

PCoIP[®] Host Software for Windows Release Notes

TER1111009

Issue 3

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Revision History

Version	Date	Description
3	Sep 05, 2012	Updated for release 4.0.8
2	Aug 09, 2012	Updated for release 4.0.7
1	Feb 17, 2012	Initial Release. (Note: Information prior to release 3.5.20 was taken from an existing document. It will now be maintained in this document.)

Table of Contents

1	Preface	9
1.1	Audience	9
2	Compatibility	10
3	Host Software Release 4.0.8	12
3.1	Compatibility	12
3.2	Feature Additions.....	12
3.3	Important Bug Fixes.....	12
3.4	Known Issues.....	12
4	Host Software Release 4.0.7	13
4.1	Compatibility	13
4.2	Feature Additions.....	13
4.3	Important Bug Fixes.....	13
4.4	Known Issues.....	14
5	Host Software Release 3.5.20	15
5.1	Compatibility	15
5.2	Feature Additions.....	15
5.3	Important Bug Fixes.....	15
5.4	Known Issues.....	16
5.5	Supplemental Information.....	16
5.5.1	PCoIP Agent Features Tab.....	16
5.5.2	PCoIP Agent Image Tab.....	17
6	Host Software Release 3.3.20	18
6.1	Compatibility	18
6.2	Feature Additions.....	18
6.3	Important Bug Fixes.....	18
6.4	Known Issues.....	18
7	Host Software Release 3.2.20	19
7.1	Compatibility	19
7.2	Feature Additions.....	19
7.3	Important Bug Fixes.....	19
7.4	Known Issues.....	19

7.5	Supplemental Information.....	20
7.5.1	PCoIP Agent Features Tab.....	20
7.5.2	PCoIP Agent Monitors Tab.....	21
8	Host Software Release 3.1.11	22
8.1	Compatibility	22
8.2	Feature Additions.....	22
8.3	Important Bug Fixes.....	22
8.4	Known Issues.....	22
9	Host Software Release 1.4.3	23
9.1	Compatibility	23
9.2	Feature Additions.....	23
9.3	Important Bug Fixes.....	23
9.4	Known Issues.....	23
9.5	Supplemental Information.....	24
9.5.1	PCoIP Host Software System Tray Right Click Menu	24
10	Host Software Release 1.2.4	25
10.1	Compatibility	25
10.2	Feature Additions.....	25
10.3	Important Bug Fixes.....	25
10.4	Known Issues.....	26
10.5	Supplemental Information.....	26
10.5.1	PCoIP Agent Features Tab.....	26
10.5.2	PCoIP Agent Network Tab.....	27
10.5.3	PCoIP Agent Session Tab.....	28
11	Host Software Release 1.1.2	29
11.1	Compatibility	29
11.2	Feature Additions.....	29
11.3	Important Bug Fixes.....	29
11.4	Known Issues.....	29
12	Host Software Release 1.0.0	30
12.1	Compatibility	30
12.2	Known Issues.....	30

Tables

Table 2-1: Host Software Compatibility	10
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Definitions

CMI	Connection Management Interface – interface provided by the zero client or host. Used to communicate with an external connection management server
CMS	Connection Management Server (also called “Connection Broker”)
GUI	Graphical User Interface
OS	Operating System
OSD	On Screen Display on the PCoIP zero client
PCoIP	Personal Computer over Internet Protocol (PC-over-IP®)
PCoIP Host	Host side of PCoIP system
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
Software Client	VMware View software application that can establish a PCoIP session with a PCoIP host
UAC	User Account Control – security feature in Vista and Windows 7
USB	Universal Serial Bus

1 Preface

The PCoIP host software for Windows is a collection of drivers and applications that let Windows operating systems (OS) interact with Teradici Tera1x00 and Tera2xxx PCoIP host processors installed in the host PC/workstation and a PCoIP client connected to the host. This document provides a brief summary of the feature additions and issues resolved in each PCoIP host software release for Windows starting with release 1.0.0.

Section 2 contains a compatibility matrix showing the firmware releases and host operating systems with which each host software release is compatible. The following sections in this document are organized according to release date, with the most recent releases listed first.

1.1 Audience

The document is written for network administrators and PC users who want to learn about the features and issues within a release of the PCoIP host software.

2 Compatibility

PCoIP host software releases are not compatible with all Teradici firmware releases and host operating systems. Table 2-1 lists each host software release and the compatible firmware releases and operating systems.

The compatible firmware release column lists the version(s) with which the host software operates. To use all host software features, load the host and zero client devices with the recommended firmware release. All host software features might not be supported by compatible firmware releases that are not recommended firmware releases. For example, support for the session disconnect feature was added to host software release 1.4.3. This feature required firmware changes that are included in firmware release 2.3. The session disconnect feature is not accessible on systems using host software release 1.4.3 and firmware releases 2.0, 2.1 or 2.2.

