PCoIP® Host Software for Windows
Release Notes

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teradici®
PCoIP

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Revision History

Version	Date	Description
5	January 29, 2014	Updated for release 4.2.2 • Removed documentation on releases prior to 3.1.1
4	March 4, 2013	Updated for release 4.0.10
3	September 5, 2012	Updated for release 4.0.8
2	August 9, 2012	Updated for release 4.0.7
1	February 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.)

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Definitions

CMI	Connection Management Interface – interface provided by the client or host, used to communicate with an external connection management server
CMS	Connection Management Server – an external management entity (third party) that manages and controls the client/host through the CMI interface
GUI	Graphical User Interface available from the zero client On Screen Display (OSD) when not operating in a PC-over-IP session
OS	Operating System
OSD	On Screen Display
PC-over-IP®	Personal Computer over Internet Protocol
PCoIP®	Personal Computer over Internet Protocol (PC-over-IP)
PCoIP Host	Host side of PC-over-IP system
PCoIP Zero Client	Desktop or client side of PC-over-IP system
Software Client	VMware Horizon View or Teradici software application that can establish a PCoIP session with a PCoIP host
UAC	User Account Control – security feature in Vista, Windows 7 and Windows 8.1
USB	Universal Serial Bus

1 Introduction

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 3.1.11.

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 querying and configuring the session image quality setting was added to host software release 3.5.20. This feature required firmware changes included in firmware release 3.5.0. The image quality settings feature is not accessible on systems using host software release 3.5.20 and firmware releases prior to 3.5.0, such as 3.3.1.

Table 2-1: Host Software Compatibility

Host Software Release	Recommended Firmware Releases	Compatible Firmware Releases	Supported Operating Systems
4.2.2	4.2.0	4.2.x	Windows XP SP2, 32- and 64-bit Windows Vista, 32- and 64-bit Windows 7, 32- and 64-bit Windows 8.1 64-bit
4.0.10	4.0.2 (Tera1) 4.0.3 (Tera2)	4.0.x	Windows XP SP2, 32- and 64-bit Windows Vista, 32- and 64-bit Windows 7, 32- and 64-bit Windows 8 64-bit
4.0.8	4.0.2	4.0.x	Windows XP SP2, 32- and 64-bit Windows Vista, 32- and 64-bit Windows 7, 32- and 64-bit
4.0.7	4.0.1	4.0.x	Windows XP SP2, 32- and 64-bit Windows Vista, 32- and 64-bit Windows 7, 32- and 64-bit
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 SP2, 32- and 64-bit Windows Vista, 32- and 64-bit Windows 7, 32- and 64-bit
3.3.20	3.3.1	All 3.3.x, 3.2.x and 3.1.x releases	Windows XP SP2, 32- and 64-bit Windows Vista, 32- and 64-bit Windows 7, 32- and 64-bit
3.2.20	3.2.2	All 3.2.x and 3.1.x releases	Windows XP SP2, 32- and 64-bit Windows Vista, 32- and 64-bit Windows 7, 32- and 64-bit
3.1.11	3.1.2	All 3.1.x releases	Windows XP SP2, 32- and 64-bit Windows Vista, 32- and 64-bit Windows 7, 32- and 64-bit

3 Host Software Release 4.2.2

This section provides a brief summary of the feature additions and issues resolved in release 4.2.2 versus release 4.0.10.

3.1 Compatibility

Release 4.2.2 is compatible with TERA1x00 and TERA2xxx processors loaded with 4.2.x firmware releases.

Release 4.2.2 is not compatible with TERA1x00 and TERA2xxx processors loaded with firmware releases prior to 4.2.0. 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 4.2.0.

3.2 Feature Additions

Description
Added support for using the local display ports on the AMD R5000. This feature allows users to use a local workstation with displays connected directly to the workstation and later connect to the workstation from a PCoIP zero client or soft client.
This is the first host software release with drivers certified by Microsoft.
Added support for running a user defined script when a PCoIP session is disconnected. See the **Customizing Host Software** section of the *PCoIP Host Software for Windows User Guide* (TER1008001) document for details on configuring this feature.

