

# TERADICI APEX 2800 Software Release Notes

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## Revision History

Version	Date	Description
1	Jan 30 <sup>th</sup> , 2012	Release Notes APEX 2800 – Software 1.0.0
2	Feb 27 <sup>th</sup> , 2012	Release Notes APEX 2800 – Software 1.0.1 Critical issue fix – Server crash under highly stressed condition
3	April 20, 2012	Release Notes APEX 2800 – Software 1.1.0

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## Definitions

ESX/ESXi	VMware Hypervisor
OS	Operating System
PCIe	Peripheral Component Interconnect Express
PCoIP®	Personal Computer over Internet Protocol (PC-over-IP®)
PCoIP Software	Software implementation of PCoIP protocol that is integrated into VMware View Agent/Client release 4.0 and newer
PCoIP Zero Client	User or client side of PCoIP system in the form of a standalone desktop device or integrated display based on a PCoIP processor

## Preface

The Teradici APEX 2800 server offload card provides hardware-accelerated PCoIP® image encoding for server-hosted VMware View™ virtual desktops.

Available as a standard PCIe expansion card for industry-standard servers, the APEX 2800 monitors the graphical demands of all displays but automatically only offloads the image encoding of the most demanding 64 displays from the CPUs to the APEX 2800 card.

As demands change the card will seamlessly and automatically shift between hardware encoding on the APEX 2800 card and software encoding on the virtual desktop's vCPU(s)

This document provides a summary of known issues in APEX 2800 software package release 1.1.0.

# 1 Release 1.1.0

## 1.1 Version

The version information can be checked from the command “pcoip-ctrl -l”:

APEX2800 Driver Information:

- SVN revision (14369), Built Apr 17 2012 : 11:39:29
- Display Manager is (ENABLED)

APEX2800 Device Summary:

- (1) APEX2800 device present
  - Device (Bus 7) (IN\_SERVICE)
    - ++ Firmware SVN revision (14369), Built Apr 17 2012 : 11:36:32
    - ++ CPU Temperature (61c), Ambient/Board Temperature (56c)
    - ++ Device Util (8), Image Pipeline (2584) Kpps

Virtual Machine Summary:

- (63) Virtual Machines Found
- (60) PCoIP Sessions Found
- (60) PCoIP Displays Offloaded

## 1.2 Compatibility

ESXi 4.1 Update 1, tested on build number 348481

ESXi 4.1 Update 2, tested on build number 502767

ESXi 5.0, tested on build number 469512

ESXi 5.0 Update 1, tested on build number 623860

VMware View™ 4.6, 4.6.1

VMware View™ 5.0, 5.0.1

Deployments using zero client devices to connect to View virtual desktops should install PCoIP firmware release 3.5.0 or higher on the zero client devices.

APEX 2800 PCIe card reference T2800H0100, Rev 02

**It is highly recommended that all customers update their ESXi driver to this version.**

### 1.3 Resolved Issues from 1.0.1

Teradici Reference	Title	Description
FIXED	View client error and session closure	In very rare cases, the View client whose display is offloaded may close the connection abruptly  <u>Impact:</u> the end user will need to reconnect to his VM
FIXED	'pcoip-ctrl -l' shows an invalid device utilization value	The 'pcoip-ctrl -l' informational output shows an invalid value for device utilization. The statistic actually reported is CPU utilization in the APEX2800 device. This value should report the APEX2800 device utilization from 0-99.  <u>Impact:</u> none. IT Manager should ignore this data
FIXED	Unexpected Server reboot in very rare occasions	Under extreme Server stress conditions, this issue could sometimes cause the server to reboot

### 1.4 Known Issues

Teradici Reference	Title	Description
7206,7465	Occasional deterioration of end user experience	Under heavy pixel loads in constrained bandwidth or high packet loss environments, APEX offloading may contribute to some additional screen update latency compared to non-offloaded use.  <u>Impact:</u> lower frame rates and/or delayed interactivity for that specific VM. This disappears on its own when the workload is reduced or bandwidth availability increases
7584,8108	Occasional update pause and cancellation of APEX offloading	In very rare cases, the user's display will briefly pause and APEX offloading will be cancelled. The display will revert to CPU encoding momentarily, then return to APEX for offloading if a display is still available  <u>Impact:</u> none. The switch between hardware offload and CPU encode is seamless to the end user
8069	APEX offloaded display frame rates can be occasionally lower.	For intense multimedia workloads (video), APEX frame rates can occasionally be lower than a software encoded display. This behaviour is occasional and depends on the type of multimedia workload, and on the size of the video being presented.  This issue is only present when the VMware View software client is used. PCoIP zero-clients do not exhibit this issue.