The compatible operating system column lists the host operating systems with which the host software was tested.

Table 2-1: Host Software Compatibility

Host Software Release	Recommended Firmware Releases	Compatible Firmware Releases	Compatible Operating Systems
4.0.8	4.0.2	4.0.x	Windows XP Windows Vista Windows 7
4.0.7	4.0.1	4.0.x	Windows XP Windows Vista Windows 7
3.5.20	3.5.1	All 3.5.x, 3.4.x, 3.3.x, 3.2.x and 3.1.x releases	Windows XP Windows Vista Windows 7
3.3.20	3.3.1	All 3.3.x, 3.2.x and 3.1.x releases	Windows XP Windows Vista Windows 7
3.2.20	3.2.2	All 3.2.x and 3.1.x releases	Windows XP Windows Vista Windows 7
3.1.11	3.1.2	All 3.1.x releases	Windows XP Windows Vista Windows 7
1.4.3	2.3	All 2.x releases (2.2, 2.1 and 2.0 provide limited functionality)	Windows XP Windows Vista
1.2.4	2.2, 2.3	All 2.x releases (2.2, 2.1 and 2.0 provide limited functionality)	Windows XP Windows Vista
1.1.2	2.1, 2.2, 2.3	All 2.x releases (2.0 provides limited functionality)	Windows XP Windows Vista

Host Software Release	Recommended Firmware Releases	Compatible Firmware Releases	Compatible Operating Systems
1.0.0	All 2.x releases (currently 2.0-2.3)	All 2.x releases	Windows XP Windows Vista

3 Host Software Release 4.0.8

This section provides a brief summary of the feature additions and issues resolved in release 4.0.8 versus release 4.0.7.

3.1 Compatibility

Release 4.0.8 is compatible with TERA1x00 and TERA2xxx processors loaded with 4.0.x firmware releases.

Release 4.0.8 is not compatible with TERA1x00 and TERA2xxx processors loaded with firmware releases prior to 4.0.0. Users may not be able to access the features supported by the PCoIP host software if a host card is loaded with a firmware release prior to 4.0.0.

3.2 Feature Additions

None

3.3 Important Bug Fixes

Description
Fixed problem where the host software installer fails and displays a dialog box containing the following text. <p>"There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor."</p>

3.4 Known Issues

Description
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and qualify a future release.
See the Teradici support site Knowledge Base at http://techsupport.teradici.com for more information.
See the Troubleshooting section of the <i>PCoIP Host Software for Windows User Guide</i> (TER1008001) document for a list of issues to note when installing and using the PCoIP host software.

4 Host Software Release 4.0.7

This section provides a brief summary of the feature additions and issues resolved in release 4.0.7 versus release 3.5.20.

4.1 Compatibility

Release 4.0.7 is compatible with TERA1x00 and TERA2xxx processors loaded with 4.0.x firmware releases.

Release 4.0.7 is not compatible with TERA1x00 and TERA2xxx processors loaded with firmware releases prior to 4.0.0. Users may not be able to access the features supported by the PCoIP host software if a host card is loaded with a firmware release prior to 4.0.0.

4.2 Feature Additions

Description
Added support for TERA2xxx host cards.
Added support for generating log files. The files are stored in the following directories. <ul style="list-style-type: none"> Windows XP - <Drive Letter>:\Documents and Settings\All Users\Application Data\Teradici Corporation\PCoIP Host Software\Logs Windows Vista and Windows 7 - <Drive Letter>:\ProgramData\Teradici Corporation\PCoIP Host Software\Logs

4.3 Important Bug Fixes

Description
<p>Fixed problem where two cursors were displayed when all of the following conditions are true.</p> <ul style="list-style-type: none"> The Local Cursor and Keyboard feature is enabled The Visible Cursor option equals Local An application is active that displays application specific cursors. Microsoft Paint is an application that displays application specific cursors. <p>Limitation: Applications activated by clicking "Run as administrator" that create application specific cursors will display two cursors when Windows User Account Control (UAC) is enabled.</p> <p>Workarounds:</p> <ul style="list-style-type: none"> Do not run the application as the administrator Disable UAC on the workstation Set the Visible Cursor option equal to Remote <p>Limitation: 32-bit applications running on 64-bit workstations that create application specific cursors will display two cursors.</p> <p>Workarounds:</p> <ul style="list-style-type: none"> Run a 64-bit version of the application Set the Visible Cursor option equal to Remote
Fixed problem where a "Device driver software was not successfully installed" balloon tip appears in the system tray while successfully installing the host software on Windows 7 workstations.

Description
Fixed problem where the host software GUI may crash when the GUI is opened on a workstation with more than 2 display outputs.
Updated the user interface and documentation to consistently use “host software” instead of “host agent” when referring to the PCoIP host software.

