP Management Console 2's daemon process.
- **daemon-startup.log**: Logs information about when the PCoIP Management Console's daemon starts up or stops.
- **daemon.log.< date >.gz**: Contains a gzip archive file for any daemon.log file that has reached 100 MB. These files are zipped to save space on the virtual machine.

## Log File Rotation

Both console and daemon logs are limited to 200 files—two uncompressed (up to 100 MB each) and 98 compressed (approximately 5 MB each). These files are rotated as needed.

Linux system logs are rotated using default CentOS settings. The PCoIP Management Console does not configure Linux system logs.

## Setting the PCoIP Management Console's Diagnostic Log Level

The PCoIP Management Console has five log levels that you can set. Troubleshooting an issue requires capturing all the details of an event in both the daemon and console logs. This is why setting the level for either daemon or the console adjusts both logs to the same level. The five log levels are:

- **ERROR:** Only logs error messages. Error messages are logged events that occurred that were not supposed to have occurred.
- **WARN:** Only logs warning messages. Warning messages are logged events that may cause an issue in the future.
- **INFO:** Logs informational messages and events at a coarse-grained level.
- **DEBUG:** Logs deeper information that is useful for a debug application to troubleshoot.
- **TRACE:** Logs finer-grained informational messages and events. Trace should only be used under the direction of Teradici support for debugging issues.

# Managing PCoIP Management Console Certificates

This section contains information on how to manage your PCoIP Management Console certificates, including custom certificate requirements, creation, upload, update, and general management of certificates.

## Important: Generate your own custom certificate

The PCoIP Management Console is shipped with a default Teradici self-signed certificate. Teradici strongly recommends that you generate your own certificates signed by a recognized certificate authority (CA), and then update both your PCoIP Management Console and your endpoints with the certificates before configuring a discovery method or adding endpoints to your PCoIP Management Console.

## Custom Certificate Requirements

The certificate loaded onto the PCoIP Management Console for use as the PCoIP Management Console web interface certificate and for endpoint management must meet the following requirements:

- It must be a X.509 certificate in PEM format. Three PEM files are needed to install the certificate into the PCoIP Management Console:
  - The first file contains only the PCoIP Management Console public certificate.
  - The second file contains only the PCoIP Management Console certificate's private key.
  - The third file contains the PCoIP Management Console certificate's issuing chain (intermediate CAs, if applicable, and root CA).
- The certificate must be valid, meaning that the current time is after the 'not valid before' time and before the 'not valid after' time.
- The PCoIP Management Console certificate's RSA key must be 1024 bit or greater. The recommended length is 2048 bits.

- If the PCoIP Management Console certificate contains an Enhanced Key Usage extension, it must include the Server Authentication usage. It is also acceptable for the certificate to not include an Enhanced Key Usage extension.
- The certificate must have an entire verifiable chain. Any certificate used to sign the leaf certificate must be present in the chain.

## Creating and Preparing Your Own PCoIP Management Console Certificate

This section demonstrates how to create and submit your own certificate using OpenSSL and your own CA via the PCoIP Management Console VM.

 **Note: Examples use Teradici's PCoIP Management Console name**

All the following examples use Teradici's PCoIP Management Console name. Replace any name with your own.

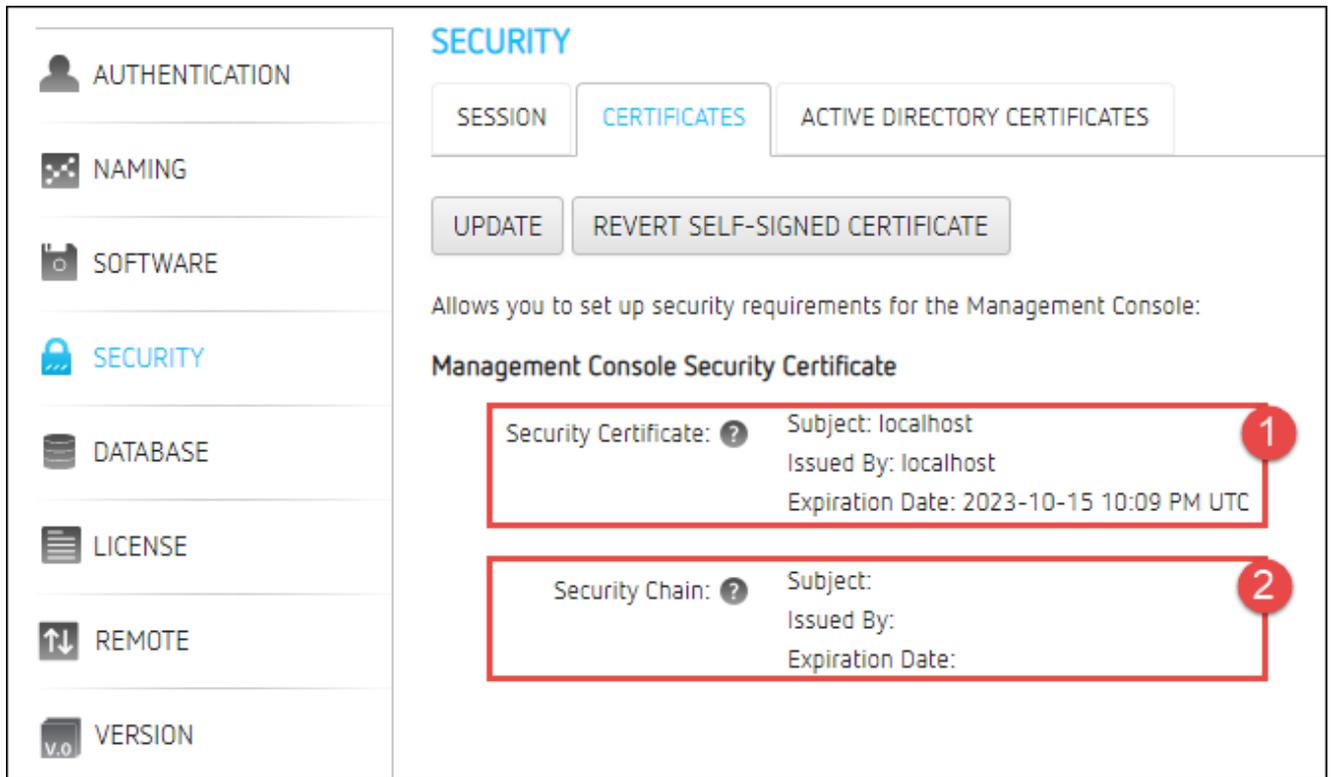
### Step 1: Ensure Your PCoIP Management Console Does Not Have Any Custom Certificates Installed

**To make sure you don't have custom certificates installed:**

1. Log into the PCoIP Management Console web interface.
2. Go to **SETTINGS > SECURITY > CERTIFICATES** and ensure the default certificate is installed by confirming:
3. Security Certificate fields *Subject* and *Issued By* are populated with **localhost**. (see #1)
4. Security Chain fields are empty. (see #2)

 **Info: Custom Certificates**

The Security Certificate and Security Chain fields of custom certificates will be populated by data that does not include localhost and will not have empty values.



## Step 2: Connect and Enable SSH to Create Your Certificate via the PCoIP Management Console virtual machine

You will need to enable SSH prior to creating your certificate. See [Accessing the PCoIP Management Console Virtual Machine Console](#).

**Note: Run OpenSSL on a 'Trusted' computer**

OpenSSL can be run on any 'Trusted' computer.

### To create your certificate:

1. SSH into the PCoIP Management Console using your preferred SSH client. The example shown next uses PuTTY.
2. Run the OpenSSL command:  

```
openssl req -out CSR.csr -new -newkey rsa:3072 -nodes -keyout privateKey.pem
```
3. You will get the following response and be asked a series of questions, as shown next:

```
[admin@semc230ga ~]$ openssl req -out mcert.csr -new -newkey rsa:3072 -nodes -keyout mcertprivateKey.pem
Generating a 3072 bit RSA private key
.....
.....++
.....
.....++
writing new private key to 'mcertprivateKey.pem'
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [XX]:US
State or Province Name (full name) []:CA
Locality Name (eg, city) [Default City]:LA
Organization Name (eg, company) [Default Company Ltd]:My Company
Organizational Unit Name (eg, section) []:IT
Common Name (eg, your name or your server's hostname) []:pcoipmc.my.domain
Email Address []:me@something.com

Please enter the following 'extra' attributes
to be sent with your certificate request
A challenge password []:abc123
An optional company name []:What Ever
[admin@semc230ga ~]$ █
```

4. Modify each entry with your own detailed information. Descriptions are shown next:

- **Country Name:** Your country
- **State of Province Name:** Your state or province
- **Locality Name:** Your city
- **Organization Name:** Your company
- **Organizational Unit Name:** Your department
- **Common Name:** Your PCoIP Management Console Name (for example, hostname of PCoIP Management Console - *se-pcoip-mc-200*)
- **Email Address:** [you@yourcompany.com](mailto:you@yourcompany.com)
- **A challenge password:** Your password
- **An optional company name:** Optional

5. Press .

6. Two files will be generated in the admin folder: **privateKey.pem** and **CSR.csr**.

## Step 3: Submit Your Certificate

### **Caution: Certificates with Private Key**

Do not send certificates containing your private key to the CA. A certificate with private key should not be sent outside your organization. The private key provides access to your secured resources and should remain under tight control.

#### To submit your certificate:

1. Using a file management tool of your choice, copy the two files off of your PCoIP Management Console.
2. Take the generated **CSR.csr** and send it to your CA (<https://mycertserver.mydomain.local/certsrv>).
3. Select **Request a Certificate**.
4. Select **Advanced Certificate Request**.
5. Copy the **CSR.csr** certificate and send it to the CA. The content will be Base-64 encoded.

### **Note: Using text editor to copy the Certificate Signing Request**

You can rename **CSR.csr** to **CSR.csr.txt** to open it in Notepad and copy the content.

6. For *Certificate Template*, select **Web Server**.
7. Do not add anything in the attributes box.
8. Click **Submit**.

## Step 4: Download and Prepare the Certificate

#### To download and prepare the certificate:

1. You can now download the created certificate from the CA. However, do not download the certificate chain as it is still in the wrong format. The certificate will show up as **certnew.cer**.
2. Rename **certnew.cer** to **certnew.pem**.
3. Get a copy of the CA certificate from the certificate server in Base64. The CA will return a certificate that will be used as part of the chain.

4. Create a new certificate called **chain.pem** by combining the contents of **certnew.pem** with **CA.pem**.

 **Note: Using Notepad to combine the certificates**

You can create text file of each certificate to help combine the two certificates. To edit certificates, change their extension to **.txt**. Teradici recommends creating a new file with **.txt** extension. Place the **CA.pem** content under the **certnew.pem** content in the combined certificate.

5. Rename the combine certificate back to **.pem**. All certificates must be in **.pem** format before uploading into the PCoIP Management Console.
6. Now, you will have three certificates:
  - **certnew.pem**: The certificate returned from the CA
  - **privateKey.pem**: The certificate from the Linux command
  - **chain.pem**: The combination of **certnew.pem** and **CA.pem**

 **Note: CA.pem is not uploaded into the PCoIP Management Console**

The **CA.pem** creates the chain certificate (chain.pem). While uploading **CA.pem** into PCoIP Management Console is not required, ensure its content is correct.

## Uploading Your Own PCoIP Management Console Certificates

This section explains how to upload your own certificates to the PCoIP Management Console and to endpoints that require a PCoIP Management Console certificate before discovery. If you wish to avoid browser certificate warnings when you access the PCoIP Management Console's web interface, you can also install the PCoIP Management Console certificate in your browser.

 **Important: Use the following sequence if you are installing certificates before adding endpoints**

If you are installing your own PCoIP Management Console certificates before you have added endpoints to the PCoIP Management Console, please follow the instructions in the order shown. If you need to update your PCoIP Management Console certificates for any reason after the PCoIP Management Console has already discovered your endpoints, the order of this procedure is slightly different. See [Updating PCoIP Management Console Certificates after Endpoint Discovery](#) for details.

The PCoIP Management Console requires the following certificates:

 **Note: All certificates must be in PEM format**

All PCoIP Management Console certificates must be issued in PEM format.

- **\*\*PCoIP Management Console server's certificate (.pem):\*** Contains the public key. The PCoIP Management Console's public key certificate fingerprint is also used for DHCP/DNS endpoint discovery.
- **\*\*PCoIP Management Console server's private key certificate (.pem):\*** Contains the private key.
- **\*\*PCoIP Management Console chain certificate (.pem):\*** Contains the root certificate and any intermediate certificates used to issue PCoIP Management Console server certificates.

## Step 1: Upload Your PCoIP Management Console Certificates to the PCoIP Management Console

 **Note: Uploading Certificates causes the application to restart**

Uploading a certificate signs out all PCoIP Management Console users and causes the PCoIP Management Console application to restart. Users will not be able to access the PCoIP Management Console for one to two minutes.

**To upload your certificates to the PCoIP Management Console:**

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **SECURITY** in the left pane and select the **CERTIFICATES** tab in the **SECURITY** pane to the right.
3. Click **UPDATE**.
4. Click **SELECT CERTIFICATE**, select the PCoIP Management Console's public key certificate file **\*\*(\*.pem)**, and then click **\*\*NEXT**.

**SECURITY CERTIFICATE UPLOAD**

Update Certificate:

**Security Certificate:** Subject: hammer.fwteralab.local  
Issued By: cms2-ca  
Expiration Date: 2017-08-17 09:41 PM UTC

Security Key: ?

5. Click **SELECT KEY**, select the PColP Management Console's private key certificate file **\*\*(\*.key)**, and then click **\*\*NEXT**.

