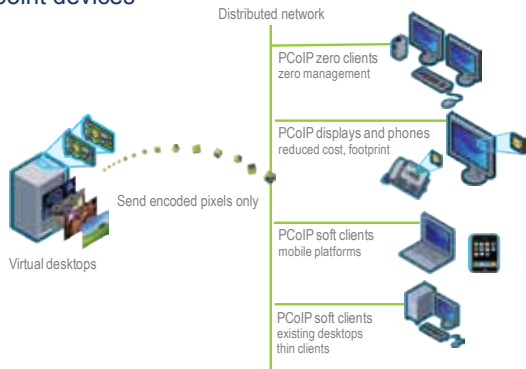


# Quick Start Guide



The Teradici APEX 2800 server offload card is specifically designed to offload PCoIP image encoding from the server's CPU, significantly reducing CPU utilization and ensuring consistent application performance.

## Compatible endpoint devices



### WARNING

1. Always power down and disconnect devices from AC power before handling them, as some circuitry on the server PC can continue to operate even though the front panel power switch is OFF.  
**Failure to disconnect the device from AC power can result in personal injury or equipment damage.**
2. Always ensure correct anti-static handling is observed to avoid potential ESD damage in the card.

Thank you for purchasing the Teradici APEX 2800 server offload card. This Quick Start Guide will help you to install and configure your APEX 2800 card.

## Package Contents

- APEX 2800 card
- Quick Start Guide (this document)

## System requirements

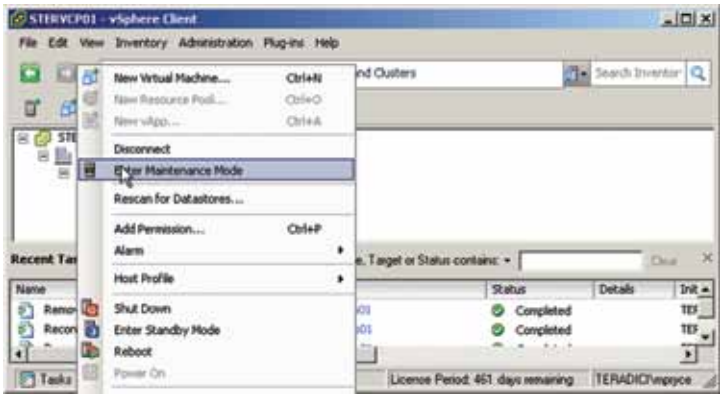
- PCI Express x8 compatible card slot
- VMware ESXi 4.1 or 5.0
- VMware View™ 4.6 or 5.0
- PCoIP Zero Client (3.4.x or later) or VMware View client (4.6 or later)
- Supported virtual machine operating systems:
  - Windows XP
  - Windows Vista
  - Windows 7 (32 and 64-bit)
- PCoIP® protocol optimized network
- Maximum of two (2) Teradici APEX 2800 cards per server
- Obtain the latest drivers by registering at <http://techsupport.teradici.com>

## Warranty

This product is covered by a three (3) year warranty period from the time of purchase. You must register your card to activate the warranty.  
To register your Teradici APEX 2800, go to <http://techsupport.teradici.com>.  
For more information, go to [www.teradici.com/APEX](http://www.teradici.com/APEX) or contact your reseller.

# 1 Install the APEX 2800 card

1. Make sure all virtual machines hosted by the server are powered down or migrated to another server before continuing.
2. In the VMware vSphere client, right click on the ESXi server in the inventory and select **Enter Maintenance Mode**.



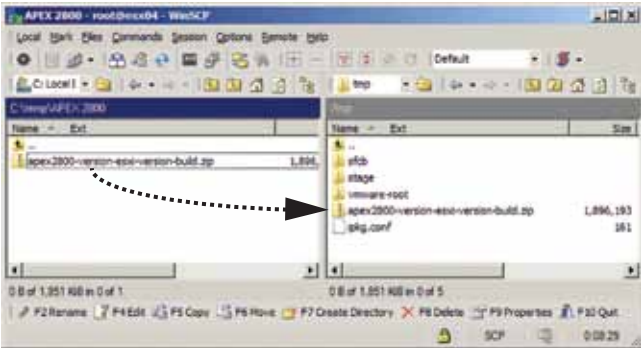
3. Make sure the server is turned off and disconnected from AC power.
4. Insert the APEX 2800 into a free PCI Express slot and secure the metal bracket.
5. Plug the server into a surge-protected AC outlet and power on.

