Frequently Asked Questions

Install APEX Card

1. Power down all virtual machines hosted by the server using the VMware vSphere client
2. Using the VMware vSphere client, right click on the ESXi server in the inventory and select Enter Maintenance Mode.
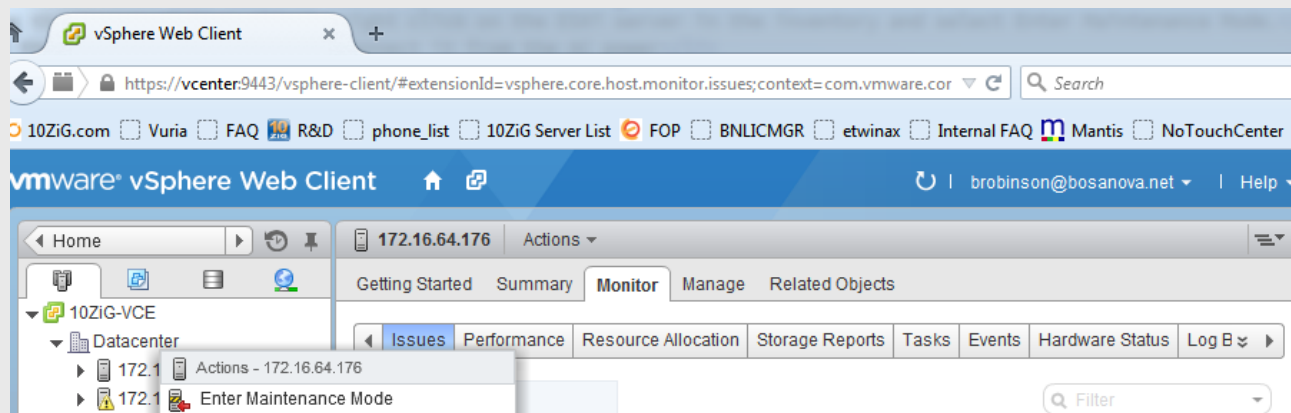

3. Once the server is in Maintenance Mode take the option to Shut Down
4. Once the server is turned off disconnect it from the AC power
5. Insert the APEX card into a free PCI Express slot and secure the bracket
6. Plug the server back into the AC power and power on.

Install the ESXi Driver Package on the Server

1. From the console of the physical server press F2 to enter customization
2. Enter your User Name and Password
3. Enable SSH:
    - ESXi 4.1 Select Troubleshooting Mode Options > Enable Remote Tech Support (SSH)
    - ESXi 5.0 or later Select Troubleshooting Mode Options > Enable SSH
4. Download and install WinSCP from winscp.net
5. Download and install Putty.exe from the Internet