**SECURITY CERTIFICATE UPLOAD**

Update Certificate:

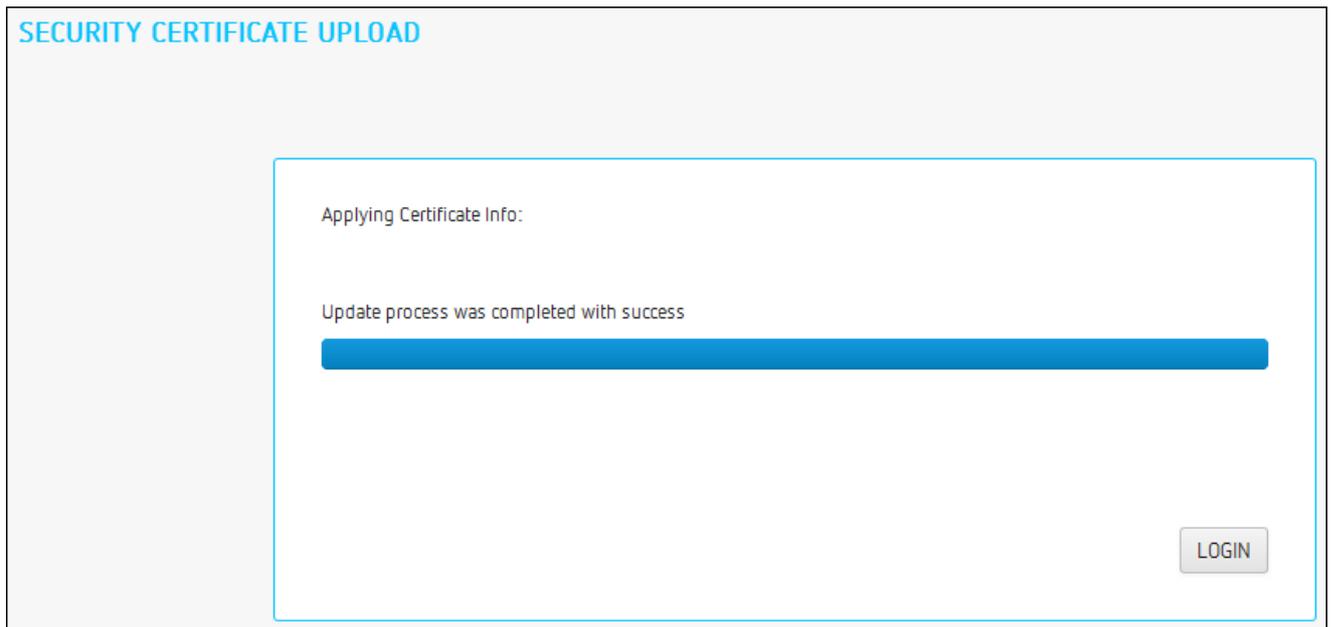
**Security Certificate:** Subject: hammer.fwteralab.local  
Issued By: cms2-ca  
Expiration Date: 2017-08-17 09:41 PM UTC

Security Chain: ?

6. Click **SELECT CHAIN**, select the PColP Management Console's chain certificate file **\*\*(\*.pem)**, and then click **\*\*NEXT**.



7. Click **Apply**.
8. Read the warning message and then click **APPLY**.
9. When the update process completes, click **LOGIN** to log in to the PCoIP Management Console again.



## Step 2: Update Your DHCP/DNS Server with the PCoIP Management Console Server's Public Key Certificate Fingerprint

If your DHCP or DNS server is configured to provision endpoints with the PCoIP Management Console's public key certificate fingerprint, this information must be updated next. You can update your server with your PCoIP Management Console certificate fingerprint as follows:

- **DHCP server:** Edit the **EBM X.509 SHA-256 fingerprint** option for the PCoIP Endpoint option class. For details, see [Configuring DHCP Options](#).
- **DNS server:** Edit the **EBM-SHA-256-fingerprint** DNS text record. For details, see [Adding a DNS TXT Record](#).

## Step 3: Upload a PCoIP Management Console Certificate to Your Endpoints

If your endpoints are configured with a discovery method and security level that require them to have a PCoIP Management Console certificate in their trusted certificate store before they can connect to the PCoIP Management Console, you can either upload the PCoIP Management Console certificate for a group of endpoints using a PCoIP Management Console profile, or you can upload the PCoIP Management Console certificate locally using each endpoint's AWI. Depending on your security requirements, you can upload either a PCoIP Management Console issuer certificate (that is, the root CA certificate (or intermediate certificate) that was used to issue a PCoIP Management Console server certificate) or you can upload the PCoIP Management Console server's public key certificate.

## Installing the PCoIP Management Console Certificate in Your Browser

If you wish to avoid browser certificate warnings when you access the PCoIP Management Console's web interface, you can install a PCoIP Management Console certificate in your browser. You can use either a PCoIP Management Console issuer certificate or the PCoIP Management Console server's public key certificate. For more information, see [How do I get the fix the unsecure browser warning when accessing the Management Console 2.x and 3.x web interface? \(1406\)](#)

# Reverting to the Default Self-signed PCoIP Management Console Certificate

**Note: Reverting the default certificate disables all users and causes application to restart**

Reverting the PCoIP Management Console to its self-signed certificate disables all PCoIP Management Console users and causes the PCoIP Management Console application to restart. Users will not be able to access the PCoIP Management Console for one to two minutes.

To revert to the default PCoIP Management Console certificate:

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **SECURITY** in the left pane.
3. Click **REVERT SELF-SIGNED CERTIFICATE**.
4. Read the warning message and then click **APPLY**.



5. When the update process completes, click **LOGIN** to log in to the PCoIP Management Console again.

# Updating PCoIP Management Console Certificates after Endpoint Discovery

The steps provided next are for updating your PCoIP Management Console certificates if your certificate expires, or if you need to update your PCoIP Management Console certificate for any other reason.



**Note: Update endpoints with new certificate before updating the PCoIP Management Console certificates**

It is important to update endpoints with their new PCoIP Management Console certificate before you update the PCoIP Management Console's certificates. Otherwise, your endpoints will not be able to trust the PCoIP Management Console, and your profile update will fail when you attempt to apply it.

## Step 1: Update Endpoints with the New PCoIP Management Console Certificate

To update endpoints with the new PCoIP Management Console certificate:

1. Ensure that all ungrouped endpoints are moved from the ungrouped category into a group.
2. Ensure that every group (or at least one parent group) is associated with a profile.
3. Update all existing profiles to push the new certificate to endpoints. For each profile:
  - a. From the PCoIP Management Console's top menu, click **PROFILE**.
  - b. Click the profile's device type tab.
  - c. In the **SOFTWARE** section, ensure that the right firmware version is selected for your endpoints.
  - d. Click **SECURITY** in the left navigation pane, scroll down to **Certificate Store**, and select **Set in Profile**.
  - e. Click **Add New**, select your new PCoIP Management Console public key certificate, and click **Open**.
  - f. This certificate must have a **.pem** extension.

- g. Click **Upload**.
- h. Click **SAVE** at the top of the page.
- i. Apply the profile immediately or create a schedule to update your group(s) with the profile.

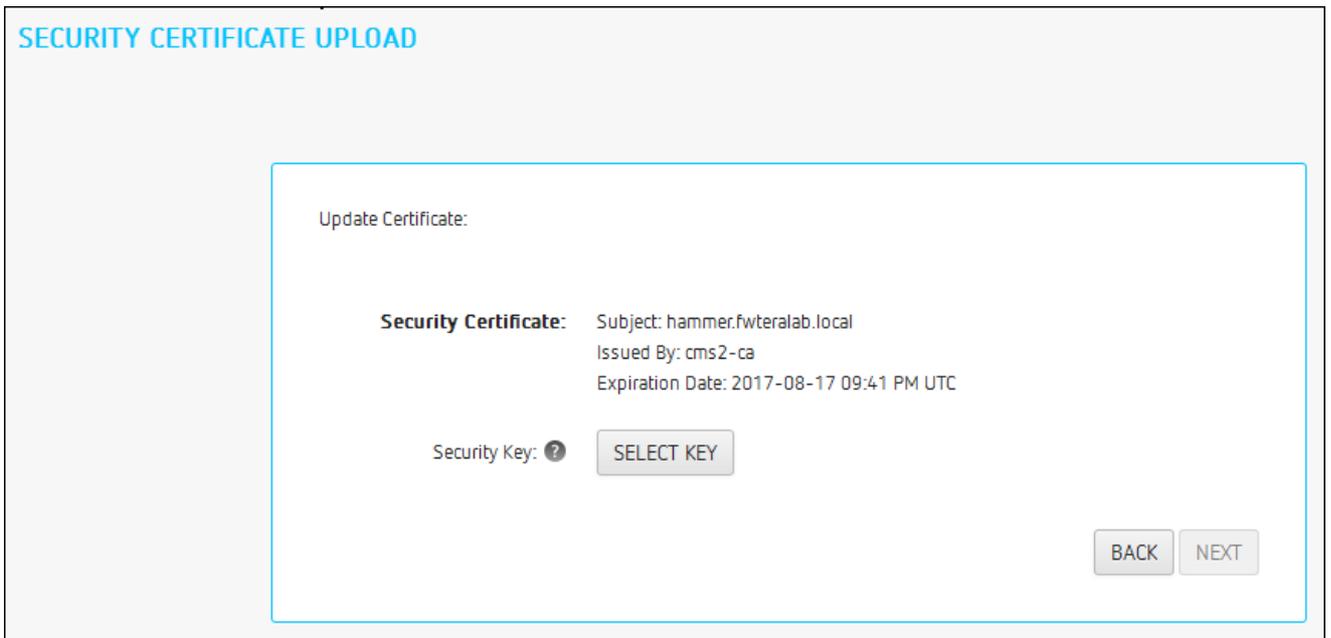
## Step 2: Upload the New PCoIP Management Console Certificate to the PCoIP Management Console

To upload the new PCoIP Management Console to the PCoIP Management Console:

 **Note: Uploading certificates causes application to restart**

Uploading a certificate signs out all PCoIP Management Console users and causes the PCoIP Management Console application to restart. Users will not be able to access the PCoIP Management Console for one to two minutes.

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **SECURITY** in the left pane and select the **CERTIFICATES** tab in the **SECURITY** pane to the right.
3. Click **UPDATE**.
4. Click **SELECT CERTIFICATE**, select the PCoIP Management Console's public key certificate file (.pem)\*, and then click **NEXT**.



**SECURITY CERTIFICATE UPLOAD**

Update Certificate:

**Security Certificate:** Subject: hammer.fwteralab.local  
Issued By: cms2-ca  
Expiration Date: 2017-08-17 09:41 PM UTC

Security Key: ?

5. Click **SELECT KEY**, select the PColP Management Console's private key certificate file (.key)\*, and then click **NEXT**.

**SECURITY CERTIFICATE UPLOAD**

Update Certificate:

**Security Certificate:** Subject: hammer.fwteralab.local  
Issued By: cms2-ca  
Expiration Date: 2017-08-17 09:41 PM UTC

**Security Chain:** ?

6. Click **SELECT CHAIN**, select the PColP Management Console's chain certificate file (.pem)\*, and then click **NEXT**.

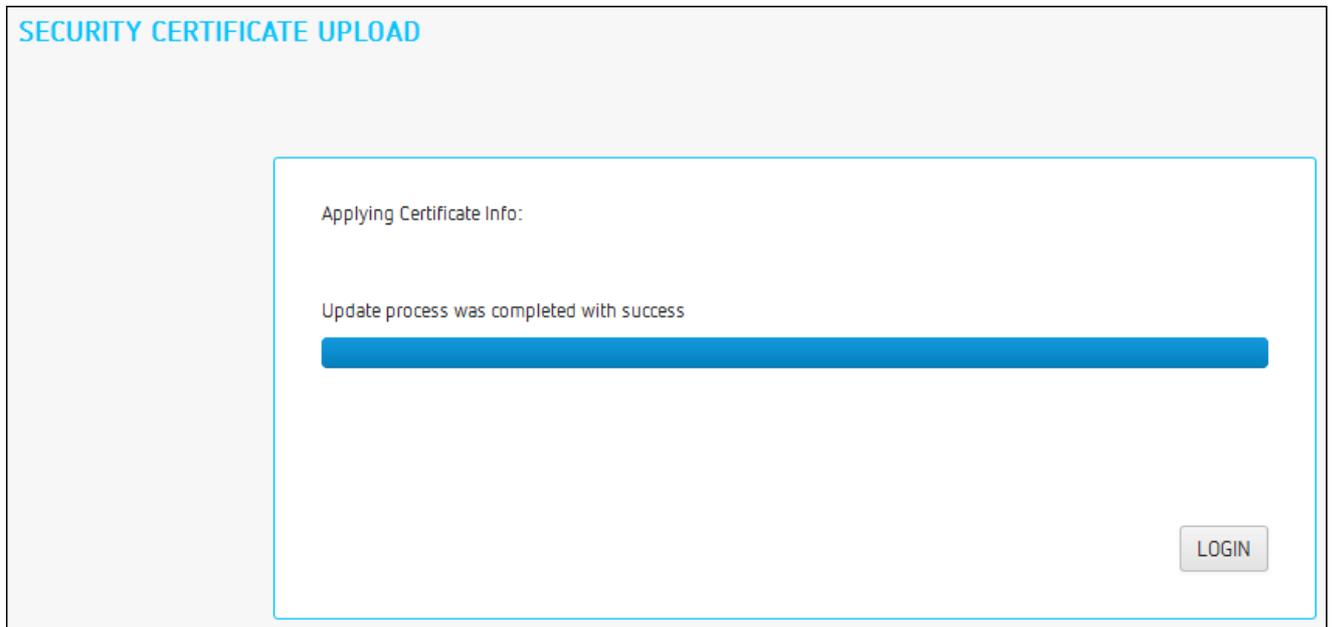
**SECURITY CERTIFICATE UPLOAD**

Update Certificate:

**Security Certificate:** Subject: hammer.fwteralab.local  
Issued By: cms2-ca  
Expiration Date: 2017-08-17 09:41 PM UTC

**Security CA:** Subject: fwteralab-SFWCA01-CA  
Issued By: cms2-ca  
Expiration Date: 2017-07-26 10:13 PM UTC

7. Click **APPLY**.
8. Read the warning message and then click **APPLY**.
9. When the update process completes, click **LOGIN** to log in to the PColP Management Console again.