3.3 Important Bug Fixes

Description
Fixed some problems where the host software crashed or displayed the wrong cursor bitmap when running certain applications such as Adobe Photoshop CS6.
Removed refresh rate range checking, which prevented the host software from enabling the **Local Cursor and Keyboard** feature with some projectors operating at certain frequencies.

3.4 Known Issues

Description
On Windows 8.1 workstations the **Use these settings for the login screen** button is grayed out on the Features tab of the host software UI. This prevents users from modifying the configuration settings used by the host software when the login screen is active. A future release of the host software will fix this problem. Workaround: Install the host software on a Windows 8.1 workstation and modify the configuration settings stored in the registry using the regedit utility. The settings are stored in registry key HKEY_USERS\.DEFAULT\Software\Teradici Corporation\PCoIP Agent\Settings.

Description
See the Teradici support site Knowledge Base at http://techsupport.teradici.com for more information.
See the Troubleshooting section of the *PCoIP Host Software for Windows User Guide* (TER1008001) document for a list of issues to note when installing and using the PCoIP host software.

4 Host Software Release 4.0.10

This section provides a brief summary of the feature additions and issues resolved in release 4.0.10 versus release 4.0.8.

4.1 Compatibility

Release 4.0.10 is compatible with TERA1x00 and TERA2xxx processors loaded with 4.0.x firmware releases.

Release 4.0.10 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 running the host software on Windows 8 workstations.
Modified the host software installer. The new installer no longer overwrites the host software configuration settings used when the login screen is active (prior to a user logging in). This change allows users to modify these settings once. The installer included with earlier releases always overwrote these settings.
Removed the **Write these settings to the client** button on the Monitor tab of the host software UI. This change was implemented to ensure client topology settings are compatible with the client.

4.3 Important Bug Fixes

Description
Fixed problem where the host software may crash if the local cursor is visible and the host cursor shape cannot be displayed by the client. When the local cursor is visible and the cursor shape cannot be displayed, the client now displays an arrow with an ‘L’ character inside it.

4.4 Known Issues

Description
On Windows 8 workstations the **Use these settings for the login screen** button is grayed out on the Features tab of the host software UI. This prevents users from modifying the configuration settings used by the host software when the login screen is active. A future release of the host software will fix this problem. Workaround: Install the host software on a Windows 8 workstation and modify the configuration settings stored in the registry using the regedit utility. The settings are stored in registry key HKEY_USERS\.DEFAULT\Software\Teradici Corporation\PCoIP Agent\Settings.
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and qualify a future release.

Description
See the Teradici support site Knowledge Base at http://techsupport.teradici.com for more information.
See the Troubleshooting section of the *PCoIP Host Software for Windows User Guide* (TER1008001) document for a list of issues to note when installing and using the PCoIP host software.

5 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.

5.1 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.

5.2 Feature Additions

None

5.3 Important Bug Fixes

Description
Fixed problem where the host software installer fails and displays a dialog box containing the following text. "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."

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.
See the Troubleshooting section of the *PCoIP Host Software for Windows User Guide* (TER1008001) document for a list of issues to note when installing and using the PCoIP host software.

6 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.

6.1 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.

6.2 Feature Additions

Description
Added support for TERA2xxx host cards.
Added support for generating log files. The files are stored in the following directories. • 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`

6.3 Important Bug Fixes

Description
Fixed problem where two cursors were displayed when all of the following conditions are true. • 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. **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. **Workarounds:** • Do not run the application as the administrator • Disable UAC on the workstation • Set the **Visible Cursor** option equal to **Remote** **Limitation:** 32-bit applications running on 64-bit workstations that create application specific cursors will display two cursors. **Workarounds:** • Run a 64-bit version of the application • Set the **Visible Cursor** option equal to **Remote**

Description
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.
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.

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 more information.
See the Troubleshooting section of the *PCoIP Host Software for Windows User Guide* (TER1008001) document for a list of issues to note when installing and using the PCoIP host software.

7 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.

7.1 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.

7.2 Feature Additions

Description
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 7.5.1. 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. Note: When an animated cursor is active and the local cursor is visible, the client displays the first frame of the animated cursor.
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 7.5.2. 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.
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 7.5.1.
Added support for using the VMware View iPad soft client.
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.