Note: You will use Putty later in the instructions. You can either directly run Putty directly from the install location or you can select Commands > Open in Putty. You many need to change the path for Putty if the installation is different from the default example below:
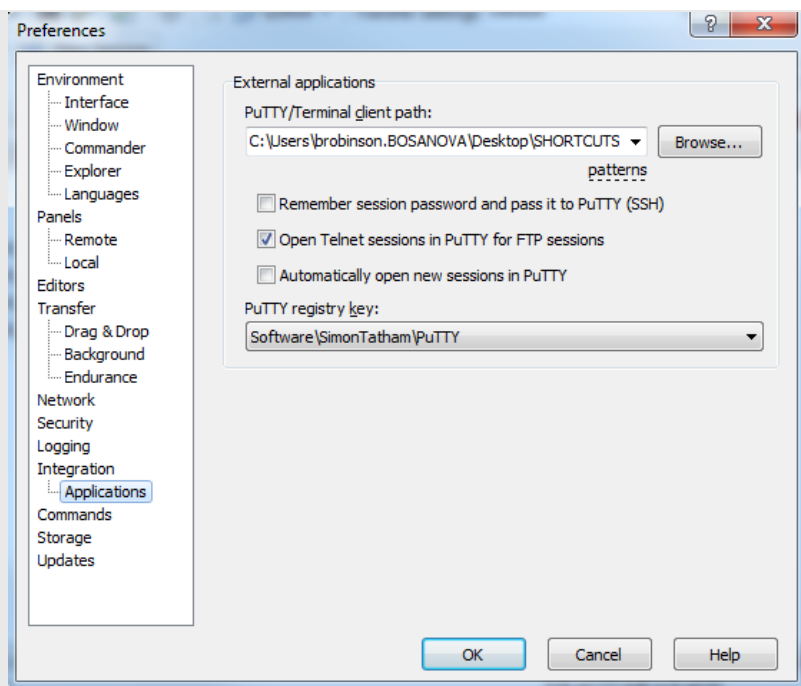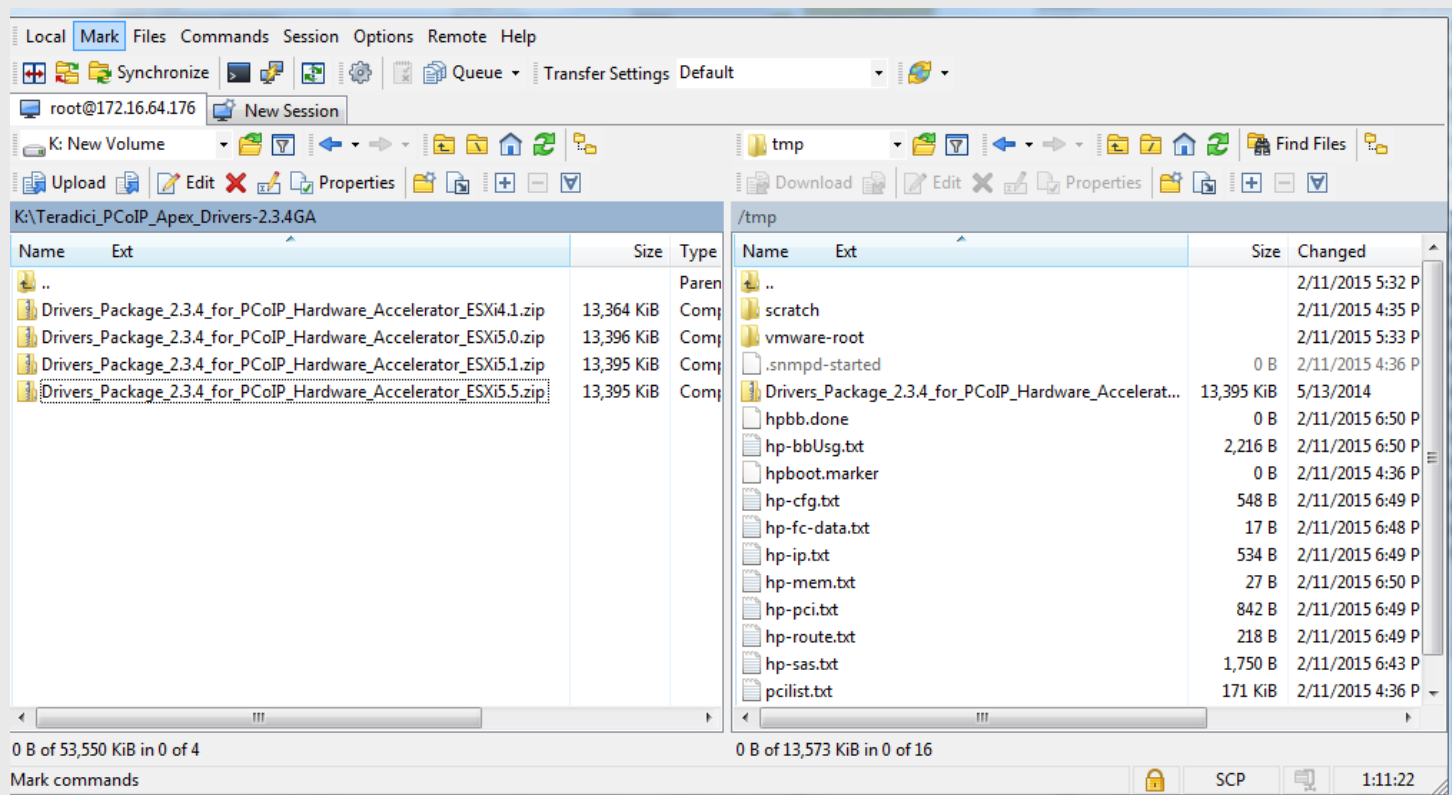