## Step 3: Update Your DHCP or DNS Server

If your DHCP or DNS server is configured to provision endpoints with the PCoIP Management Console's public key certificate fingerprint, this information must be updated next. You can update your server with your PCoIP Management Console certificate fingerprint as follows:

- **DHCP server:** Edit the **EBM X.509 SHA-256 fingerprint** option for the PCoIP Endpoint option class. For details, see [Configuring DHCP Options](#).
- **DNS server:** Edit the **EBM-SHA-256-fingerprint** DNS text record. For details, see [Adding a DNS TXT Record](#).

# Uploading the PCoIP Management Console Certificate to an Endpoint

If your endpoints are configured with a discovery method and security level that require them to have a PCoIP Management Console certificate in their trusted certificate store before they can connect to the PCoIP Management Console, you can either upload the PCoIP Management Console certificate for a group of endpoints using a PCoIP Management Console profile, or you can upload the PCoIP Management Console certificate locally using each endpoint's AWI. Depending on your security requirements, you can upload either a PCoIP Management Console issuer certificate (that is, the root CA certificate (or intermediate certificate) that was used to issue a PCoIP Management Console server certificate) or you can upload the PCoIP Management Console server's public key certificate.

For information on PCoIP Management Console certificates, see [Managing PCoIP Management Console Certificates](#).

## Uploading Endpoint PCoIP Management Console Certificates Using PCoIP Management Console

 **Note: All certificates should be in PEM format**

All PCoIP Management Console certificates must be issued in PEM format.

**To upload the PCoIP Management Console certificate for a group of endpoints using PCoIP Management Console:**

1. Ensure that the endpoints you wish to upload certificates to are placed in their own group. Depending on your site configuration, this may require modifications to your DHCP options or DNS SRV records, or it may require disabling persistent auto-configuration or placing the endpoints into a segregated network with a new PCoIP Management Console.
2. From the PCoIP Management Console home page, click the **PROFILES** tab.
3. Click **Add New**.

4. Enter a name and description and then click **Save**.
5. In the *Profile Management* page, click the profile's **Set Properties** link.
6. Scroll down to the profile's Certificate Store section and click **Add New**.
7. Click Browse, select your PCoIP Management Console certificate file (.pem)\*, and then click **Add**.
8. From the main menu, click the **GROUPS** tab.
9. In the *Group Management* page, click the **Edit** link for group containing your endpoints.
10. Select the profile you created in the Profile drop-down list and click **Save**.
11. Click the **Apply Profile** link for the group containing your endpoints.
12. Enter the date and time to apply your profile in the **Apply Profile at Date/Time\*\*text box and then click \*\*OK**.

 **Tip: Using the zero client AWI**

You can upload the PCoIP Management Console Certificate to an endpoint using the endpoint's AWI.

For more information about the AWI, see [Remote Workstation Card Firmware Administrators' Guide](#) or [Tera2 PCoIP Zero Client Firmware Administrators' Guide](#).

# Configuring PCoIP Management Console Session Timeout (Enterprise)

PCoIP Management Console Enterprise allows administrators to set a session timeout for the Web UI of 10, 30, 60, or 120 minutes as well as disabling the session time out by using Never which is not recommended. This setting is located on the security page (**SETTINGS > SECURITY**). Once a period of inactivity reaches the set time, the administrator will be logged out of PCoIP Management Console Enterprise.

# Configuring PColP Management Console web UI Time Zone

## Important: PColP Management Console operates in Coordinated Universal Time (UTC)

The PColP Management Console virtual machine operates in Coordinated Universal Time (UTC) and *must not* be changed.

If you are in a different time zone, you can change the PColP Management Console's web interface to display your local time to make it more convenient to create schedules and view time-related information. The PColP Management Console will perform the conversion and run the schedule using your time.

### To configure your local time zone:

1. Log in to the PColP Management Console web interface.
2. Click **SETTINGS** and then **AUTHENTICATION** to display the **MANAGEMENT CONSOLE USERS** window.
3. In the **USERNAME** column, select your user account and then click **EDIT**.
4. In the **Time Zone** field, select your local time zone from the drop-down list.
5. Click **SAVE**.

# Default CentOS Configuration for PCoIP Management Console

After installation, the CentOS operating system on which your PCoIP Management Console virtual appliance runs has the following default configuration. For further recommendations on how to improve security for your PCoIP Management Console, see [Securing the PCoIP Management Console](#).

## Default PCoIP Management Console CentOS Configuration

Configuration	Description
Installed packages	<p>The following applications have been installed on the CentOS operating system for PCoIP Management Console:</p> <ul style="list-style-type: none"> <li>• Text editor (from the CentOS repo): vim</li> <li>• man</li> <li>• python-argparse</li> <li>• redhat-lsb-core</li> <li>• networkmanager-tui</li> <li>• iptables-services</li> <li>• Python (from the Python project)</li> <li>• Java Platform: Openjdk-1.8 configured with weak ciphers and hashes disabled</li> <li>• PostgreSQL-server &gt;=9.2.0 (from the PostgreSQL project)</li> <li>• PostgreSQL-contrib &gt;=9.2.0</li> <li>• openssl</li> <li>• epel-release</li> </ul> <p><b>Important: Dependencies</b> Installed packages may have included other additional dependencies.</p>

Configuration	Description
PCoIP Management Console users	<p><b>Note: Root user is not used for PCoIP Management Console administration</b></p> <p>For security reasons, the root user is not used for PCoIP Management Console administration. This user account has a large, randomly-generated password that is not published. It is critical to change this password immediately after installing your PCoIP Management Console.</p> <p>The following PCoIP Management Console virtual machine users are created by default:</p> <ul style="list-style-type: none"> <li>• <b>admin:</b> Default administrative user; has <b>sudo</b> privileges; default password is <b>ManagementConsole2015</b>. <b>Note:</b> To secure your PCoIP Management Console, it is critical to change this password immediately after installing the PCoIP Management Console.</li> <li>• <b>mcconsole:</b> No login shell; can use restricted sudo to manage PCoIP Management Console web UI components; has no password.</li> <li>• <b>mcd daemon:</b> No login shell; has no password.</li> <li>• <b>postgres:</b> Has login shell due to PostgreSQL limitations; has no password.</li> </ul>
Security	<p>Security-Enhanced Linux (SELinux) is enabled with a default configuration.</p> <p>The PCoIP Management Console SSH server is disabled by default. You can use vSphere Client to access the PCoIP Management Console's virtual machine console.</p> <p><b>Note: SSH access for the admin user</b></p> <p>Although the PCoIP Management Console permits you to <a href="#">re-enable the SSH server (temporarily or permanently)</a>, for security reasons it only allows SSH access for the admin user while the SSH server is enabled.</p> <p><b>Default firewall port settings are as follows:</b></p> <ul style="list-style-type: none"> <li>• Port 22: Allow incoming SSH connections on TCP port 22.</li> <li>• Ports 80, 443, 8080 and 8443: Allow incoming web UI connection on TCP ports 80, 443, 8080, and 8443. The firewall redirects port 80 to port 8080 and port 443 to port 8443. The web UI server listens for HTTP connections on port 8080 and HTTPS connections on port 8443.</li> <li>• Port 5172: Allow incoming PCoIP Management Protocol connections on TCP port 5172.</li> <li>• Allow all outgoing traffic.</li> </ul>
Open file limit	The maximum number of open files for all OS processes is 65,535.

Configuration	Description
IPv6	IPv6 is disabled.
NTP	By default, CentOS 7.x uses chrony as an NTP client. NTP traffic to outside sources can be found by entering the <code>chronyc sources -v</code> command to provide a verbose listing of NTP servers chrony is syncing too. Configuration changes can be made by editing the <code>/etc/chrony.conf</code> file. See <a href="#">Chrony Configuration</a> for further information.
PCoIP Management Console directories and scripts	<p>The following scripts and files are included on the PCoIP Management Console virtual machine:</p> <p><b>/opt/teradici/scripts</b></p> <ul style="list-style-type: none"> <li>• <b>enable_admin.sh</b>: Enables the PCoIP Management Console’s web UI admin user. This is useful if you disable the admin Web UI account from PCoIP Management Console Enterprise and subsequently transition to PCoIP Management Console Free without re-enabling the account from the web UI. In this situation, you must run this script from the PCoIP Management Console’s virtual machine console before the user can log in to the [PCoIP Management Console web UI.</li> <li>• <b>port80_disable.sh</b>: Disables the PCoIP Management Console’s HTTP port (port 80).</li> <li>• <b>port80_enable.sh</b>: Enables the PCoIP Management Console’s HTTP port (port 80).</li> <li>• <b>reset_admin_password.sh</b>: Reverts the password for the <a href="#">PCoIP Management Console’s web interface admin user</a> to its default value (password). This is useful if the password to the admin user web UI account becomes lost and the user needs a way to get logged in again.</li> <li>• <b>remove_ldaps_certificate.sh</b>: Removes the uploaded Active Directory Certificate</li> <li>• <b>import_ldaps_certificate.sh</b>: Imports and activates the uploaded Active Directory Certificate</li> </ul> <p><b>/opt/teradici/database/legacy/migration_script</b></p> <ul style="list-style-type: none"> <li>• <b>migrate_mc1_profile.sh</b>: Imports individual PCoIP Management Console 1 profiles into your PCoIP Management Console release 2 or later.</li> </ul> <p><b>/opt/teradici/log</b></p> <p>Contains <a href="#">PCoIP Management console log files</a>.</p>

# Changing the Default Network Configuration

The PCoIP Management Console virtual machine includes a network configuration tool called NetworkManager TUI (textual user interface) that lets you change the PCoIP Management Console's default network configuration. You can use this tool to [assign a static IP address](#) to the PCoIP Management Console. Do NOT modify the DNS configuration with this tool.

## **Tip: Ensure you have correct DNS A and DNS PTR records set**

Before you run the Network Configuration Tool, be sure to set the correct DNS A record and DNS PTR record in your DNS server for the PCoIP Management Console. If the records are already set, ensure you use the same IP address associated with the DNS records.

## **Note: Give PCoIP Management Console a fixed IP address**

Teradici recommends that you give the PCoIP Management Console a fixed "static" IP address, either through a DHCP reservation or by Assigning a Static IP Address using the PCoIP Management Console's network configuration tool. If a PCoIP Management Console is configured using DHCP and the IP address of the PCoIP Management Console changes, the endpoints it manages will be unable to connect to it.

## Launching the PCoIP Management Console Network Configuration Tool

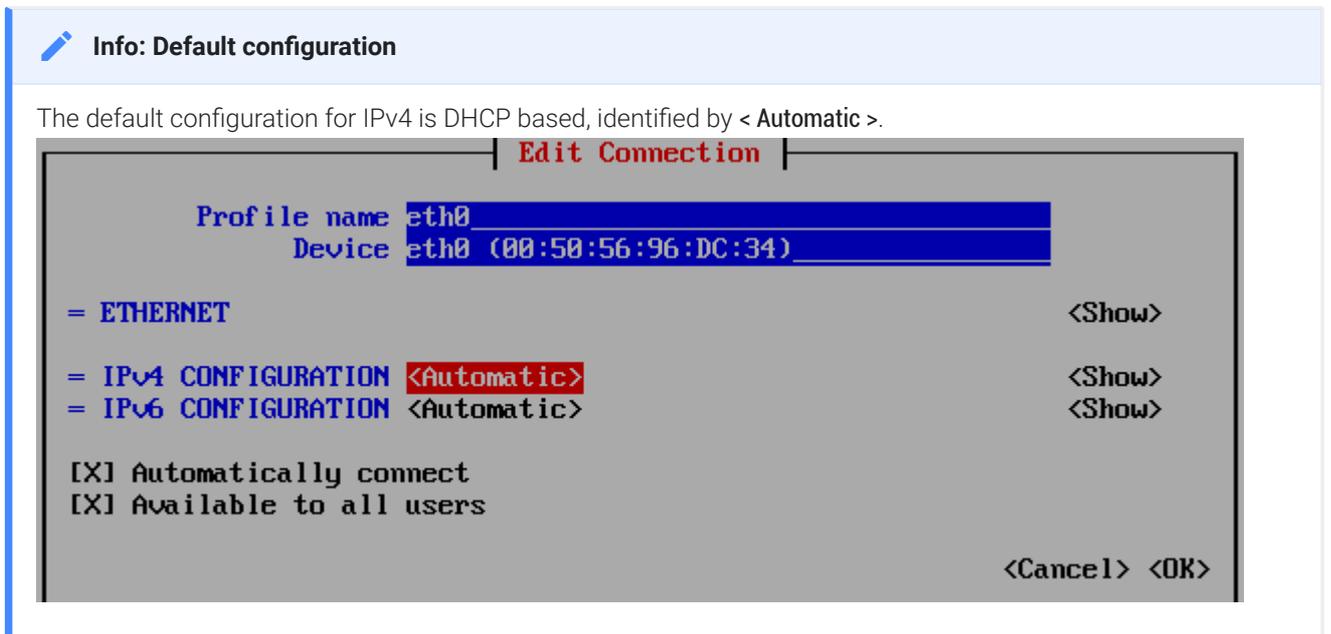
To launch the network configuration tool:

1. Log in to the PCoIP Management Console virtual machine console. For instructions, see [Accessing the PCoIP Management Console Virtual Machine Console](#).
2. Type the following command at the command line to launch the network configuration tool:

```
sudo nmtui
```



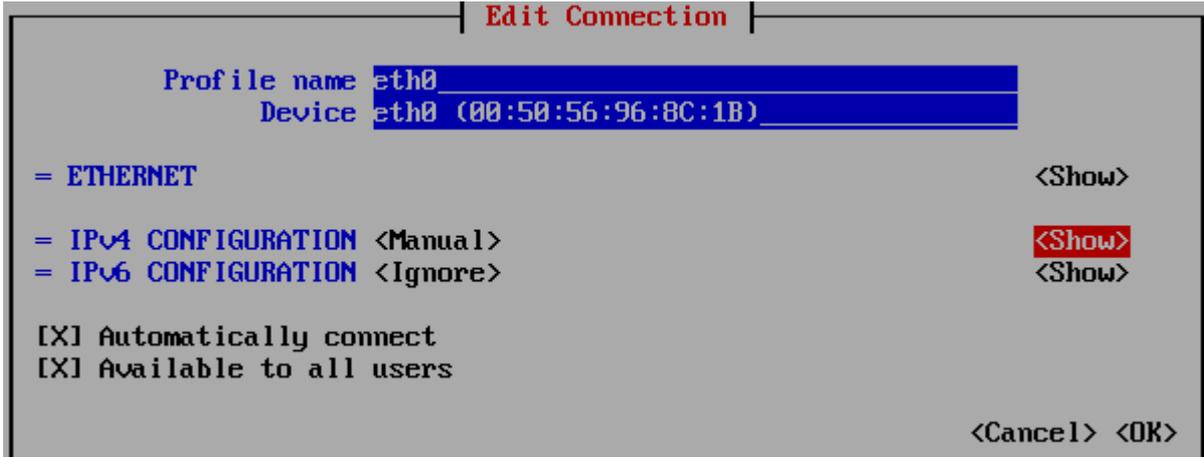
Network Manager Configuration Tool



### Tip: Configurable Interactive Elements

Angle brackets contain interactive elements that can provide further selections, and OK or Cancel changes. Use the keyboard Tab or arrow keys to move between interactive elements.