4.4 Known Issues

Description
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and qualify a future release.
See the Teradici support site Knowledge Base at http://techsupport.teradici.com for more information.
See the Troubleshooting section of the <i>PCoIP Host Software for Windows User Guide</i> (TER1008001) document for a list of issues to note when installing and using the PCoIP host software.

5 Host Software Release 3.5.20

This section provides a brief summary of the feature additions and issues resolved in release 3.5.20 versus release 3.3.20.

5.1 Compatibility

Release 3.5.20 is compatible with TERA1x00 processors loaded with 3.5.x, 3.4.x, 3.3.x, 3.2.x and 3.1.x firmware releases. It is not compatible with TERA1x00 processors loaded with releases prior to 3.1.0 (3.0, all 2.x, 1.x and 0.x releases). If a TERA1x00 host card is loaded with a release prior to 3.1.0 and the host PC has installed the PCoIP host software, users cannot access the features supported by the PCoIP host software. There are no negative side effects that interfere with the operation of the host PC.

5.2 Feature Additions

Description
<p>Added support for sending all non-animated host cursor shapes to the client. Users had to select the local cursor shape from a list of nine predefined shapes in previous releases of the host SW. In this release, the client cursor shape matches the host cursor shape. Users can now select if the local, remote, or local and remote cursors are visible. See section 5.5.1.</p> <p>Note: When the Visible Cursor option equals Local and an application specific cursor is active, two copies of the cursor appear. Microsoft Paint is an application that displays application specific cursors.</p> <p>Note: When an animated cursor is active and the local cursor is visible, the client displays the first frame of the animated cursor.</p>
<p>Added support for configuring the Image Quality Preference setting. The PCoIP protocol adjusts image quality settings when the network connection between a PCoIP host and client is constrained and cannot provide enough bandwidth to support full frame rate video. The Image Quality Preference setting lets users configure if they prefer smoother motion (higher frame rate) versus sharper image (higher image quality). See section 5.5.2.</p> <p>Note: The Image Quality Preference setting is only accessible on systems using FW release 3.5.0 or later. The feature is grayed out on systems loaded with FW releases prior to 3.5.0.</p>
<p>Added support for updating the client cursor position when an application or a device connected to the host moves the cursor. Previous releases of the host SW did not detect and send host cursor changes to the client. See section 5.5.1.</p>
<p>Added support for using the VMware View iPad soft client.</p>
<p>Added support for writing workstation and PCoIP host card network settings to a file. This feature is invoked by calling the pcoip_agent.exe executable with the "-info <filename>" command-line arguments.</p>