6. Copy the driver package from your PC to the ESXi server using WinSCP
7. Enter your Host Name or IP
8. Enter your User name and Password for the ESXi Server
9. Under File Protocol select SCP
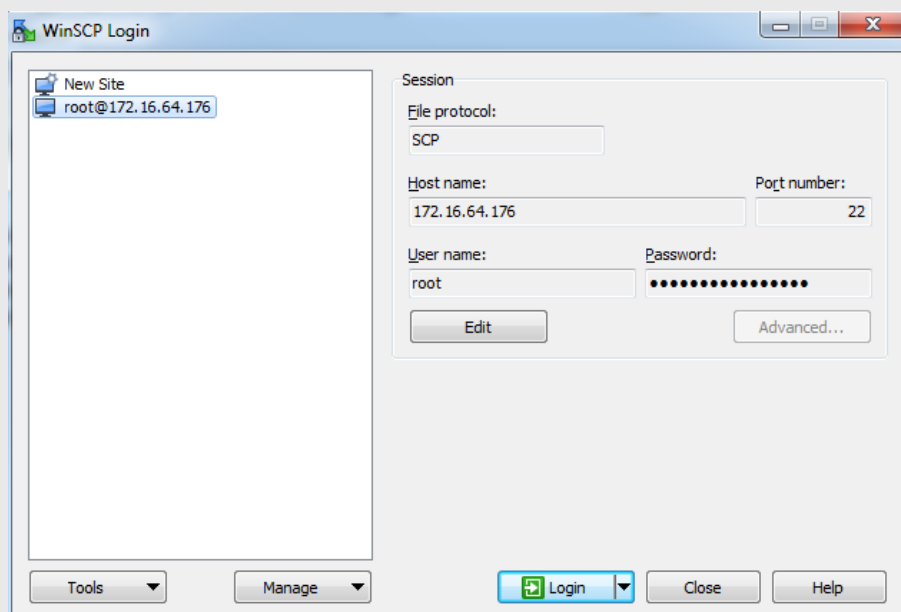
10. Select Login
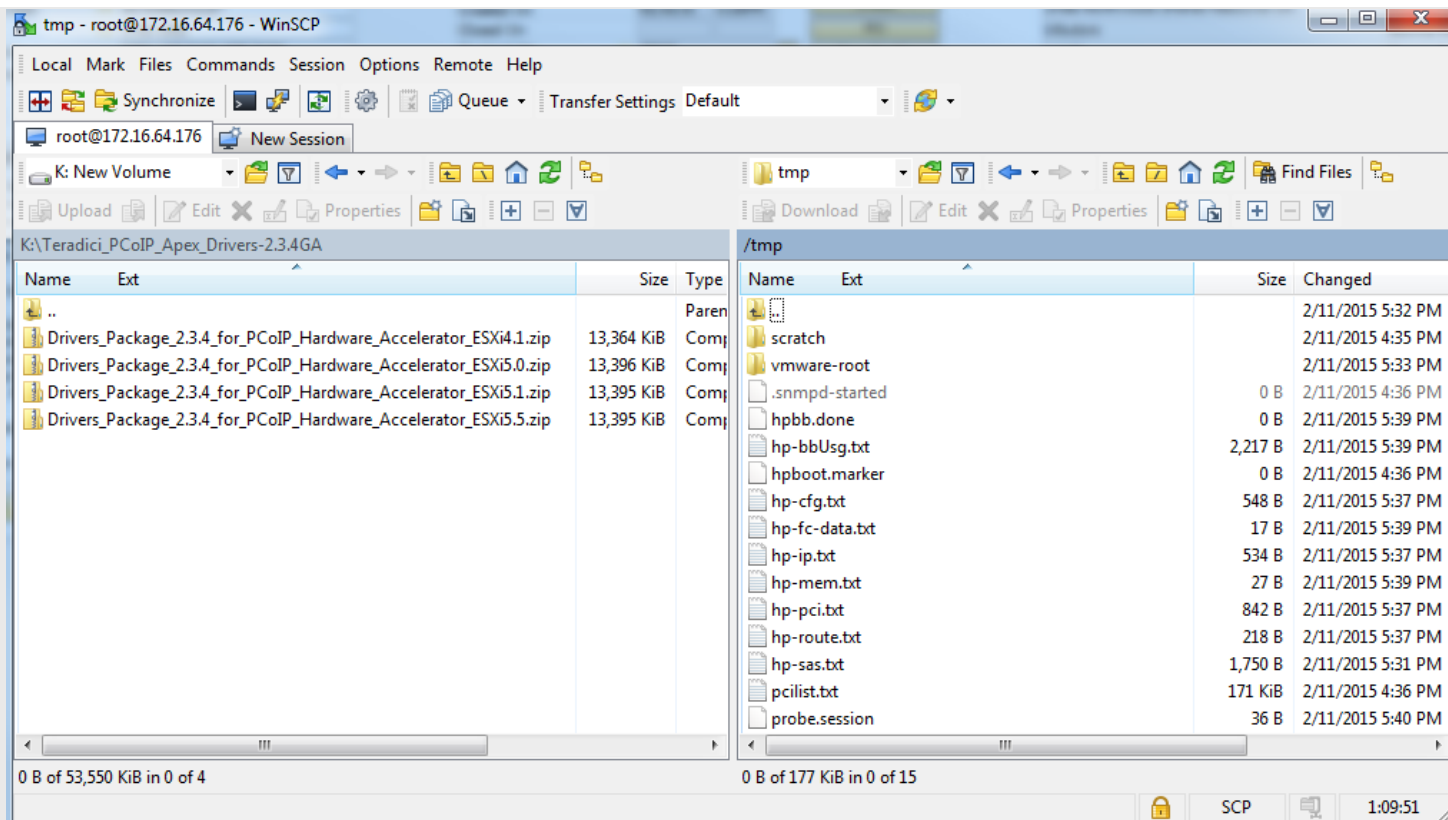
11. Transfer the driver file (.zip) to the /tmp directory on the ESXi server