Select to access additional configurable elements.



## Assigning a Static IP Address

To assign a static IP address using the PCoIP Management Console's network configuration tool:

1. Launch the PCoIP Management Console's network configuration tool.
2. Select **Edit a connection**.
3. Select **eth0** then tab and select **< Edit... >**.
4. Tab to **< Show >** to access and configure your IPv4 parameters:
  - **IPv4 CONFIGURATION:** Set to **Manual** for a static IP configuration. Be sure to enter your network, see screen shot below.
  - **Addresses:** Enter the IP address you selected for your Management Console, ensuring you use the appropriate slash notation to define your subnet mask.
  - **Gateway:** Enter your default gateway IP address for the Management Console's network.
  - **DNS servers:** Enter the IP address of your DNS servers.
  - **Search domains:** Enter the domains used in your deployment in the format of mydomain.local.
  - **Routing:** Enter your networks routing requirements.

5. Tab to **IPv6 CONFIGURATION** and change automatic to Ignore.
6. Tab to **< OK >** and press **Enter**.
7. Tab to **< Back >** and press Enter to get to the main screen of the network configuration tool.
8. To have the settings take affect immediately, type the following command from the CentOS command line:

```
sudo systemctl restart network
```

 **Note: Shown next are example IP addresses**

The IP addresses shown next are for example purposes only. Enter your own information.

 **Important: Correctly identifying subnets**

Addresses and subnets must be correctly defined otherwise the PCoIP Management Console will not operate. Subnets are defined through the slash notation used in the Addresses field. The example of /24 represents 255.255.255.0. Your network may use different subnet sizes.

Edit Connection	
Profile name	eth0
Device	eth0 (08:50:56:9D:2C:17)
= ETHERNET <span style="float: right;">&lt;Show&gt;</span>	
■ IPv4 CONFIGURATION	<Manual> <span style="float: right;">&lt;Hide&gt;</span>
Addresses	192.168.100.10/24 <span style="float: right;">&lt;Remove&gt;</span> <Add...>
Gateway	192.168.100.1
DNS servers	192.168.100.50 <span style="float: right;">&lt;Remove&gt;</span> 192.168.100.70 <span style="float: right;">&lt;Remove&gt;</span> <Add...>
Search domains	mydomain.local <span style="float: right;">&lt;Remove&gt;</span> <Add...>
Routing (No custom routes) <Edit...> <input type="checkbox"/> Never use this network for default route <input type="checkbox"/> Ignore automatically obtained routes <input type="checkbox"/> Require IPv4 addressing for this connection	
- IPv6 CONFIGURATION <Ignore> <span style="float: right;">&lt;Show&gt;</span>	
<input checked="" type="checkbox"/> Automatically connect <input checked="" type="checkbox"/> Available to all users	
<Cancel> <b>&lt;OK&gt;</b>	

# Configuring an Endpoint Manager Manually from an Endpoint

For environments that do not use automatic DHCP or DNS discovery, you can manually configure each zero client with the IP address or FQDN of the PCoIP Management Console to which it should connect. The endpoint must also have a trusted PCoIP Management Console certificate in its certificate store in order for discovery to succeed. Typically, this method is used in medium and high security environments. If your endpoint does not have a pre-loaded certificate, you can use the alternative method of manual endpoint discovery initiated by the PCoIP Management Console. See [Discovering Endpoints Manually from PCoIP Management Console](#).

This example shows how to configure a zero client for discovery by a specific Endpoint Manager from the endpoint's AWI Management page. For information about configuring endpoints for automatic discovery from this page, please see the [PCoIP Zero Client Administrators' Guide](#).

 **Note: PCoIP Management Console servers as both Endpoint Bootstrap Manager and Endpoint Manager**

In the zero client *Management* page, your PCoIP Management Console serves as both the Endpoint Bootstrap Manager and the Endpoint Manager. Use the PCoIP Management Console's IP address or FQDN when specifying either an Endpoint Bootstrap Manager or an Endpoint Manager URI.

## To configure your endpoint with a specific Endpoint Manager:

 **Note: Complete the following steps in sequence**

It is necessary to complete these steps in the sequence shown next.

1. Enter the zero client's IP address in your browser's address bar, then log in to its AWI.
2. From the **Configuration** menu, select **Management**.
3. Select the desired security level:
  - **Low Security Environment - Zero Client is discoverable by Endpoint Managers:** This security level is intended for discovery that is initiated manually by a PCoIP Management Console. It

enables endpoints that are shipped with empty certificate stores to use trust information retrieved during the discovery process.



**Note: Low Security Environment also works for endpoints configured for DHCP options or DNS SRV record discovery**

You can also use this security level for endpoints that are configured for DHCP options discovery or DNS SRV record discovery when the DHCP or DNS server also provisions the endpoint with the Endpoint Bootstrap Manager certificate's fingerprint.

- **Medium Security Environment - Endpoint Bootstrap Manager must be trusted by installed certificate:** When this security level is selected, the endpoint must have a trusted PCoIP Management Console certificate in its certificate store in order for discovery to succeed. The certificate can be provisioned either by the vendor when an endpoint is shipped or by uploading the PCoIP Management Console certificate to the endpoint. See [Uploading the PCoIP Management Console Certificate to an Endpoint](#).
  - **High Security Environment - Bootstrap phase disabled:** With this security level, a user must manually enter an internal (and optionally an external) URI for the PCoIP Management Console from the endpoint's AWI Management page. The user must also upload a PCoIP Management Console certificate to the endpoint's trusted certificate store. Automatic provisioning and discovery methods cannot be used in a high security environment.
4. In the *Manager Discovery Mode* drop-down list, select Manual.
  5. If the endpoint is not in the Idle state, click **Clear Management State** and then **Continue**.
  6. Enter the URI for your PCoIP Management Console.

[Log Out](#) PCoIP® Zero Client

Home Configuration / Permissions / Diagnostics / Info / Upload

---



### Management

Configure how this zero client is managed

**Phase:** Bootstrap

**Management Status:** Idle

**Security Level:**

**Manager Discovery Mode:**

**Endpoint Bootstrap Manager URI:**

 **Note: URIs require a secure WebSocket prefix**

URIs require a secured WebSocket prefix (for example, *wss://< internal EM IP address/FQDN >:[port number]*). The PCoIP Management Console's listening port is 5172. Entering this port number is optional. If you do not include it, port 5172 will be used by default.

7. Click **Apply** and then **Continue** once more.

If discovery succeeds, the endpoint's **Management** page will show the following information:

The screenshot shows the 'Management' page in the Teradici PCoIP console. The page title is 'PCoIP@ Zero Client'. The breadcrumb navigation is 'Home / Configuration / Permissions / Diagnostics / Info / Upload'. The Teradici PCoIP logo is at the top left. The main heading is 'Management' with the subtext 'Configure how this zero client is managed'. The configuration details are as follows:

- Phase:** Managed
- Management Status:** Connected to Endpoint Manager: 10.0.157.23:5172
- Security Level:** Medium Security Environment - Endpoint Bootstrap Manager must be trusted by installed certificate
- Manager Discovery Mode:** Manual
- Endpoint Bootstrap Manager URI:** Clear Management State First
- EM Topology:**
  - Internal EM URI:** wss://10.0.157.23:5172
  - External EM URI:** (empty)
- Certificate Fingerprint:** B7:62:71:01:85:27:46:BB:E3:E9:5C:E2:34:2C:B5:76:7D:7A:F1:7F:6A:4D:5C:DB:AA:2B:99:BD:D5:A9:28:91

At the bottom, there are buttons for 'Clear Management State', 'Apply', and 'Cancel'.

 **Note: Automatically name and group endpoints**

You can configure the PCoIP Management Console to automatically name endpoints and place them in a specific group when they are discovered. See Auto Naming Endpoints and Auto Configuring Endpoints (Enterprise) for details.

# Managing PCoIP Management Console Databases

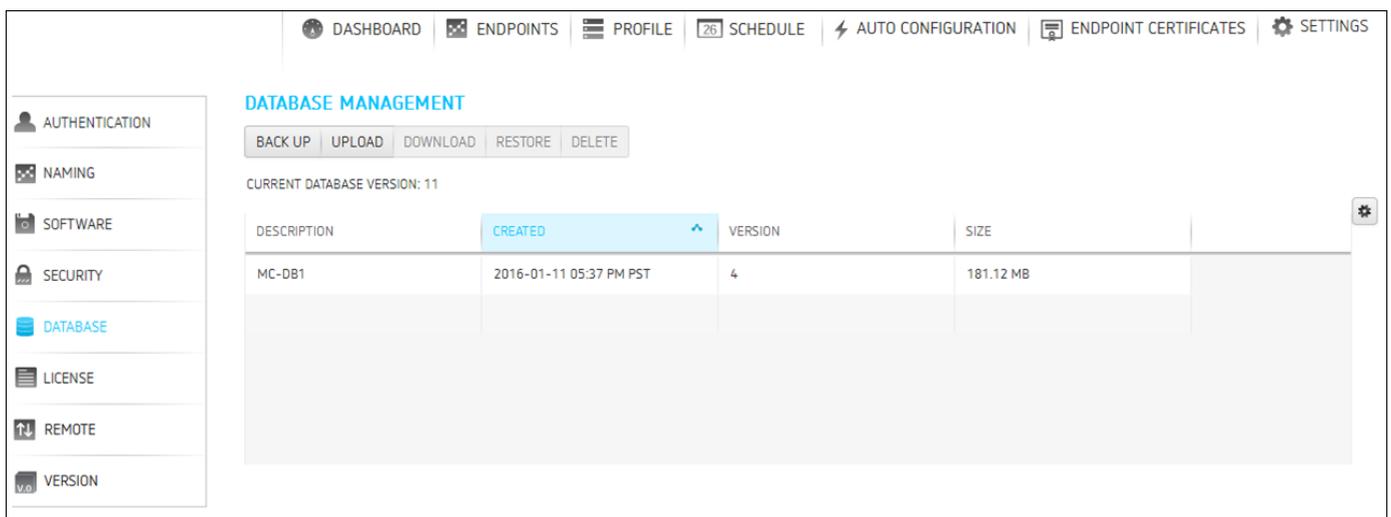
The PCoIP Management Console maintains a database containing its configuration data, information about the PCoIP endpoints it has discovered, and console and daemon log files. You can archive multiple snapshots of these PCoIP Management Console database settings and store them on your PCoIP Management Console virtual machine. You can also download a stored archive to a location external to your PCoIP Management Console virtual machine, for instance, the host PC you use to access the PCoIP Management Console web browser.

You can manage PCoIP Management Console database archives by clicking **SETTINGS** from the PCoIP Management Console's top menu, then clicking the **DATABASE** menu in the left pane.

## Displaying Database Information

The **DATABASE MANAGEMENT** page enables you to back up, upload, download, restore, and delete PCoIP Management Console database archives.

Click the gear icon  to the right of the table to change the information you want to display in the table columns. Your customized settings are saved in your browser and will be used for any user who subsequently logs in from that browser.



DESCRIPTION	CREATED	VERSION	SIZE
MC-DB1	2016-01-11 05:37 PM PST	4	181.12 MB

The **DATABASE MANAGEMENT** page

## Backing Up PCoIP Management Console Database

To take a snapshot of your current PCoIP Management Console and store it in a database archive within the PCoIP Management Console virtual machine:

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **DATABASE** in the left pane.
3. Click **BACK UP**.
4. Enter a description and click **BACK UP**. The archive will appear in the database table when the backup has completed.

## Uploading a Database Archive from an External Location

To upload a database archive from an external location:

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **DATABASE** in the left pane.
3. Click **UPLOAD**.
4. Click **Select File**, locate the archive file (*.archive*) and then click **Open**.
5. Click **UPLOAD** to transfer the archive file to the PCoIP Management Console virtual machine. The archive file will appear in the database table when you are finished.

## Downloading a Database Archive to an External Location

To download a database archive to an external location:

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **DATABASE** in the left pane.
3. From the database table, select the archive file you wish to transfer to a location external to your PCoIP Management Console virtual machine.
4. Click **DOWNLOAD**.

5. Save the file to the desired location.

Typically, this is a directory on the host PC that is running the PCoIP Management Console web browser.

## Restoring PCoIP Management Console Database

 **Caution: Take a snapshot of your current virtual machine database before restoring a database archive**

Restoring a database archive will permanently delete all current data from the database. Please ensure you have taken a snapshot of your current PCoIP Management Console virtual machine database before proceeding.

**To restore a database archive from the PCoIP Management Console virtual machine:**

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **DATABASE** in the left pane.
3. From the database table, select the archive file you wish to restore.
4. Click **RESTORE**.
5. Enable the message prompt and then click **RESTORE**.