5.3 Important Bug Fixes

None

5.4 Known Issues

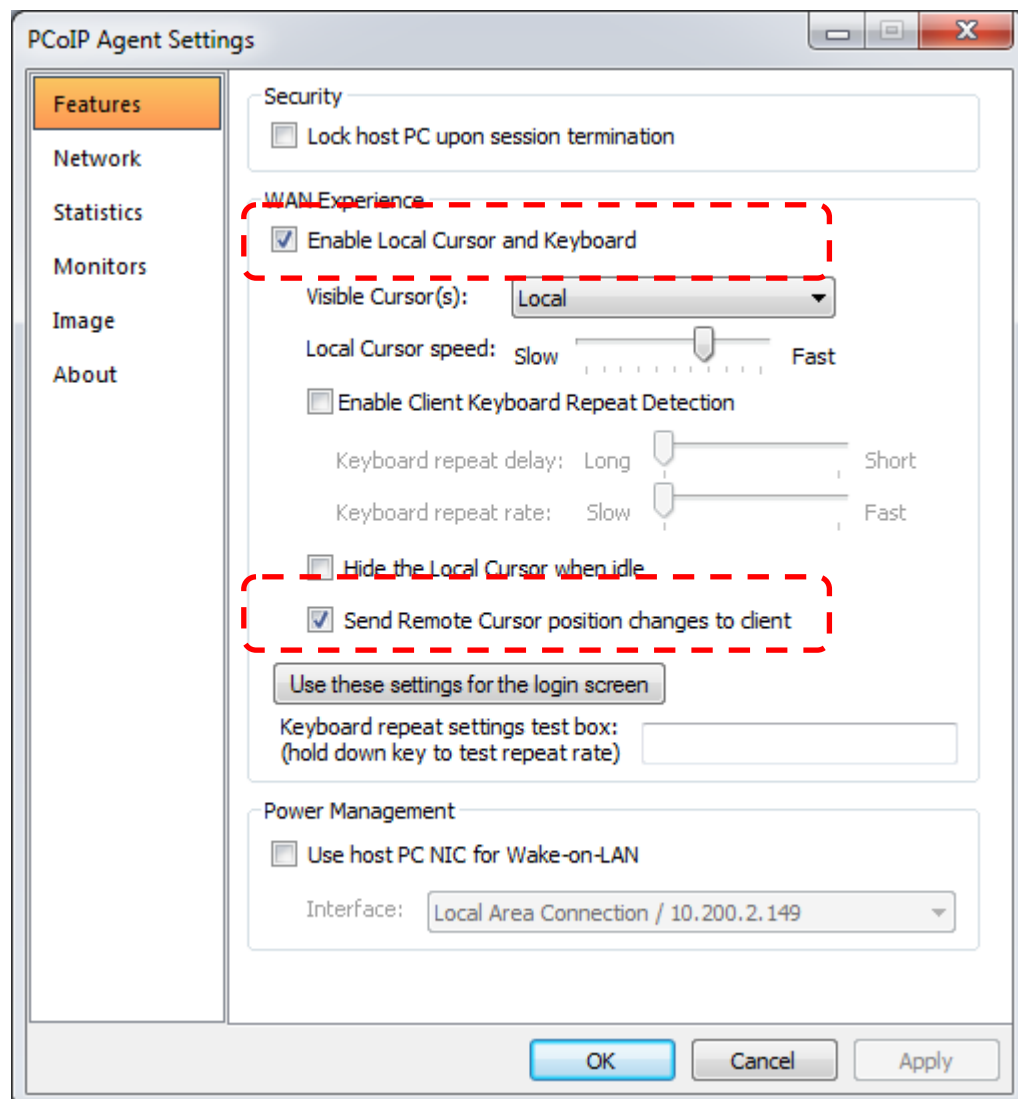
Description

This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and qualify a future release.

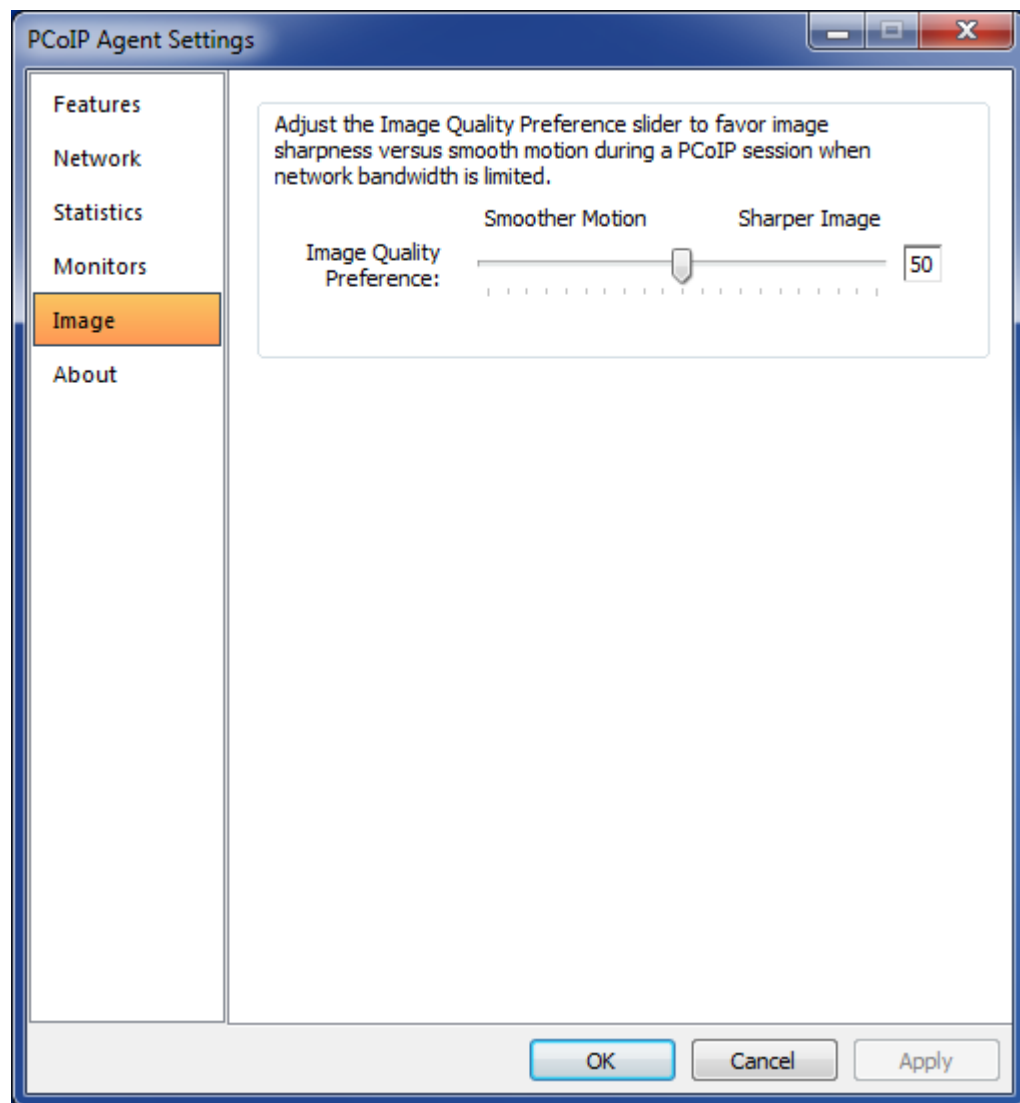
See the Teradici support site Knowledge Base at <http://techsupport.teradici.com> for more information.