12. Connect to the ESXi server using an SSH client like Putty from your PC and install the driver package

   - Navigate to the /tmp folder <enter>

     # cd /tmp

   - Enter the following command if you are connecting to an ESXi 4.1 server:

     esxupdate --bundle apex2800-version-esci-version-xxxxxx.zip update

   Make certain the zip file name matches the file you transferred to the /tmp folder.

- Enter the following command if you are connecting to an ESXi 5.0 or later server:

      esxcli software vib install -d /tmp/apex2800-version-esxi-version-xxxxxx.zip

   Make certain the zip file name matches the file you transferred to the /tmp folder.

```
esxupdate: error: no such option:     bundle
/tmp # esxcli software vib install -d /tmp/apex2800-rel-2.4.0.35302-esxi.5.5.0.z
ip
Installation Result
   Message: The update completed successfully, but the system needs to be reboot
ed for the changes to be effective.
   Reboot Required: true
   VIBs Installed: teradici_bootbank_pcoip-ctrl_2.4.0.35302-esxi.5.5.0, teradici
_bootbank_tera2_2.4.0.35302-esxi.5.5.0
   VIBs Removed:
   VIBs Skipped:
/tmp #
```

13. Reboot the ESXi server
14. Once the ESXi server is back up, using vSphere client, right click on the ESXi server in the inventory and select **Exit Maintenance Mode**

Install the Virtual Machine Driver on the Virtual Machine (VM)

1. Power up the virtual machine
2. From the vSphere Client open a console to the virtual machine
3. Run the apex28900-version-xxxxxx.exe installer on the virtual machine and follow the steps that appear.

   (NOTE: the exe can be found in the .zip file that was used to install the driver on the ESXi server and it must be installed from the 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 the ESXi will inspect the updated virtual machine image.