# 2 Install the ESXi driver package

1. Enable remote login on the VMware ESXi server:
  - a. Press **F2** to enter customization.
  - b. Enter your User name and Password.
  - c. Enable SSH.
    - **ESXi 4.1**  
Select Troubleshooting Mode Options > Enable Remote Tech Support (SSH)
    - **ESXi 5.0**  
Select Troubleshooting Mode Options > Enable SSH
2. Copy the driver package from your PC to the ESXi server using secure copy:
  - a. Download and install WinSCP (Windows Secure Copy) on your PC.
  - b. Start WinSCP and specify your ESXi server Host name (IP address), User name and Password.
  - c. Make sure the File protocol is SCP.
  - d. Click **Login**.



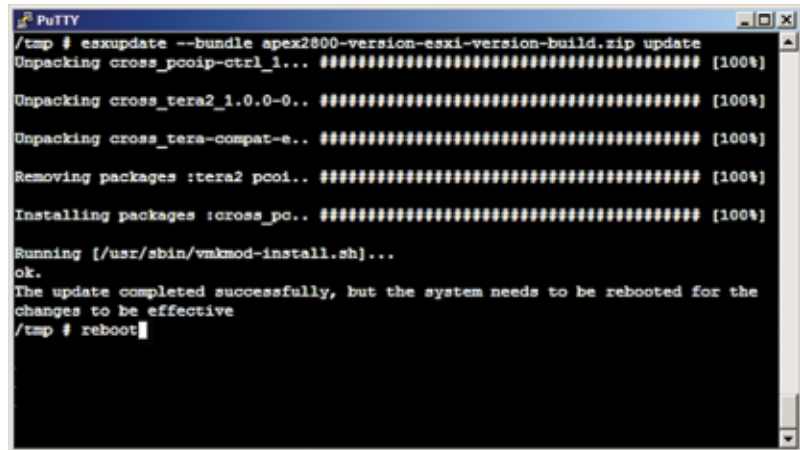
- e. Drag the apex2800-**version**-esxi-**version**-xxxxxx.zip package to the /tmp folder on your ESXi server.



3. Connect to the ESXi server using a SSH client (e.g. PuTTY) from your PC and install the driver package:
- a. Navigate to the /tmp folder.
  - b. Enter the following command:

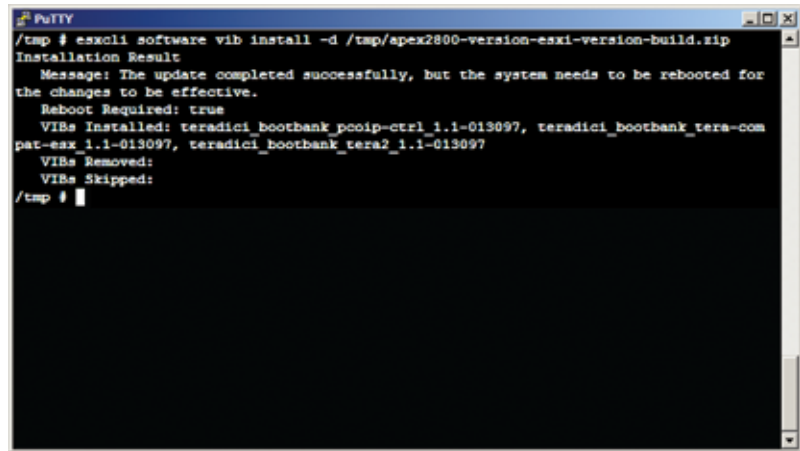
- **ESXi 4.1**  
`esxupdate --bundle apex2800-version-esxi-version-xxxxxx.zip update`

The following message appears when the installation completes:



- **ESXi 5.0**  
`esxcli software vib install -d /tmp/apex2800-version-esxi-version-xxxxxx.zip`

The following message appears when the installation completes:

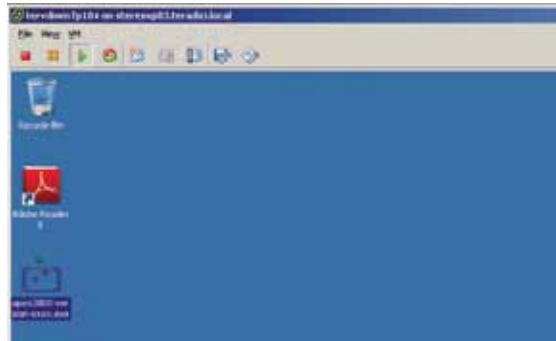


4. Reboot the ESXi server.
5. In vSphere client, right click on the ESXi server in the inventory and select **Exit Maintenance Mode**.