5.5 Supplemental Information

5.5.1 PCoIP Agent Features Tab



5.5.2 PCoIP Agent Image Tab



6 Host Software Release 3.3.20

This section provides a brief summary of the feature additions and issues resolved in release 3.3.20 versus release 3.2.20 for Windows.

6.1 Compatibility

Release 3.3.20 is compatible with TERA1x00 processors loaded with 3.3.x, 3.2.x and 3.1.x firmware releases. It is not compatible with TERA1x00 processors loaded with releases prior to 3.1.0 (3.0, all 2.x, 1.x and 0.x releases). If a TERA1x00 host card is loaded with a release prior to 3.1.0 and the host PC has installed the PCoIP host software, users cannot access the features supported by the PCoIP host software. There are no negative side effects that interfere with the operation of the host PC.

6.2 Feature Additions

Description
Support for using workstations with PCoIP host cards with VMware View 4.6 software clients. In this release, the host software accepts topology settings from the software client at the start of a session and when the software client window size is changed. These settings are then written to the host OS.
Added support for using multimedia keys (USB HID usage page 12). Prior to this release, these keys were only supported when using a zero client with a PCoIP host card while the local cursor feature was disabled.

6.3 Important Bug Fixes

Description
Fixed a problem that sometimes resulted in the workstation crashing when waking from sleep/standby.
Fixed a problem that could occur when rotating two displays simultaneously.
Fixed a problem where the client topology settings were not written to the host OS after connecting to a locked desktop.

6.4 Known Issues

Description
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and qualify a future release.
See the Teradici support site knowledge base at http://techsupport.teradici.com for additional information.

7 Host Software Release 3.2.20

This section provides a brief summary of the feature additions and issues resolved in release 3.2.20 versus release 3.1.11.

7.1 Compatibility

Release 3.2.20 is compatible with TERA1x00 processors loaded with 3.2.x and 3.1.x firmware releases. It is not compatible with TERA1x00 processors loaded with releases prior to 3.1.0 (3.0, all 2.x, 1.x and 0.x releases). If a TERA1x00 host card is loaded with a release prior to 3.1.0 and the host PC has installed the PCoIP host software, users cannot access the features supported by the PCoIP host software. There are no negative side effects that interfere with the operation of the host PC.

7.2 Feature Additions

Description
Added experimental support for writing the client display topology settings to the host OS. See section 7.5.2.
Added support to configure if the client or the host OS performs keyboard repeat detection. See section 7.5.1. The host OS performs keyboard repeat detection in previous host software releases. PCoIP sessions operated over long latency connections are susceptible to falsely reported key repeats when the host OS performs keyboard repeat detection. False keyboard repeats are eliminated when the client performs keyboard repeat detection.
Added experimental support for enabling the local cursor feature on rotated displays.
Added support for a new Transparent local cursor shape. When the Transparent local cursor shape is selected, the mouse responsiveness is quicker than it is when the local cursor feature is disabled. When the local cursor feature is disabled, USB messages are exchanged in both directions (client to host and host to client). The local cursor feature eliminates the messages flowing from the host to the client. This makes it more efficient over WAN connections. Previous releases of the host SW support the local cursor feature by having the client display an overlay for the mouse position. However, some customers prefer a transparent local cursor for certain applications that draw custom cursors. Host software release 3.2.20 lets the user select a transparent local cursor overlay. This lets the user get the benefit of one-way communication with only one cursor.

7.3 Important Bug Fixes

None

7.4 Known Issues

Description
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and

Description

qualify a future release.