## Deleting PCoIP Management Console Database

**To delete a database archive from the PCoIP Management Console virtual machine:**

1. From the PCoIP Management Console's top menu, click **SETTINGS**.
2. Click **DATABASE** in the left pane.
3. From the database table, select the archive file you wish to delete.
4. Click **DELETE**.
5. Enable the message prompt and then click **DELETE**.

## Expanding the PCoIP Management Console Virtual Machine Database and Disk Size

This section provides information on expanding your PCoIP Management Console Virtual Machine database size and the related disk sizing guidelines.

The basic PCoIP Management Console OVA will create a default configuration as follows:

- **Virtual Machine Hardware Version:** 10
- **CPU:** 4 vCPU
- **Memory:** 12 MB
- **Provisioned Storage:** 62 GB

 **Caution: Modifying virtual machine settings should only be considered by qualified individuals**

Only qualified individuals should modify any virtual machine settings. Teradici strongly recommends you perform a database backup of the PCoIP Management Console and download the archive file to a safe location. You should also take a snapshot of the virtual machine prior to modifying any settings.

# PCoIP Management Console 1 Profile Properties Renamed or Not Migrated

The following table lists PCoIP Management Console 1 profile properties that have been renamed PCoIP Management Console Enterprise or Free and are not migrated when you import a PCoIP Management Console 1 profile to a current release of PCoIP Management Console.

Reference to PCoIP Management Console refer to this release or later releases, unless otherwise specified.

## Migrating and renaming notes

In the next table, when a PCoIP Management Console 1 property is not migrated, its Migration Notes column will have an explanation. If this column is blank, then the property only has a name change in the new PCoIP Management Console. Some properties that are currently not migrated may be included in future PCoIP Management Console releases.

## PCoIP Management Console 1 Profile Information Renamed or Not Migrated

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Network Configuration	SNMP NMS Address	Network	Trap NMS Address	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b>
Network Configuration	Enable SNMP Cold Start Trap	Network	SNMP Cold Start Trap	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b> .

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Network Configuration	Enable SNMP V1 Traps	Network	SNMP V1 Traps	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b> .
Network Configuration	Enable SNMP V2c Traps	Network	SNMP V2 Traps	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b> .
Network Configuration	SNMP Community Name	Network	SNMP Community Name	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b> .
Network Configuration	Static Fallback IP Address	Network	Static Fallback IPv4 Address	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b> .
Network Configuration	Static Fallback Subnet Mask	Network	Static Fallback IPv4 Subnet Mask	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b> .

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Network Configuration	Static Fallback Gateway Address	Network	Static Fallback IPv4 Gateway	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b> .
Network Configuration	Static Fallback Timeout	Network	Static Fallback IPv4 Timeout	Not migrated when PCoIP Management Console 1 property <b>Network Configuration &gt; Enable SNMP</b> is not <b>Set in Profile</b> or is set to <b>False</b> .
Discovery Configuration	PCoIP Management Console DNS-Based Discovery Prefix			Never migrated. Not used in firmware 5.0.0 and later.
Session Configuration	PCoIP Connection Manager Server Address	Session > Session Type	Server URI	Not migrated when PCoIP Management Console 1 property <b>Session Configuration &gt; Session Connection Type</b> is not <b>Set in Profile</b> or is not set to one of the following: <ul style="list-style-type: none"> <li>• <b>PCoIP Connection Manager</b></li> <li>• <b>PCoIP Connection Manager + Auto-Logon</b></li> </ul>
Session Configuration	Auto Detect Server URI	Session > Session Type	Server URI	Not migrated when PCoIP Management Console 1 property <b>Session Configuration &gt; Session Connection Type</b> is not <b>Set in Profile</b> or is not set to <b>Auto Detect</b> .

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Session Configuration	Auto-Logon Username	Session > Session Type	Logon Username	Not migrated when PCoIP Management Console 1 property <b>Session Configuration &gt; Session Connection Type</b> is not <b>Set in Profile</b> or is not set to one of the following: <ul style="list-style-type: none"> <li>• <b>View Connection Server + Auto-Logon</b></li> <li>• <b>PCoIP Connection Manager + Auto-Logon</b></li> </ul>
Session Configuration	Auto-Logon Password	Session > Session Type	Logon Password	Not migrated when PCoIP Management Console 1 property <b>Session Configuration &gt; Session Connection Type</b> is not <b>Set in Profile</b> or is not set to one of the following: <ul style="list-style-type: none"> <li>• <b>View Connection Server + Auto-Logon</b></li> <li>• <b>PCoIP Connection Manager + Auto-Logon</b></li> </ul>
Session Configuration	Auto-Logon Domain	Session > Session Type	Logon Domain Name	Not migrated when PCoIP Management Console 1 property <b>Session Configuration &gt; Session Connection Type</b> is not <b>Set in Profile</b> or is not set to one of the following: <ul style="list-style-type: none"> <li>• <b>View Connection Server + Auto-Logon</b></li> <li>• <b>PCoIP Connection Manager + Auto-Logon</b></li> </ul>
Session Configuration	Enable View Connection Server SSL			Never migrated. Not used in firmware 4.x and later.

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Session Configuration	Kiosk Mode Custom Username	Session > Session Type	Username	Not migrated when PCoIP Management Console 1 property <b>Session Configuration &gt; Session Connection Type</b> is not <b>Set in Profile</b> or is not set to <b>View Connection Server + Kiosk</b> .
Session Configuration	Kiosk Mode Password	Session > Session Type	Password	Not migrated when PCoIP Management Console 1 property <b>Session Configuration &gt; Session Connection Type</b> is not <b>Set in Profile</b> or is not set to <b>View Connection Server + Kiosk</b> .
Session Configuration	Organization ID			Never migrated. Currently not included in PCoIP Management Console.
Session Configuration	OneSign Direct to View Address			Never migrated. Currently not included in PCoIP Management Console.
Session Configuration	Disconnect Dialog Display Mode	Session > Session Type	Disconnect Message Filter	
Session Configuration	Enable Login Username Caching	Session > Session Type	Remember Username	
Session Configuration	Prefer GSC-IS Over PIV Endpoint	Session > Session Type	Prefer GSC-IS	

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Session Configuration	Proximity Reader Beep Mode	Session > Session Type	Pre-Session Reader Beep	
Encryption Configuration	Enable Salsa20-256-Round12 Encryption			Never migrated. Applies to Tera1 endpoints only.
Encryption Configuration	Enable AES-128-GCM Encryption			Never migrated. Not configurable in FW 5.0.0 and later.
Encryption Configuration	Enable AES-256-GCM Encryption			Never migrated. Not configurable in FW 5.0.0 and later.
Encryption Configuration	Session Negotiation Security Level	Session > Session Type	Session Negotiation Cipher	
OSD Configuration	Hidden Menu Entries	Security	Hidden OSD Menu Entries	
Image Configuration	Low Bandwidth Text Codec Mode			Never migrated. Currently not included in PCoIP Management Console.
Image Configuration	Enable Client Image Settings			Never migrated. Remote Workstation card property.
Display Configuration	Enable Monitor Emulation on Video Port 1-4			Never migrated. Remote Workstation card property.
Display Configuration	Enable Host Hot-Plug Delay			Never migrated. Remote Workstation card property.

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Display Configuration	nable Display Cloning	Session > Display Configuration	Clone Primary Display	
Display Configuration	Enable Accelerated Monitor Emulation			Never migrated. Remote Workstation card property.
Time Configuration	Enable DST	Other > Time	Daylight Saving Time	
Time Configuration	Time Zone Offset	Other > Time	Time Zone	Converted to IANA zoneinfo time zone. See <a href="#">Time Zone Definitions for PCoIP Management Console 1 or 2</a>
Security Configuration	Password	Security	Local Administrative Password	
Security Configuration	Enable Password Protection	Security	Enable Password Protection for OSD and AWI	
Security Configuration	Enable 802.1X Support for Legacy Switches	Security	802.1X Legacy Support	
Audio Permissions	Enable Vista/ Windows 7 64-bit Mode			Never migrated. Remote Workstation card property
Audio Permissions	Enable Audio Line In			Never migrated. Remote Workstation card property

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Audio Permissions	Dual Audio Output Mode			Never migrated. Currently not included in PCoIP Management Console.
Audio Permissions	Audio In Device Type	Session > Audio Input	Audio Device Type	
Audio Permissions	Audio In Preferred USB Vendor ID	Session > Audio Input	Preferred USB Vendor ID	
Audio Permissions	Audio In Preferred USB Device Product ID	Session > Audio Input	Preferred USB Device Product ID	
Audio Permissions	Audio Out Device Type	Session > Audio Output	Audio Device Type	
Audio Permissions	Audio Out Preferred USB Vendor ID	Session > Audio Output	Preferred USB Vendor ID	
Audio Permissions	Audio Out Preferred USB Device Product ID	Session / Audio Output	Preferred USB Device Product ID	
Power Permissions	Client Power Button Function	Power	Remote Host Power Control	
Power Permissions	Wake-on-USB Mode	Power	Wake-on-USB	
Power Permissions	Wake-on-LAN Mode	Power	Wake-on-LAN	

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Power Permissions	Power On After Power Loss ModeA	Power	Power On After Power Loss	
Power Permissions	Client Power Down Timeout Seconds	power	Auto Power-Off Timeout	
Power Permissions	Display Suspend Timeout Seconds	Power	Display Suspend Timeout	
Host Driver Configuration	Enable Host Driver			Never migrated. Remote Workstation card property.
Event Log Control	Enable Diagnostic Log			Never migrated. Not used in firmware 5.0.0 and later.
Event Log Control	Event Log Filter Mode			Never migrated. Not used in firmware 5.0.0 and later.
Event Log Control	Syslog Facility Number	Logging	Syslog Facility	
Event Log Control	Enhanced Logging Mode Mask	Logging	Enhanced Logging Mode	Not migrated when PCoIP Management Console 1 is configured to <b>Enhanced logging disabled</b> .
Peripheral Configuration	Enable USB EHCI	Peripheral	EHCI	
Peripheral Configuration	Force Local Cursor Visible	Peripheral	Force Local Cursor Visibility	Migrated in MC 3.2

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
		Peripheral	Devices Forced to USB 1.1	Migrated in MC 3.2. This feature is available in firmware 5.0+
IPv6 Configuration	IPv6 Domain Name	Network	IPv6 Domain Name	Not migrated when PCoIP Management Console 1 property <b>IPv6 Configuration &gt; Enable IPv6</b> is not <b>Set in Profile</b> or is set to <b>False</b>
IPv6 Configuration	Enable DHCPv6	Network	DHCPv6	Not migrated when PCoIP Management Console 1 property <b>IPv6 Configuration &gt; Enable IPv6</b> is not <b>Set in Profile</b> or is set to <b>False</b>
IPv6 Configuration	Enable SLAAC	Network	SLAAC	Not migrated when PCoIP Management Console 1 property <b>IPv6 Configuration &gt; Enable IPv6</b> is not <b>Set in Profile</b> or is set to <b>False</b>
IPv6 Configuration	IPv6 Gateway Address	IPv6 Gateway Address Prefix Length	Network	IPv6 Gateway
IPv6 Configuration	IPv6 Primary DNS Address	IPv6 Primary DNS Address Prefix Length	Network	Primary IPv6 DNS
IPv6 Configuration	IPv6 Secondary DNS Address	IPv6 Secondary DNS Address Prefix Length	Network	Secondary IPv6 DNS
SCEP Configuration	SCEP Server URI			Never migrated. Currently not included in PCoIP Management Console

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
SCEP Configuration	Challenge Password			Never migrated. Currently not included in PCoIP Management Console
SCEP Configuration	Use Certificate for 802.1X			Never migrated. Currently not included in PCoIP Management Console
Display Configuration	Preferred Override Resolution on Port 1-4	Session > Display Configuration: Video Port 1-4	Preferred Resolution	Not migrated when PCoIP Management Console 1 property <b>Preferred Resolution</b> is set to <b>Native</b>
Display Topology Configuration (Dual and Quad)	Display Layout Alignment	Session > Display Configuration: Dual/Quad Display Topology	Display Layout Alignment	Not migrated when PCoIP Management Console 1 property <b>Display Topology Configuration &gt; Enable Configuration</b> is not <b>Set in Profile</b> or is set to <b>False</b>
Display Topology Configuration (Dual and Quad)	Primary Port	Session > Display Configuration: Dual/Quad Display Topology	Primary Port	Not migrated when PCoIP Management Console 1 property <b>Display Topology Configuration &gt; Enable Configuration</b> is not <b>Set in Profile</b> or is set to <b>False</b>
Display Topology Configuration (Dual and Quad)	Position	Session > Display Configuration: Dual/Quad Display Topology	Position	Not migrated when PCoIP Management Console 1 property <b>Display Topology Configuration &gt; Enable Configuration</b> is not <b>Set in Profile</b> or is set to <b>False</b>

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Display Topology Configuration (Dual and Quad)	Rotation	Session > Display Configuration: Dual/Quad Display Topology	Rotation	Not migrated when PCoIP Management Console 1 property <b>Display Topology Configuration &gt; Enable Configuration</b> is not <b>Set in Profile</b> or is set to <b>False</b>
Display Topology Configuration (Dual and Quad)	Resolution	Session > Display Configuration: Dual/Quad Display Topology	Resolution	Not migrated when PCoIP Management Console 1 property <b>Display Topology Configuration &gt; Enable Configuration</b> is not <b>Set in Profile</b> or is set to <b>False</b>
Profile OSD Logo		Other > OSD	OSD Logo	Never migrated
Profile Firmware		Software		Firmware Version
Image Configuration	Low Bandwidth Text Codec Mode	Image	Enable Low Bandwidth Text Codec	Migrated value applicable only for DUAL Client device
Image Configuration	Enable Client Image Settings	Image	Use Client Image Settings	Migrated value applies to Host (DUAL and QUAD) device only