### 3 Install the virtual machine driver

Install the APEX 2800 virtual machine driver on each virtual machine.

1. Power up the virtual machine.
2. Open a console window to the virtual machine from vSphere client.



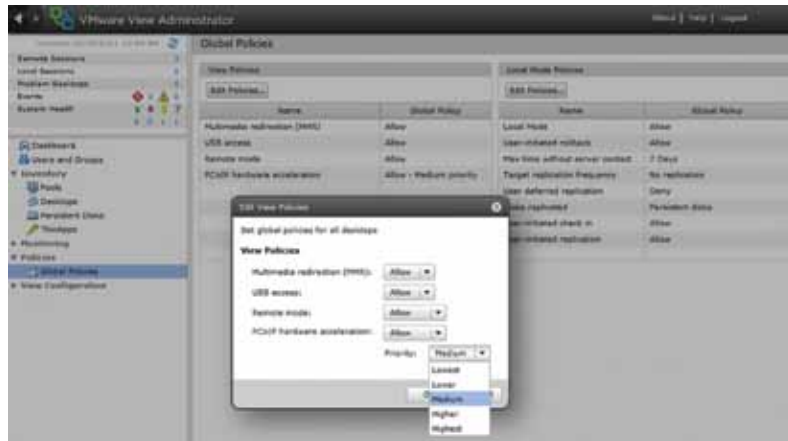
3. Run the `apex2800-version-xxxxxx.exe` installer on the virtual machine and follow the steps that appear.  
(Note: This package **must** be installed from VM's Console in the vSphere client — it cannot be installed from within a PCoIP session to the virtual machine.)
4. After the installation completes, choose to reboot the machine later.

#### IMPORTANT

Make sure to power the virtual machine off and back on again. This ensures that ESXi will inspect the updated virtual machine image.

### 4 Verify global policies settings

1. Verify global policies settings in View Connection Server:
  - Make sure that PCoIP hardware acceleration is enabled in the Global Policies, if any policies inherit from it.
  - In any custom policies, make sure the option for enabling and disabling PCoIP hardware acceleration is set to **allow**.

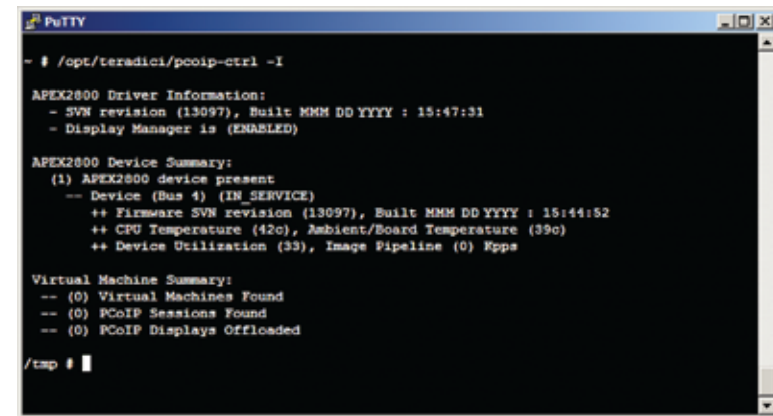


### 5 View the APEX 2800 status

The APEX 2800 is now installed and configured.

1. Verify the working status of the Teradici APEX 2800:

- **ESXi 4.1**  
In your SSH session, enter the following command:  
`pcoip-ctrl -I`
- **ESXi 5.0**  
In your SSH session, enter the following command:  
`/opt/teradici/pcoip-ctrl -I`



For further information, please refer to “Teradici APEX 2800 Administrator’s Guide”, available at <http://techsupport.teradici.com>.

#### Need more help?

Further information is available at <http://techsupport.teradici.com>.

- Free self-registration
- PCoIP documentation and FAQ
- PCoIP network design checklist
- PCoIP products download
- Support ticket requests