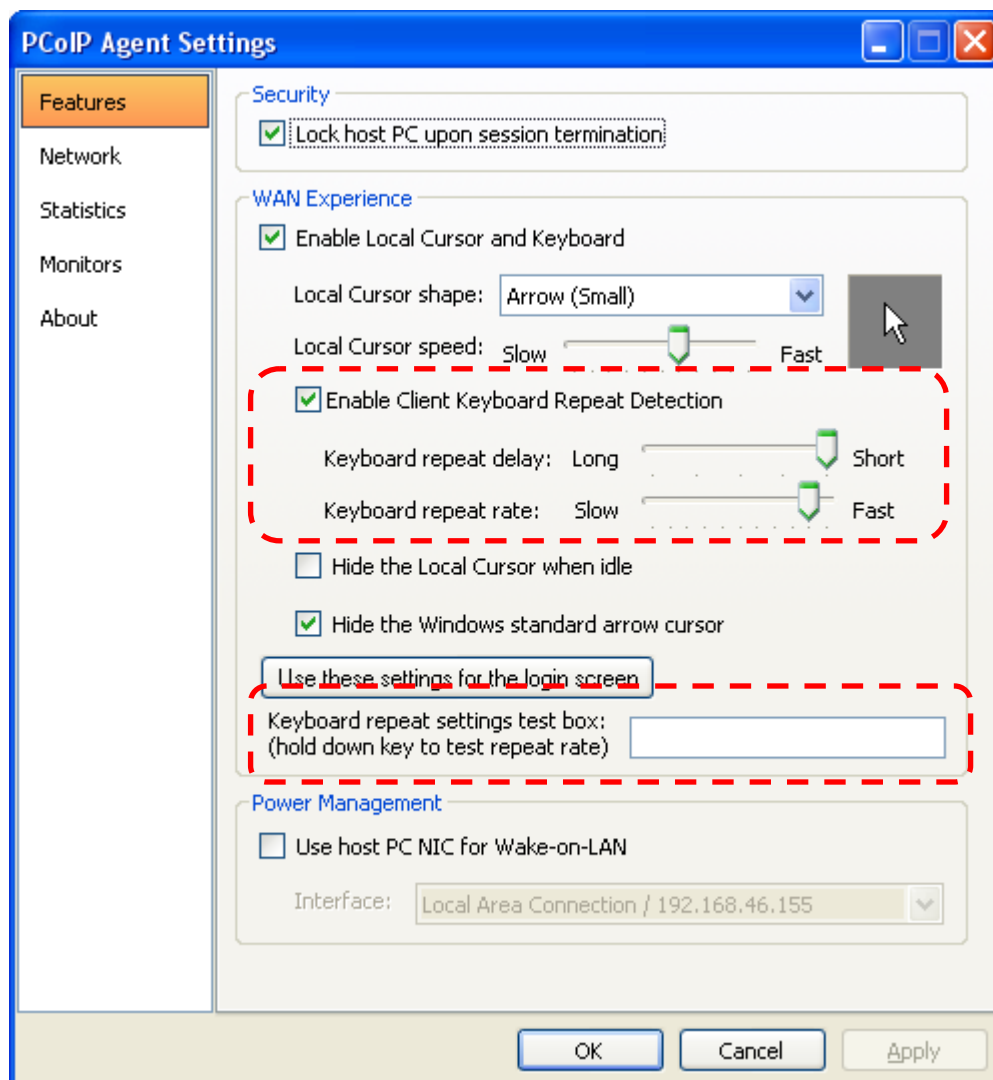
A zero client resets while connecting to a PCoIP host card when the following conditions are true:

- host card is running firmware release 3.2.x
- zero client is running firmware release 3.1.x
- host software release 3.2.20 or later is loaded on the PC/workstation

Workaround: Ensure the host card and zero client are running the same firmware (both 3.2.0 or both 3.1.2).

7.5 Supplemental Information

7.5.1 PCoIP Agent Features Tab



7.5.2 PCoIP Agent Monitors Tab

PCoIP Agent Settings

Features
Network
Statistics
Monitors
About

Monitor (Display Topology) Settings

Agent Configuration Settings

☒ Use client topology settings when a session is established

Client Display Topology Settings

DVI-1

Display Resolution	1280 x 1024
Display Position	(0, 0)
Display Refresh Rate	60 Hz
Display Rotation	no rotation
Monitor Name	VA730m
Monitor Serial Number	QD4064520703

Host Display Topology Settings

Display 0

Display Resolution	1280 x 1024
Display Position	(0, 0)
Display Refresh Rate	60 Hz
Display Rotation	no rotation
Monitor Name	VA730m
Monitor Serial Number	QD4064520703

Write these settings to the client Refresh

OK Cancel Apply

8 Host Software Release 3.1.11

This section provides a brief summary of the feature additions and issues resolved in release 3.1.11 versus release 1.4.3.

8.1 Compatibility

Release 3.1.11 is compatible with TERA1x00 processors loaded with 3.1.x firmware releases. It is not compatible with TERA1x00 processors loaded with releases prior to 3.1.0 (3.0, all 2.x, 1.x and 0.x releases). If a TERA1x00 host card is loaded with a non 3.1.x release and the host PC has installed the PCoIP host software, users cannot access the features supported by the PCoIP host software. There are no negative side effects that interfere with the operation of the host PC.

8.2 Feature Additions

Description
Added support for using VMware View 4 to broker sessions on host machines running 32-bit versions of Windows. See <i>Using PCoIP Host Cards with VMware View 4</i> (TER0911004) for details on configuring a system to operate in this mode.

8.3 Important Bug Fixes

None

8.4 Known Issues

Description
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and qualify a future release.

9 Host Software Release 1.4.3

This section provides a brief summary of the feature additions and issues resolved in release 1.4.3 versus release 1.2.4.