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Display Configuration	Enable Monitor Emulation on Video Port 1-4	Session	Monitor Emulation: Video Port 1 Monitor Emulation: Video Port 2 Monitor Emulation: Video Port 3 Monitor Emulation: Video Port 4	Migrated values apply to Host device only. Values of port 3 and 4 are ignored for DUAL type
Display Configuration	Enable Host Hot-Plug Delay	Session Host Hot-Plug Delay	Migrated value applies to Host (DUAL and QUAD) device only	
Display Configuration	Enable Display Cloning	Session > Monitor Emulation	Clone Primary Display	Applies to Client DUAL devices only
Display Configuration	Enable Accelerated Monitor Emulation	Session > Monitor Emulation	Accelerated Monitor Emulation	Migrated value applies to Host (DUAL and QUAD) device only
Audio Permissions	Enable Vista/Windows 7 64-bit Mode			Never migrated. Applied to Tera1 devices
Audio Permissions	Enable Audio Line In	Session > Audio		Audio Line In
Audio Permissions	Audio In Device Type	Session > Audio Input	Audio Device Type	Migrated value applies to Client (DUAL and QUAD) device only

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Audio Permissions	Audio In Preferred USB Vendor ID	Session > Audio Input	Preferred USB Vendor ID	Migrated value applies to Client (DUAL and QUAD) device only
Audio Permissions	Audio In Preferred USB Device Product ID	Session > Audio Input	Preferred USB Device Product ID	Migrated value applies to Client (DUAL and QUAD) device only
Audio Permissions	Audio Out Device Type	Session > Audio Output	Audio Device Type	Migrated value applies to Client (DUAL and QUAD) device only
Audio Permissions	Audio Out Preferred USB Vendor ID	Session > Audio Output	Preferred USB Vendor ID	Migrated value applies to Client (DUAL and QUAD) device only
Audio Permissions	Audio Out Preferred USB Device Product ID	Session > Audio Output	Preferred USB Device Product ID	Migrated value applies to Client (DUAL and QUAD) device only
Power Permissions	Client Power Button Function	Power	Remote Host Power Control	<p>Migrated value applies to Client (DUAL and QUAD) device only</p> <p>Only the following values from MC1 are migrated, the rest are no longer supported in MC 3</p> <p>The user can only invoke a hard power off</p> <p>The user cannot invoke any power off</p>
Power Permissions	Wake-on-LAN Mode	Power	Wake-on-LAN	Migrated value applies to Host (DUAL and QUAD) device only

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Power Permissions	Power On After Power Loss Mode	Power	Power On After Power Loss	Migrated value applies to Client (DUAL and QUAD) device only
Power Permissions	Client Power Down Timeout Seconds	Power	Auto Power-Off Timeout	Migrated value applies to Client (DUAL and QUAD) device only
Power Permissions	Display Suspend Timeout Seconds	Power	Display Suspend Timeout	Migrated value applies to Client (DUAL and QUAD) device only
Host Driver Configuration	Enable Host Driver	Host Driver	Host Driver	Migrated value applies to Host (DUAL and QUAD) device only
Peripheral Configuration	Enable USB EHCI	Peripheral	EHCI	Migrated value applies to Client (DUAL and QUAD) device only
SCEP Configuration	SCEP Server URI			Never Migrated. Included under ENDPOINT CERTIFICATES IN mc 3.1
SCEP Configuration	Challenge Password			Never Migrated. Included under ENDPOINT CERTIFICATES IN mc 3.1
SCEP Configuration	Use Certificate for 802.1X			Never Migrated. Included under ENDPOINT CERTIFICATES IN mc 3.1

Release 1 Category	Release 1 Property Name	Current Release Category	Current Release Property Name	Migration Notes
Display Topology Configuration (Dual and Quad)	Primary Port	"Session > Monitor emulation: Quad Display Session > Monitor Emulation Dual Display"	Position	"Not migrated when PCoIP Management Console 1 property <b>Display Topology Configuration &gt; Enable Configuration</b> is not <b>Set in Profile</b> or is set to <b>False</b> . Migrated value applies to Client (DUAL and QUAD) device only"
Display Topology Configuration (Dual and Quad)	Rotation	"Session > Monitor emulation: Quad Display Session > Monitor Emulation Dual Display"	Rotation	"Not migrated when PCoIP Management Console 1 property "Display Topology Configuration > Enable Configuration** is not <b>Set in Profile</b> or is set to <b>False</b> . Migrated value applies to Client device only. Values for Prot 3 and 4 ignored for DUAL display"
Display Topology Configuration (Dual and Quad)	Resolution	"Session > Monitor emulation: Quad Display Session > Monitor Emulation Dual Display"	Resolution	"Not migrated when PCoIP Management Console 1 property Display Topology Configuration > Enable Configuration is not Set in Profile or is set to False. Migrated value applies to Client device only. Values for Prot 3 and 4 ignored for DUAL display"
Profile Firmware	Software			Never migrated. All migrated profiles are assigned to appropriate Zero client or Hard Host firmware

In addition to the previous table, the following table lists properties that are also not migrated when you import a PCoIP Management Console 1 profile, because they are not managed by the PCoIP Management Console newer releases.

### Zero Client Properties Not Managed by the PCoIP Management Console

Firmware Property	Firmware Version	Description
Prefer IPv6 FQDN Resolution	4.8.0	Not managed by PCoIP Management Console 1.x or later releases of PCoIP Management Console
IPv6 Address Resolution	4.8.0	Not managed by PCoIP Management Console 1.x or later releases of PCoIP Management Console
OSD Region Tab Lockout	5.0.0	Never managed by PCoIP Management Console 1.x

# Time Zone Definitions for PCoIP Management Console 1 or later releases

Reference to PCoIP Management Console refer to releases 2.0 or later, unless otherwise specified.

The PCoIP Management Console web interface uses Internet Assigned Numbers Authority (IANA) time zone definitions to let users configure the PCoIP Management Console web interface in their local time. The following table shows how the profile import script converts the PCoIP Management Console 1 time zones to PCoIP Management Console IANA time zones.

 **Note: Endpoints use IANA time zone definitions as of zero point firmware 5.0.0**

As of firmware 5.0.0, Tera2 PCoIP Zero Client endpoints also use IANA time zone definitions for setting the endpoint's local time. If endpoints are downgraded from firmware 5.0 or later to a version older than 5.0.0, the older Windows time zones will be used, and the endpoint's local time setting will revert to (GMT) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London. To reset the local time, you can use PCoIP Management Console 1.x to configure a group of endpoints, or you can use an individual endpoint's AWI to manually configure its local time.

 **Note: Time zone selection/setting in PCoIP Management Console display offset as standard time**

Time zone selection on Profile > Edit > OTHER and Settings > USERS > Edit pages show offsets with respect to 'Standard Time' only (not the 'Daylight Savings Time').

## PCoIP Management Console 1 and PCoIP Management Console Time Zone Definitions

PCoIP Management Console 1 Time Zone Definition	PCoIP Management Console Time Zone Definition
gmt_minus_1200_international_date_line_west	Asia/Anadyr
gmt_minus_1100_midway_island	Pacific/Midway
gmt_minus_1000_hawaii	Pacific/Honolulu
gmt_minus_0900_alaska	America/Anchorage

PCoIP Management Console 1 Time Zone Definition	PCoIP Management Console Time Zone Definition
gmt_minus_0800_pacific_time	America/Vancouver
gmt_minus_0800_tijuana	America/Tijuana
gmt_minus_0700_arizona	America/Phoenix
gmt_minus_0700_chihuahua_new	America/Chihuahua
gmt_minus_0700_chihuahua_old	America/Chihuahua
gmt_minus_0700_mountain_time	America/Denver
gmt_minus_0600_central_america	America/Costa_Rica
gmt_minus_0600_central_time	America/Chicago
gmt_minus_0600_guadalajara_new	America/Mexico_City
gmt_minus_0600_guadalajara_old	America/Mexico_City
gmt_minus_0600_saskatchewan	America/Regina
gmt_minus_0500_bogota	America/Bogota
gmt_minus_0500_eastern_time	America/New_York
gmt_minus_0500_indiana	America/Indiana/Indianapolis
gmt_minus_0430_caracas	America/Caracas
gmt_minus_0400_atlantic_time	Atlantic/Bermuda
gmt_minus_0400_la_paz	America/La_Paz
gmt_minus_0400_manaus	America/Manaus
gmt_minus_0400_santiago	America/Santiago

PCoIP Management Console 1 Time Zone Definition	PCoIP Management Console Time Zone Definition
gmt_minus_0330_newfoundland	America/St_Johns
gmt_minus_0300_brasilia	America/Sao_Paulo
gmt_minus_0300_buenos_aires	America/Argentina/Buenos_Aires
gmt_minus_0300_greenland	America/Godthab
gmt_minus_0300_montevideo	America/Montevideo
gmt_minus_0200_mid_atlantic	Atlantic/South_Georgia
gmt_minus_0100_azores	Atlantic/Azores
gmt_minus_0100_cape_verde_is	Atlantic/Cape_Verde
gmt_plus_0000_casablanca	Africa/Casablanca
gmt_plus_0000_greenwich_mean_time	Europe/London
gmt_plus_0100_amsterdam	Europe/Amsterdam
gmt_plus_0100_belgrade	Europe/Belgrade
gmt_plus_0100_brussels	Europe/Brussels
gmt_plus_0100_sarajevo	Europe/Sarajevo
gmt_plus_0100_west_central_africa	Africa/Lagos
gmt_plus_0100_windhoek	Africa/Windhoek
gmt_plus_0200_amman	Asia/Amman
gmt_plus_0200_athens	Europe/Athens
gmt_plus_0200_beirut	Asia/Beirut

PCoIP Management Console 1 Time Zone Definition	PCoIP Management Console Time Zone Definition
gmt_plus_0200_cairo	Africa/Cairo
gmt_plus_0200_harare	Africa/Harare
gmt_plus_0200_helsinki	Europe/Helsinki
gmt_plus_0200_jerusalem	Asia/Jerusalem
gmt_plus_0200_minsk	Europe/Minsk
gmt_plus_0300_baghdad	Asia/Baghdad
gmt_plus_0300_kuwait	Asia/Kuwait
gmt_plus_0300_moscow	Europe/Moscow
gmt_plus_0300_nairobi	Africa/Nairobi
gmt_plus_0330_tehran	Asia/Tehran
gmt_plus_0400_abu_dhabi	Asia/Dubai
gmt_plus_0400_baku	Asia/Baku
gmt_plus_0400_caucasus_standard_time	Asia/Yerevan
gmt_plus_0400_yerevan	Asia/Yerevan
gmt_plus_0430_kabul	Asia/Kabul
gmt_plus_0500_ekaterinburg	Asia/Yekaterinburg
gmt_plus_0500_islamabad	Asia/Karachi
gmt_plus_0530_chennai	Asia/Kolkata
gmt_plus_0530_sri_jayawardenepura	Asia/Colombo

PCoIP Management Console 1 Time Zone Definition	PCoIP Management Console Time Zone Definition
gmt_plus_0545_kathmandu	Asia/Kathmandu
gmt_plus_0600_almaty	Asia/Almaty
gmt_plus_0600_astana	Asia/Almaty
gmt_plus_0630_yangon	Asia/Rangoon
gmt_plus_0700_bangkok	Asia/Bangkok
gmt_plus_0700_krasnoyarsk	Asia/Krasnoyarsk
gmt_plus_0800_beijing	Asia/Hong_Kong
gmt_plus_0800_irkutsk	Asia/Chita
gmt_plus_0800_kuala_lumpur	Asia/Kuala_Lumpur
gmt_plus_0800_perth	Australia/Perth
gmt_plus_0800_taipei	Asia/Taipei
gmt_plus_0900_osaka	Asia/Tokyo
gmt_plus_0900_seoul	Asia/Seoul
gmt_plus_0900_yakutsk	Asia/Yakutsk
gmt_plus_0930_adelaide	Australia/Adelaide
gmt_plus_0930_darwin	Australia/Darwin
gmt_plus_1000_brisbane	Australia/Brisbane
gmt_plus_1000_canberra	Australia/Sydney
gmt_plus_1000_guam	Pacific/Guam

PCoIP Management Console 1 Time Zone Definition	PCoIP Management Console Time Zone Definition
gmt_plus_1000_hobart	Australia/Hobart
gmt_plus_1000_vladivostok	Asia/Vladivostok
gmt_plus_1100_magadan	Asia/Magadan
gmt_plus_1200_auckland	Pacific/Auckland
gmt_plus_1200_fiji	Pacific/Fiji
gmt_plus_1300_nukualofa	Pacific/Tongatapu

# Expanding the PCoIP Management Console Disk Size

The following steps are required to expand the vdisk of the PCoIP Management Console.

**⚠ Caution: Modifying virtual machine settings should only be considered by qualified individuals**

Modifying any virtual machine settings should only be considered by qualified individuals. Teradici strongly recommends you do a db backup of the PCoIP Management Console and download the archive file to a safe location. You should also take a snapshot of the virtual machine prior to modifying any settings.

## To expand your PCoIP Management Console disk size:

1. Check the current disk size from the command prompt:

```
df --total
```

This will display the space used by each volume in `/dev/mapper/vg_main-lv_root`.

2. Ensure you have allocated enough disk space.
3. From vSphere, select the virtual machine to be modified and power it down.
4. Determine the increased disk size.
5. Edit the virtual machine settings to increase the vDisk and the vRAM. To do this, run `sudo fdisk /dev/sda` and follow these steps in order:
  - a. You may get a Warning about DOS-compatible mode being deprecated. Type **C** to switch off DOS-compatible mode. Type **U** to change display units to sectors.
  - b. Press **P** to print the partition table to identify the number of partitions. By default, there are 2: sda1 and sda2.
  - c. Press **N** to create a new primary partition.
  - d. Press **P** for primary.
  - e. Press **3** for the partition number, depending on the output of the partition table print.
  - f. Press **Enter** two times.
  - g. Press **T** to change the system's partition ID.
  - h. Press **3** to select the newly creation partition.