Verify Global Policies Settings

1. Verify global policies settings in the View Connection Server:

   - Access the VMware Horizon View Administrator
   - Under policies select Global Policies
   - Make sure that the PCoIP hardware acceleration is set to "allow" in the Global Policies, if any policies inherit from it.
   - In any customer policies, make sure the option for enabling and disabling PCoIP hardware acceleration is set to allow.
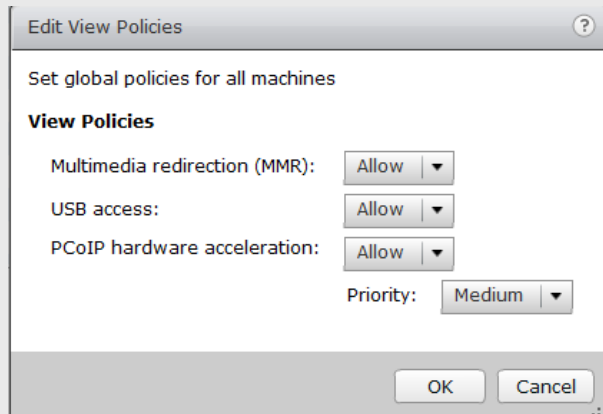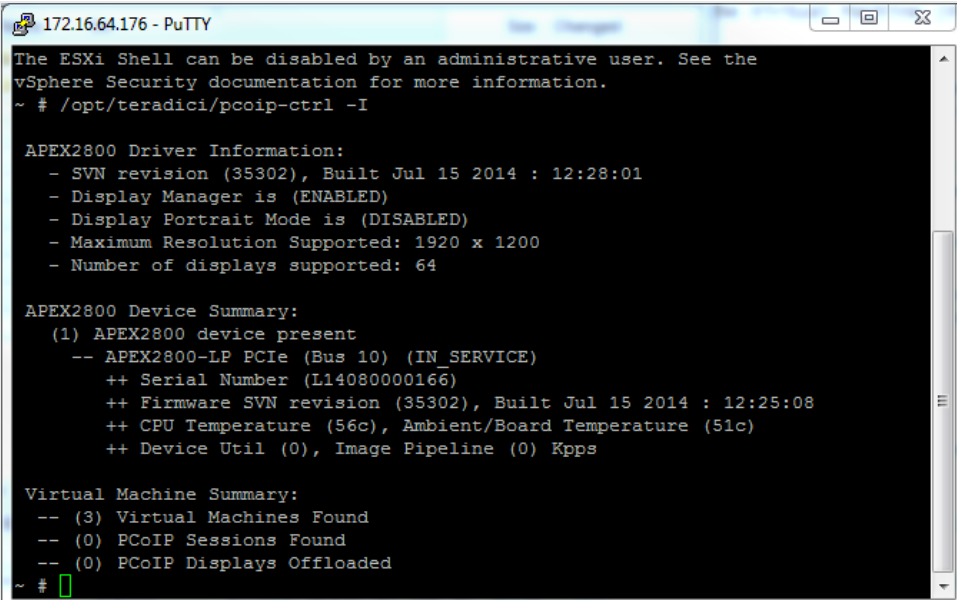

View APEX Status and Serial Number

The APEX 2800 is now installed and configured.

1. Verify the working status of the Teradici APEX card:
   - ESXi 4.1:
     In your SSH session, enter the following command:

         pcoip-ctrl -l

   - ESXi 5.0 or later
     In your SSH session enter the following command:

         /opt/teradici/pcoip-ctrl -l

```
172.16.64.176 - PuTTY
The ESXi Shell can be disabled by an administrative user. See the
vSphere Security documentation for more information.
~ # /opt/teradici/pcoip-ctrl -I

 APEX2800 Driver Information:
   - SVN revision (35302), Built Jul 15 2014 : 12:28:01
   - Display Manager is (ENABLED)
   - Display Portrait Mode is (DISABLED)
   - Maximum Resolution Supported: 1920 x 1200
   - Number of displays supported: 64

 APEX2800 Device Summary:
   (1) APEX2800 device present
     -- APEX2800-LP PCIe (Bus 10) (IN_SERVICE)
        ++ Serial Number (L14080000166)
        ++ Firmware SVN revision (35302), Built Jul 15 2014 : 12:25:08
        ++ CPU Temperature (56c), Ambient/Board Temperature (51c)
        ++ Device Util (0), Image Pipeline (0) Kpps

 Virtual Machine Summary:
  -- (3) Virtual Machines Found
  -- (0) PCoIP Sessions Found
  -- (0) PCoIP Displays Offloaded
~ # []
```