9.1 Compatibility

Release 1.4.3 is compatible with TERA1x00 processors loaded with 2.x firmware releases. It is not compatible with TERA1x00 processors loaded with releases prior to 2.0 (all 1.x and 0.x releases). If a TERA1x00 host card is loaded with a non 2.x release and the host PC has installed the PCoIP host software, users cannot access the features supported by the PCoIP host software. There are no negative side effects that interfere with the operation of the host PC.

Note: This release is compatible with 2.x firmware releases. You must load the PCoIP host with firmware release 2.3 or later to use the disconnect feature that was added to this release

9.2 Feature Additions

Description
Added support for disconnecting the current active PCoIP session. This operation can be initiated from the right-click menu of the system tray icon. See section 9.5.1. The session disconnect can also be initiated by calling the pcoip_agent.exe executable with the "-disconnect" command-line argument.

9.3 Important Bug Fixes

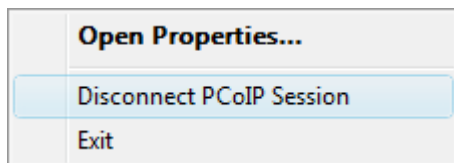
None

9.4 Known Issues

Description
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and quality a future release.
Occasionally the mouse may not work after enabling the local cursor feature on a zero client with a wireless keyboard/mouse. Workaround: Disconnect and reconnect the USB wireless keyboard/mouse transceiver connected to the zero client or disconnect and re-establish the PCoIP session.

9.5 Supplemental Information

9.5.1 PCoIP Host Software System Tray Right Click Menu



10 Host Software Release 1.2.4

This section provides a brief summary of the feature additions and issues resolved in release 1.2.4 versus release 1.1.2.

10.1 Compatibility

Release 1.2.4 is compatible with TERA1x00 processors loaded with 2.x firmware releases. It is not compatible with TERA1x00 processors loaded with releases prior to 2.0 (1.x and 0.x releases). If a TERA1x00 host card is loaded with a non 2.x release and the host PC has installed the PCoIP host software, users cannot access the features supported by the PCoIP host software. There are no negative side effects that interfere with the operation of the host PC.

Note: This release is compatible with 2.x firmware releases. Some features that were added to this release require the PCoIP host to be loaded with firmware release 2.2 or later.

10.2 Feature Additions

Description
Enhanced the installer so that it removes the old version of PCoIP host software if one is installed. Previous versions of the installer prompted the user to uninstall the old PCoIP host software using the Windows Control Panel Add/Remove Programs feature.
Added support to hide the Windows standard arrow cursor. See section 10.5.1. When this feature is enabled the standard Windows cursor is hidden. Note: This feature does not hide other cursors such as the hourglass, resize, move, and so on. This lets users receive feedback on context sensitive actions.
Enhanced the PCoIP Agent Network tab to report link status of the PCoIP network interface and removed the zero client network settings. See section 10.5.2. Note: This feature is only available on PCoIP hosts loaded with firmware release 2.2 or later.
Added support to report the PCoIP host card session statistics on the new Session tab in the PCoIP Agent. See section 10.5.3. Note: This feature is only available on PCoIP hosts loaded with firmware release 2.2 or later.
Modified some tooltip debug messages to improve the end users ability to determine why certain features of the PCoIP host software are not available.

10.3 Important Bug Fixes

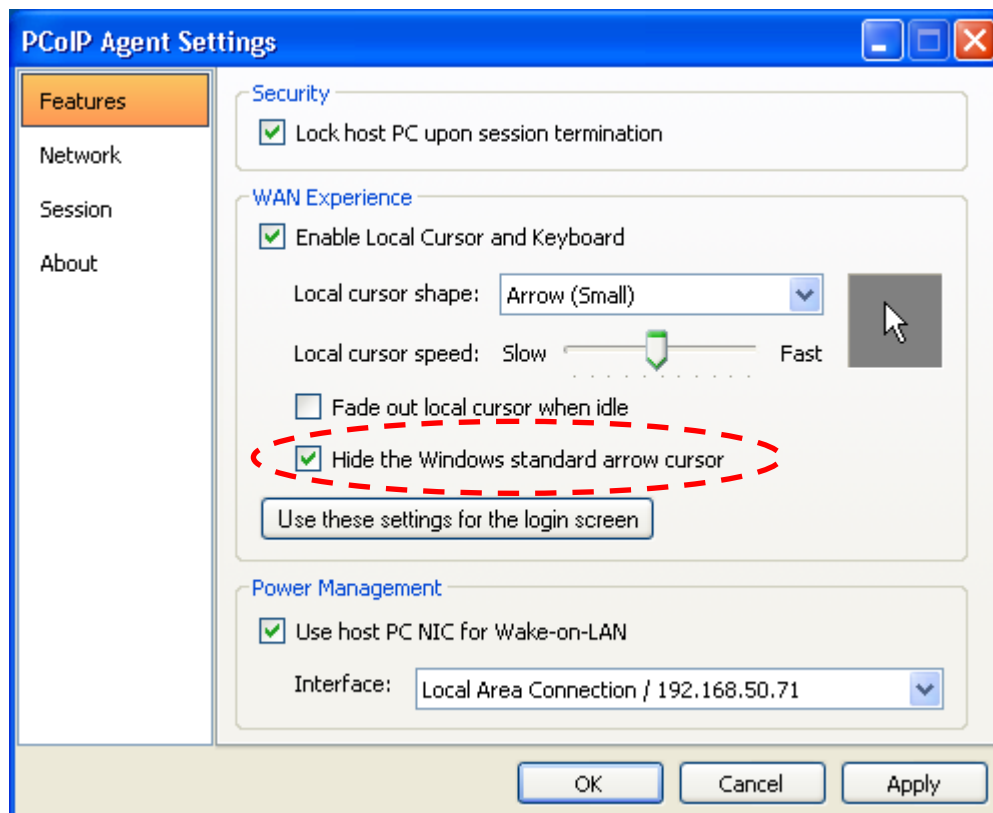
Description
Fixed a problem where the installer sometimes failed to restore the system to the original state when the user cancelled installing the PCoIP host software partially through the installation process.