- i. Type **8e** to change the Hex Code of the partition for Linux LVM.
  - j. Press **W** to write the changes to the partition table.
6. Run `sudo init 6` to restart the virtual machine.
7. When the virtual machine restarts, run the following commands in order:
  - a. `sudo pvcreate /dev/sda3` (This should create the physical volume /dev/sda3).
  - b. `sudo vgextend vg_main /dev/sda3` (This will extend the Volume Group VG\_Main).
  - c. `sudo vgdisplay` (This will display information about the Volume Group. Make note of the Free PE / Size. The first number is the number of free extents and will be used in the following command).
  - d. `sudo lvextend -l 511 /dev/mapper/vg_main-lv_root` (You will get a message telling you the volume has been extended from 8.31GB to 15.97GB / 511 extents).
  - e. `sudo resize2fs /dev/mapper/vg_main-lv_root` (This will resize the partition).
  - f. `sudo init 6` (this will restart the virtual machine).
8. Power the virtual machine back on.

 **Note: Extending logical volume in Linux**

For information on how to extend logical volume in a virtual machine running RedHat or CentOS, see [http://kb.vmware.com/selfservice/microsites/search.do?language=en\\_US&cmd=displayKC&externalId=1006371](http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1006371).

# Using your Virtual Machine Console to Administer Licenses when Connected to the Internet

## Info: Virtual machine console

The use of the vm console is required for license management on PCoIP Management Console releases 2.0 to 3.0. From MC 3.1 onwards, a UI is present for managing licenses when connected to the internet.

## Activating Licenses

### Using your virtual machine console to activate your PCoIP Management Console Enterprise license:

1. Connect to your PCoIP Management Console virtual machine console and log in using the admin account and password. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#).
2. Run the following command:

```
/opt/teradici/licensing/mc_activate_lic.sh -k <entitlementID>
```

where `entitlementID` is the activation key you received via email.

Example:

```
/opt/teradici/licensing/mc_activate_lic.sh -k 1234-5678-90AB-CDEF
```

### Using your virtual machine console to activate your PCoIP Management Console Enterprise license from behind a proxy server:

## Info: Proxy parameter

Activating PCoIP Management Console Enterprise license when the PCoIP Management Console is located behind a proxy server requires appending the `-p` parameter that defines the proxy parameters.

1. Connect to your PCoIP Management Console virtual machine console and log in using the admin account and password.

2. Run the following command:

```
/opt/teradici/licensing/mc_activate_lic.sh -k <entitlementID> -p  
[<user:password>@] <proxyhost:port>
```

where:

<entitlementID> is the activation key you received via email.

[<user:password>] is optional. If >user is provided, password must also be provided.

<proxyhost:port> is the IP address and port number of your proxy server.

Examples:

- If the proxy requires a user name and password:

```
/opt/teradici/licensing/mc_activate_lic.sh -k 1234-5678-90AB-CDEF -p  
bob:bobpasswd@192.168.45.23:3128
```

- If the proxy does not require a user name and password:

```
/opt/teradici/licensing/mc_activate_lic.sh -k 1234-5678-90AB-CDEF -p  
192.168.45.23:3128
```

## Viewing Installed Licenses

Once your license is activated, its information is stored on the PCoIP Management Console virtual machine.

You can view the installed licenses via the command prompt on the vm console.

### View installed licenses via the command prompt:

1. Connect to your PCoIP Management Console virtual machine console and log in using the admin account and password. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#).
2. Run the following command:

```
/opt/teradici/licensing/mc_view_lic.sh
```

The script will output the following information:

- **Fulfillment ID: XXXXXXXX:** An ID assigned to a license after it is activated. This ID is required if you deactivate the license. The fulfillment ID will be different each time you reactivate a license after it has been deactivated.
- **Entitlement ID: XXXX-XXXX-XXXX-XXXX:** The license key you received via email that you use to activate your license.
- **Expiration date: DD-MMM-YYYY:** The day, month, and year your license expires.

## Deactivating Licenses

It is important to deactivate a license when you no longer need it, for example, when you decommission a virtual machine. This frees up the license and makes it available for a different PCoIP Management Console Enterprise deployment.

 **Note: Deactivating license reverts PCoIP Management Console to PCoIP Management Console Free**

PCoIP Management Console will run in Free mode when all its licenses are deactivated.

!!! warning "Warning: Internet Access Required" When deactivating a license, an internet connection to the licensing server is required unless the offline license activation steps are used.

## Deactivating Your PCoIP Management Console License

Using your virtual machine console to deactivate PCoIP Management Console Enterprise license:

1. Connect to your PCoIP Management Console console and log in using the **admin** account and password.
2. Run the following command:

```
/opt/teradici/licensing/mc_return_lic.sh -f <fulfillment_ID>
```

where `<fulfillment_ID>` is the ID assigned to the license after it was activated.

Example:

```
/opt/teradici/licensing/mc_return_lic.sh -f 12345678
```

**Note: Finding fulfillment ID**

To find your fulfillment ID, see [Viewing Installed Licenses](#).

To deactivate your PCoIP Management Console Enterprise license when the PCoIP Management Console is located behind a proxy server:

1. Connect to your PCoIP Management Console Enterprise virtual machine console and log in using the admin account and password. See [Logging in to the PCoIP Management Console OVA Virtual Machine Console](#).

2. Run the following command:

```
/opt/teradici/licensing/mc_return_lic.sh -f <fulfillmentId> -p  
[<user:password>@] proxyhost:port>
```

where:

<fulfillmentID> is the ID assigned to the license after it was activated.

[<user:password>] is optional. If user is provided, password must also be provided.

<proxyhost:port> is the IP address and port number of your proxy server.

Example:

- If the proxy requires a user name and password:

```
/opt/teradici/licensing/mc_return_lic.sh -f 12345678 -p  
bob:bobpasswd@192.168.45.23:3128
```

- If the proxy does not require a user name and password:

```
/opt/teradici/licensing/mc_return_lic.sh -f 12345678 -p 192.168.45.23:3128
```

# HTTP Strict Transport Security

HTTP Strict Transport Security (HSTS) is a policy that helps protect web server appliances against unwanted access. It allows only trusted connections with browsers using HTTPS. When HSTS is enabled, it informs a web browser that has previously visited a site to only use HTTPS connections. Web browsers that have never connected to the site may use HTTP for the initial connection. HSTS is an IETF standards track protocol and specified in RFC 6797.

**⚠ Warning: Not all browsers will react the same way. Ensure you thoroughly test using all browsers you intend to use**

Some web browsers may terminate the connection to the web server and prevent access to the PCoIP Management Console if the security of the connection cannot be verified. Therefore it is important to have a properly created and trusted certificate installed into the Management Console and the ability for the web browser to be able to verify the authenticity of that certificate.

HSTS can be enabled on the PCoIP Management Console by editing the **mc-external-config.yml** file. It also requires a proper certificate be loaded on the PCoIP Management Console. For more information on configuring HSTS and how it works please review [RFC 6797](#).

The certificate requirements are determined by the browser you are using. See browser documentation for requirements. Requirements include the following and can change at anytime:

- SHA 256 is the minimum signature algorithm
- CA signed (can not be a self signed certificate)
- Subject Alternative Name (Chrome requirement)

**To enable HSTS and configure the timeout setting:**

1. [Accessing the PCoIP Management Console Virtual Machine Console](#)
2. SSH to the PCoIP Management Console virtual machine console.
3. Log in as administrator and enter the command `sudo su`.
4. Change to the following directory:  
**`/opt/teradici/console/config/`**

5. Edit the `mc-external-config.yml` file to activate HSTS and set the time out by:
  - a. Uncommenting (remove `#` symbol) from the `jetty`, `port`, `hsts`, `enableHSTS` and `stsMaxAge` from the following lines:

```
#jetty:
#   port: 8080
#   sendServerVersion: false
#   hsts:
#       enableHSTS: false
#       stsMaxAge: 31536000
#   traceEnabled: false
#   optionsEnabled: false
```

- b. Editing the `enableHSTS` value to true.
- c. Editing the `stsMaxAge` value to the desired time out in seconds.

```
enableHSTS: true
```

```
stsMaxAge: 31536000
```

!!! note "`stsMaxAge`" is configurable from the default of -1 to one year (31536000 seconds) and defines how long the web browser should cache the HSTS policy against the server. Your edited lines should look like the following:

```
jetty:
  port: 8080
#   sendServerVersion: false
  hsts:
    enableHSTS: true
    stsMaxAge: 31536000
#   traceEnabled: false
#   optionsEnabled: false
```

6. Save your edits to `mc-external-config.yml`.
7. Restart the Management Console console service.

```
sudo service mcconsole restart
```

#### Tip: Is HSTS enabled?

To confirm if HSTS is enabled, run

```
curl -k -s -vv https://<PCoIP Management Console ip address>/login/auth | grep Strict
```

and look at any HTTP response from the server. If enabled, the header will display the max age.

# Chrony NTP Configuration

By default, the Management Console RPM based on CentOS uses chrony as the NTP client in which there are default references to public NTP servers. To configure chrony to not communicate with external time servers and adhere to your companies security policy, consider the following actions:

1. Refer to your Security policy to ensure your NTP configuration complies to set standards. Considerations should include:
  - Confirming if your companies DNS server provides an NTP sever or server pool.
  - Remove public server pools from **chrony.conf**
  - Add your own public server pool to chrony.conf
  - [Disabling chrony](#)
2. Review the current Management Console chrony configuration by entering the `chronyc sources -v` command from the [Management Console's console](#) to provide a verbose listing of NTP servers chrony is syncing too.
3. Consider using internal NTP servers authorized by your companies security policy by editing the `/etc/chrony.conf` file.

## Example

We have provided the following example of viewing and editing an NTP configuration. In this example the default ntp servers are commented out and replaced by another NTP server.

1. Check the currently used NTP servers using `chronyc sources -v`.

```
[kono@localhost etc]$ chronyc sources -v
210 Number of sources = 6

.-- Source mode  '^' = server, '=' = peer, '#' = local clock.
/ .- Source state '*' = current synced, '+' = combined , '-' = not combined,
| /  '?' = unreachable, 'x' = time may be in error, '~' = time too variable.
||                                     .- xxxx [ yyyy ] +/- zzzz
||           Reachability register (octal) -.           | xxxx = adjusted offset,
||           Log2(Polling interval) --.           |           | yyyy = measured offset,
||                                     \           |           | zzzz = estimated error.
```

```

||
MS Name/IP address          Stratum Poll Reach LastRx Last sample
=====
^* ip225.ip-54-39-173.net    2 10 377 652 +4224us[+4594us] +/-
35ms
^+ k8s-w02.tblflp.zone      2 9 373 147 -12ms[ -12ms] +/-
73ms
^- ntp2.torix.ca            2 9 377 113 +1082us[+1082us] +/-
538ms
^- dns2.switch.ca           3 9 377 95  +750us[ +750us] +/-
532ms
^- DC01.tera.local          3 6 377 48 -1332us[-1332us] +/- 98ms
^- DC02.tera.local          4 6 377 45 -1014us[-1014us] +/- 135ms
[kono@localhost etc]$

```

2. Edit the **chrony.conf** file to change the referenced NTP servers using the `sudo vi chrony.conf` command. In this example, the public tick.usask.ca and internal 192.168.1.50 NTP servers are added. The `iburst` option speeds up the first synchronization and the `prefer` option advises chrony which NTP server you want to use if available.

```

[kono@localhost etc]$ sudo vi chrony.conf
# Use public servers from the pool.ntp.org project.
# Please consider joining the pool (http://www.pool.ntp.org/join.html).

server tick.usask.ca iburst prefer
server 192.168.1.50 iburst
# server 0.centos.pool.ntp.org iburst
# server 1.centos.pool.ntp.org iburst
# server 2.centos.pool.ntp.org iburst
# server 3.centos.pool.ntp.org iburst

# Record the rate at which the system clock gains/losses time.
driftfile /var/lib/chrony/drift

# Allow the system clock to be stepped in the first three updates
# if its offset is larger than 1 second.
makestep 1.0 3

# Enable kernel synchronization of the real-time clock (RTC).
rtcsync

# Enable hardware timestamping on all interfaces that support it.
#hwtimestamp *

# Increase the minimum number of selectable sources required to adjust
# the system clock.

```

```
#minsources 2

# Allow NTP client access from local network.
#allow 192.168.0.0/16

# Serve time even if not synchronized to a time source.
#local stratum 10

# Specify file containing keys for NTP authentication.
#keyfile /etc/chrony.keys

# Specify directory for log files.
logdir /var/log/chrony

# Select which information is logged.
#log measurements statistics tracking
```

- Restart chrony for the changes to take effect using the command `sudo systemctl restart chronyd`.

```
[kono@localhost etc]$ sudo systemctl restart chronyd
==== AUTHENTICATING FOR org.freedesktop.systemd1.manage-units ====
Authentication is required to manage system services or units.
Authenticating as: kono
Password:
==== AUTHENTICATION COMPLETE ===
[kono@localhost etc]$
```

- Confirm the new configuration of the `chrony.conf` file.

```
[kono@localhost etc]$ chronyc sources -v
210 Number of sources = 4

.-- Source mode  '^' = server, '=' = peer, '#' = local clock.
/  .- Source state '*' = current synced, '+' = combined , '-' = not combined,
| /  '?' = unreachable, 'x' = time may be in error, '~' = time too variable.
||
||                                     .- xxxx [ yyyy ] +/- zzzz
||      Reachability register (octal) -. |   xxxx = adjusted offset,
||      Log2(Polling interval) --.      |   yyyy = measured offset,
||                                     \   |   zzzz = estimated error.
||                                     |   |
||                                     |   | \
MS Name/IP address          Stratum Poll Reach LastRx Last sample
=====
^- stervandc01a.teradici.lo>    3    6    17    4  -1183us[-1219us] +/-
104ms
^* time.usask.ca              1    6    17    3   -12us[ -48us] +/-
```

```

15ms
^- GSSDC01.terase.local          3   6   17   3  -4130us[-4130us] +/-
132ms
^- GSSDC02.terase.local          4   6   17   3  -3260us[-3260us] +/-
166ms
[kono@localhost etc]$

```

##### 5. View status in real time using the command `watch chronyc tracking`

```

[kono@localhost etc]$ watch chronyc tracking
Every 2.0s: chronyc tracking

Reference ID      : 80E99AF5 (time.usask.ca)
Stratum          : 2
Ref time (UTC)   : Fri Mar 22 15:50:33 2019
System time      : 0.000050575 seconds slow of NTP time
Last offset      : -0.000054492 seconds
RMS offset       : 0.000197914 seconds
Frequency        : 35.545 ppm slow
Residual freq    : -0.001 ppm
Skew             : 0.082 ppm
Root delay       : 0.029674415 seconds
Root dispersion  : 0.000992690 seconds
Update interval  : 2078.7 seconds
Leap status      : Normal

```

## Disabling the Chrony

If required, disable chrony by issuing the following commands:

1. `sudo systemctl stop chronyd` to stop the chronyd service
2. `sudo systemctl disable chronyd` to disable the chrony service.