10.4 Known Issues

See section 9.4

10.5 Supplemental Information

10.5.1 PCoIP Agent Features Tab



10.5.2 PCoIP Agent Network Tab

The screenshot shows the 'PCoIP Agent Settings' dialog box with the 'Network' tab selected. The dialog has a sidebar on the left with 'Features', 'Network', 'Session', and 'About'. The main area is titled 'Host Connection Settings' and contains three expandable sections: 'General', 'IPv4', and 'Peer'. Each section contains a table of settings. At the bottom of the main area is a 'Refresh' button. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

Host Connection Settings	
General	
MAC Address	00-22-5B-03-07-90
Network Link	100 Mbps, Full Duplex
IP Protocol	IPv4
IPv4	
Enable DHCP	True
IP Address	192.168.50.106
Subnet Mask	255.255.255.0
Default Gateway	192.168.50.1
Primary DNS Server	192.168.1.50
Secondary DNS Server	192.168.1.52
Peer	
IP Address	192.168.50.93
MAC Address	00-16-47-FF-5C-34

Refresh

OK Cancel Apply

10.5.3 PCoIP Agent Session Tab

The screenshot shows the 'PCoIP Agent Settings' dialog box with the 'Session' tab selected. The 'Host Statistics' section is expanded, showing four categories: Traffic, Round Trip Latency, Bandwidth, and Imaging. Each category has a table of statistics. A 'Reset' button is located below the statistics tables. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

Host Statistics	
Traffic	
PCoIP Packets Sent	410965
PCoIP Packets Received	425474
PCoIP Packets Lost	0
Bytes Sent	51632506
Bytes Received	33441596
Round Trip Latency	
Min / Current / Max Latency	1 / 2 / 5 ms
Bandwidth	
Active Limit	4.41 Mbps
Min / Current / Max Utilization	0.10 / 0.14 / 0.85 Mbps
Imaging	
Display 1 Frame Rate	0 fps
Display 2 Frame Rate	0 fps

Reset

OK Cancel Apply

11 Host Software Release 1.1.2

This section provides a brief summary of the feature additions and issues resolved in release 1.1.2 versus release 1.0.0.

11.1 Compatibility

Release 1.1.2 is compatible with TERA1x00 processors loaded with 2.x firmware releases. It is not compatible with TERA1x00 processors loaded with releases prior to 2.0 (1.x and 0.x releases). If a TERA1x00 host card is loaded with a non 2.x release and the host PC has installed the PCoIP host software, users cannot access the features supported by the PCoIP host software. There are no negative side effects that interfere with the operation of the host PC.

11.2 Feature Additions

Description
Added support that lets an application running on the host PC retrieve the MAC address of the PCoIP host card(s). This interface is used by connection brokers.

11.3 Important Bug Fixes

Description
Fixed a problem where the local cursor and keyboard feature was disabled (the checkbox was grayed out) after the host PC power state changed from the hibernate state (S4) to the powered on state (S0).

11.4 Known Issues

See section 9.4

12 Host Software Release 1.0.0

This section provides a brief summary of the known problems present in release 1.0.0.

12.1 Compatibility

Release 1.0.0 is the first official version of the PCoIP host software. This version is compatible with TERA1x00 processors loaded with 2.x firmware releases. It is not compatible with TERA1x00 processors loaded with releases prior to 2.0 (1.x and 0.x releases). If a TERA1x00 host card is loaded with a non 2.x release and the host PC has installed the PCoIP host software, users cannot access the features supported by the PCoIP host software. There are no negative side effects that interfere with the operation of the host PC.

12.2 Known Issues

See section 9.4