Issue the `systemctl status chronyd` command to confirm chrony is disabled.

# SSH Security Considerations

The following SSH configuration considerations will help secure the Management Consoles underlying OS SSH package. Thorough knowlegde of using Linux commands is assumed.

These considerations are based on the CentOS wiki which contain additional configurations and can be found at <https://wiki.centos.org/HowTos/Network/SecuringSSH>.

The following configurations are separated individually but you can make all these changes at once if you decide that all these configurations conform to your IT departments security policy.

## Disable Root Login

1. Edit `/etc/ssh/sshd_config`

```
# Prevent root logins:  
PermitRootLogin no
```

2. Restart SSH

```
$ sudo service sshd restart
```

## Limit User Logins

1. Edit `/etc/ssh/sshd_config`

```
# Limit User Logins to the following  
AllowUsers admin
```

2. Restart SSH

```
$ sudo service sshd restart
```

## Disable SSH Protocol 1

1. Edit `/etc/ssh/sshd_config`

```
# Protocol 2,1Protocol 2
```

2. Restart SSH

```
$ sudo service sshd restart
```

## Use Public/Private Keys for authentication and disable Password Authentication

1. Generate public and private certificate.

```
$ ssh-keygen -t rsa
```

- a. Either specify a file name or accept the default.
- b. If you want to be asked for a password everytime you connect, supply a passphrase.
- c. A private (`id_rsa` by default) and a public key (`id_rsa.pub` by default) will be created in the `~/.ssh` directory.

2. In the Management Console, ssh as admin and copy the public key in the `~/.ssh` folder. You may need to create the `~/.ssh` folder.

3. Install the public key into the `authorized_keys` list:

```
$ cat id_rsa.pub >> ~/.ssh/authorized_keys
```

4. Set permissions on the `.ssh` directory and `authorized_keys` file

```
$ chmod 700 ~/.ssh
$ chmod 600 ~/.ssh/authorized_keys
```

5. Enable SSH public key authentication

- a. Edit `/etc/ssh/sshd_config`

```
#Enable Public Key authentication
PubkeyAuthentication yes
```

- b. Restart SSH

```
$ sudo service sshd restart
```

6. In the workstation where you will run the ssh client, copy the private key in the ~/.ssh folder. Set the permissions as follows:

```
```\n$ chmod 700 ~/.ssh\n$ chmod 600 ~/.ssh/id_rsa\n```\n
```

7. Test the SSH connection using public/private keys by using SSH to connect to your VM from a different VM where you have copied your generated SSH key

```
$ ssh admin@your_mc_ip_or_fqdn -i ~/.ssh/id_rsa
```

8. Disable password authentication.

- a. Edit **/etc/ssh/sshd\_config**

```
# Disable password authentication forcing use of keys:\nPasswordAuthentication no
```

- b. Restart SSH

```
$ sudo service sshd restart
```

# AMI Downloads by Region

List of PCoIP Management Console 19.11.1 AMI downloads by regions hosted in Amazon.

Region	AMI ID	Location/City
ap-northeast-1	ami-0f06603b0f31b2656	Tokyo
ap-northeast-2	ami-0e8b66960234ae43c	Seoul
ap-south-1	ami-0eecce5d2ccde16fb	Mumbai
ap-southeast-1	ami-0ffad1da7d8ed0968	Singapore
ap-southeast-2	ami-0f926de6474aaf001	Sydney
ca-central-1	ami-096d87f42450461d2	Canada
eu-central-1	ami-020e2f1c4a4e1f4d5	Frankfurt
eu-north-1	ami-057e66f1019280722	Stockholm
eu-west-1	ami-0a392b427b02efbb1	Ireland
eu-west-2	ami-0fd14a028fd68a9fc	London
eu-west-3	ami-0f6811e640afa86ee	Paris
sa-east-1	ami-07b61530d9cb1be26	Sao Paulo
us-east-1	ami-0d85a165d0a637fb8	N. Virginia
us-east-2	ami-0828c77712e69fd02	Ohio
us-west-1	ami-04dba109f45844253	N. California
us-west-2	ami-0e13460a33f611c7f	Oregon

# Troubleshooting

The troubleshooting section of this guide allows users to easily find the topics and links that are required for various aspects of troubleshooting your PCoIP Management Console.

- The PCoIP Management Console records logs of its activity on a rotational basis. Logs also have two levels which can be set depending on how much details is required to solve an issue. For further information, see [Managing PCoIP Management Console Logs](#).

# Troubleshooting Endpoints in Recovery Mode

Recovery mode is a special version of the zero client firmware that takes effect when the client experiences a problem that renders it unable to operate. Recovery mode automatically becomes active under the following conditions:

- A firmware update fails.
- The client has an invalid configuration.
- The client has been unable to complete its boot sequence after a number of attempts.

This mode lets you correct the configuration, or upload a replacement firmware or certificate file. You can do this directly from a client's AWI or you can use a PCoIP Management Console profile to correct the problem.

## Locating Endpoints in Recovery Mode

 **Note: Recovery mode is only available for Tera2 PCoIP Zero Clients**

Recovery mode is not available on remote workstation cards.

If you have an endpoint in recovery mode, make a note of its firmware version number. You can then locate all endpoints in recovery mode from the PCoIP Management Console ENDPOINTS page by creating a filter to display endpoints running this firmware version.

The following example creates a filter for firmware version earlier than 5.0.0.

Filter criterion for finding endpoints in recovery mode

## Recovery Mode Causes and Solutions

The following problems can cause an endpoint to be in recovery mode:

- The client may have been forced into recovery mode by a user repeatedly tapping the power button when turning on the endpoint. If so, rebooting (resetting) the zero client may return it to the main firmware.
- If the client does not load the main firmware but boots into the recovery image immediately when powered up, then it is likely that a firmware upload operation was interrupted and the client does not contain a valid firmware image. Apply a profile to upload a new firmware image to the zero client and reboot the client to return to working firmware.
- If the zero client attempts to boot to the main firmware images a few times (the splash screen is displayed for a bit) but eventually switches to the recovery image, then it is likely that the firmware configuration is not valid. See [Resetting Endpoint Properties to Their Defaults](#) to clear this problem and then re-provision the endpoint.

## Recovery Mode Examples

The following example shows a client with a completed firmware upload status. It may have switched to recovery mode by a user repeatedly tapping its power button. In this case, simply performing a power reset may recover the endpoint.

EXPAND ALL →							
PROFILE ▾ STRUCTURE ▾ ENDPOINTS ▾ ENDPOINT DISCOVERY							
SEARCH FILTER + ▾ Software Version is 1.3.0 REFRESH							
NAME	SOFTWARE VERSION	ONLINE	FIRMWARE UPLOAD	FIRMWARE POWER RESET	APPLY PROFILE	PROFILE POWER RESET	
My Group							
My Sub-Group							
• <Prefix>-My Group-M...	1.3.0	True	COMPLETED	COMPLETED	COMPLETED	COMPLETED	

### Client in Recovery Mode with Completed Firmware Upload

The next example shows a client in recovery mode because a firmware upload was interrupted. In this case, applying the profile will download the firmware again and may recover the endpoint.

EXPAND ALL →							
PROFILE ▾ STRUCTURE ▾ ENDPOINTS ▾ ENDPOINT DISCOVERY							
SEARCH FILTER + ▾ Software Version is 1.3.0 REFRESH							
NAME	SOFTWARE VERSION	ONLINE	FIRMWARE UPLOAD	FIRMWARE POWER RESET	APPLY PROFILE	PROFILE POWER RESET	
My Group							
My Sub-Group							
• <Prefix>-My Group-M...	1.3.0	False	FAILED	NOT STARTED	NOT STARTED	NOT STARTED	

### Client in Recovery Mode with Failed Firmware Upload

Client in Recovery Mode with Failed Firmware Upload

If rebooting a client or uploading firmware again does not recover the endpoint, you must reset parameters to factory defaults and re-provision the endpoint.

 **Note: Use the client's AWI to reset and configure parameters**

You can also use the client's AWI to reset parameters and reconfigure it. See [Accessing an Endpoint's AWI](#).

# Troubleshooting DNS

This troubleshooting reference provides some steps to perform to ensure that you have the correct PCoIP Management Console information configured in your DNS server.

 **Note: Instructions are for Windows only**

These instructions apply to the Windows platform.

The procedure shown next checks that you have a DNS A record that maps the PCoIP Management Console's host name to its IP address for forward lookups, and a DNS PTR record that maps the PCoIP Management Console's IP address to its host name for reverse lookups. In addition, it checks that a DNS SRV record for **\_pcoip-bootstrap** exists, and that the DNS TXT record containing the PCoIP Management Console's certificate fingerprint exists and is located in the right place.

Also note that:

- DNS records have a time-to-live value that dictates how long the records are cached. If your **nslookup** results show old information, please try clearing the PC's DNS cache using the `ipconfig /flushdns` command before running the **nslookup** commands in this example again.

For example,

```
C:\Users\username> ipconfig /flushdns
```

```
Windows IP Configuration
Successfully flushed the DNS Resolver Cache
```

- Zero client endpoints will cache DNS results for the entire time-to-live period. You can clear this cache by power cycling the endpoint.
- The following SHA-256 fingerprint shown is the default PCoIP Management Console certificate fingerprint. If you have created your own certificates, this value will be different.
- The following example uses sample IP addresses and host names for the primary DNS server and PCoIP Management Console. Please substitute your own server and PCoIP Management Console 2 information for these names and addresses.

- The information returned by the **nslookup** commands is shown in gray text after each command.

**To verify DNS PCoIP Management Console information:**

1. Log in to your Windows server.
2. Launch a command prompt window by clicking the **Start** button and typing **cmd** in the **Search** box.
3. Launch **nslookup** from the command line prompt:  
**C:\Users\username> nslookup**  
 Default Server: mydnsserver.mydomain.local  
 Address: 172.15.25.10
4. Instruct **nslookup** to connect to the DNS server under which you created the records. This address should match the primary DNS server address configured in the endpoint's network settings.  
**> server 172.15.25.10**  
 Default Server: mydnsserver.mydomain.local  
 Address: 172.15.25.10
5. Enter the FQDN of your PCoIP Management Console to perform a forward lookup to verify that a DNS A record that maps the PCoIP Management Console host name to its IP address is present:  
**> pcoip-mc.mydomain.local**  
 Server: mydnsserver.mydomain.local  
 Address: 172.15.25.10  
 Name: pcoip-mc.mydomain.local  
 Address: 172.25.15.20
6. Enter the PCoIP Management Console's IP address (found in the previous step) to perform a reverse lookup to verify that a DNS PTR record that maps the PCoIP Management Console IP address to its host name is present:  
**> 172.25.15.20**  
 Server: mydnsserver.mydomain.local  
 Address: 172.15.25.10  
 Name: pcoip-mc.mydomain.local  
 Address: 172.25.15.20

- Set the record type to **SRV** and check that a DNS SRV record exists to tell endpoints the FQDN of the PCoIP Management Console. In the second command, the domain name is the domain under which your endpoints are configured:

```
> set type=srv
```

```
> _pcoip-bootstrap._tcp.myendpointdomain.local
```

```
Server: mydnsserver.mydomain.local
```

```
Address: 172.15.25.10:
```

```
> _pcoip-bootstrap._tcp.myendpointdomain.local SRV service location:
```

```
priority =0
```

```
weight =0
```

```
port =5172
```

```
svr hostname =pcoip-mc.mydomain.local
```

```
pcoip-mc.mydomain.local internet address = 172.25.15.20
```

- Set the record type to **TXT** and check that a DNS TXT record exists containing the PCoIP Management Console SHA-256 fingerprint. In the second command, the domain name is the domain under which your endpoints are configured.

```
> set type=txt
```

```
> pcoip-mc.myendpointdomain.local
```

```
Server: mydnsserver.mydomain.local
```

```
Address: 172.15.25.10
```

```
pcoip-mc.mydomain.local text = "pcoip-bootstrap-cert=
```

```
B7:62:71:01:85:27:46:BB:E3:E9:5C:E2:34:2C:B5:76:7D:7A:F1:7F:6A:4D:5C:DB:AA:2B:
```

```
99:BD:D5:A9:28:91"
```

- Exit **nslookup**:

```
> exit
```

# FAQs

The latest PColP Management Console FAQs can be found [here](#).

# Contacting Support

If you encounter any problems installing, configuring, or running the PCoIP Management Console, you can create a support ticket with Teradici.

Before creating a ticket, be prepared with the following:

- A detailed description of the problem
- The version or versions of PCoIP Management Console involved in the problem. See [Managing PCoIP Management Console Logs](#)
- Appropriate logs that capture the issue. [Locating the PCoIP Management Console's Log Files](#)

## The Teradici Community Forum

The PCoIP Community Forum enables 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 visit the Teradici community, go to <https://communities.teradici.com>.

# Finding the PCoIP Management Console Release Number

You can find your PCoIP Management Console release number using the PCoIP Management Console Dashboard.

## **To find your PCoIP Management Console release number:**

Browse to your PCoIP Management Console and view the release number at the bottom of the left of the web interface. It will be in the format of `#.##@####`. For example, `19.05@9507`