7.3 Important Bug Fixes

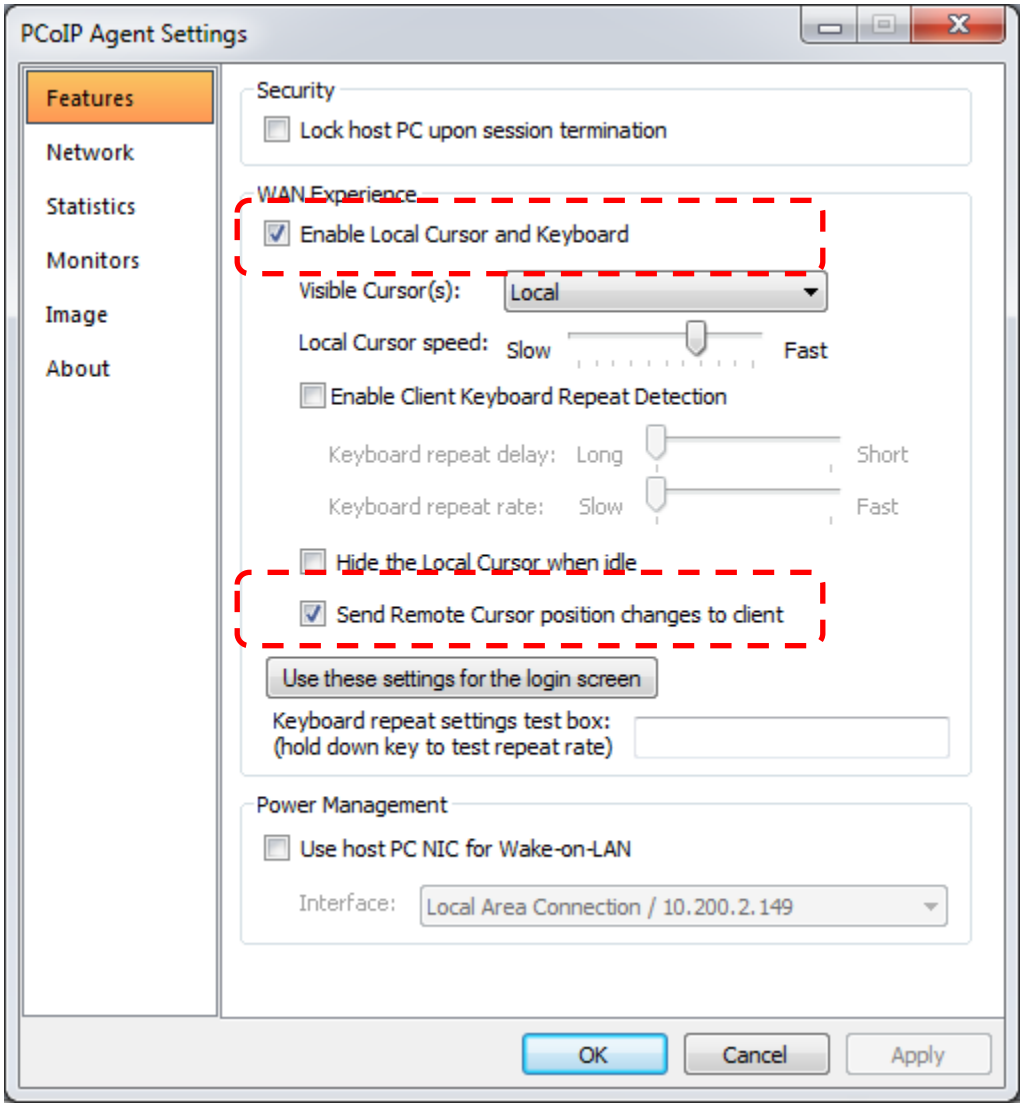
None

7.4 Known Issues

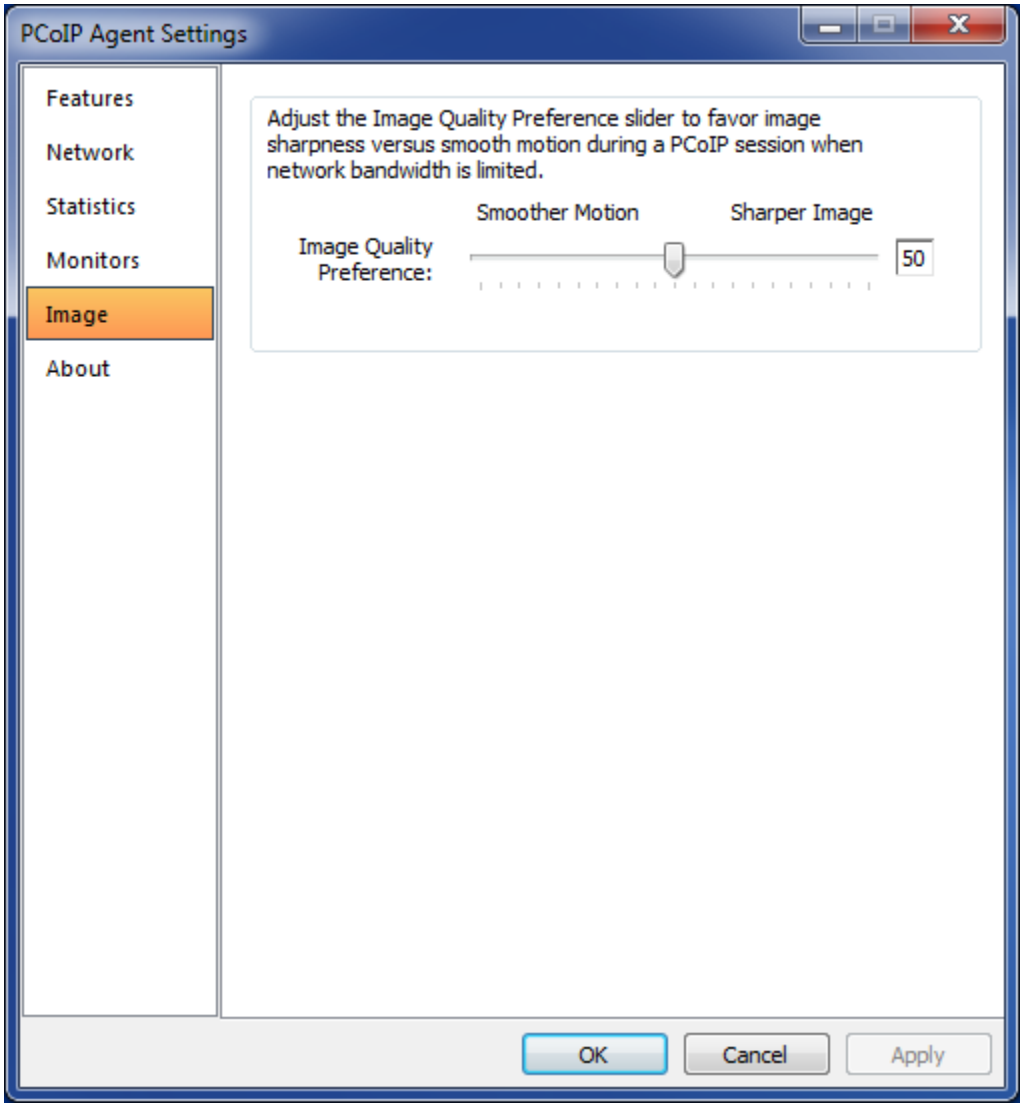
Description
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and qualify a future release.
See the Teradici support site Knowledge Base at http://techsupport.teradici.com for more information.

7.5 Supplemental Information

7.5.1 PCoIP Agent Features Tab



7.5.2 PCoIP Agent Image Tab



8 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.

8.1 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.

8.2 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.

8.3 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.

8.4 Known Issues

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

9 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.

9.1 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.

9.2 Feature Additions

Description
Added experimental support for writing the client display topology settings to the host OS. See section 9.5.2.
Added support to configure if the client or the host OS performs keyboard repeat detection. See section 9.5.1. 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.

9.3 Important Bug Fixes

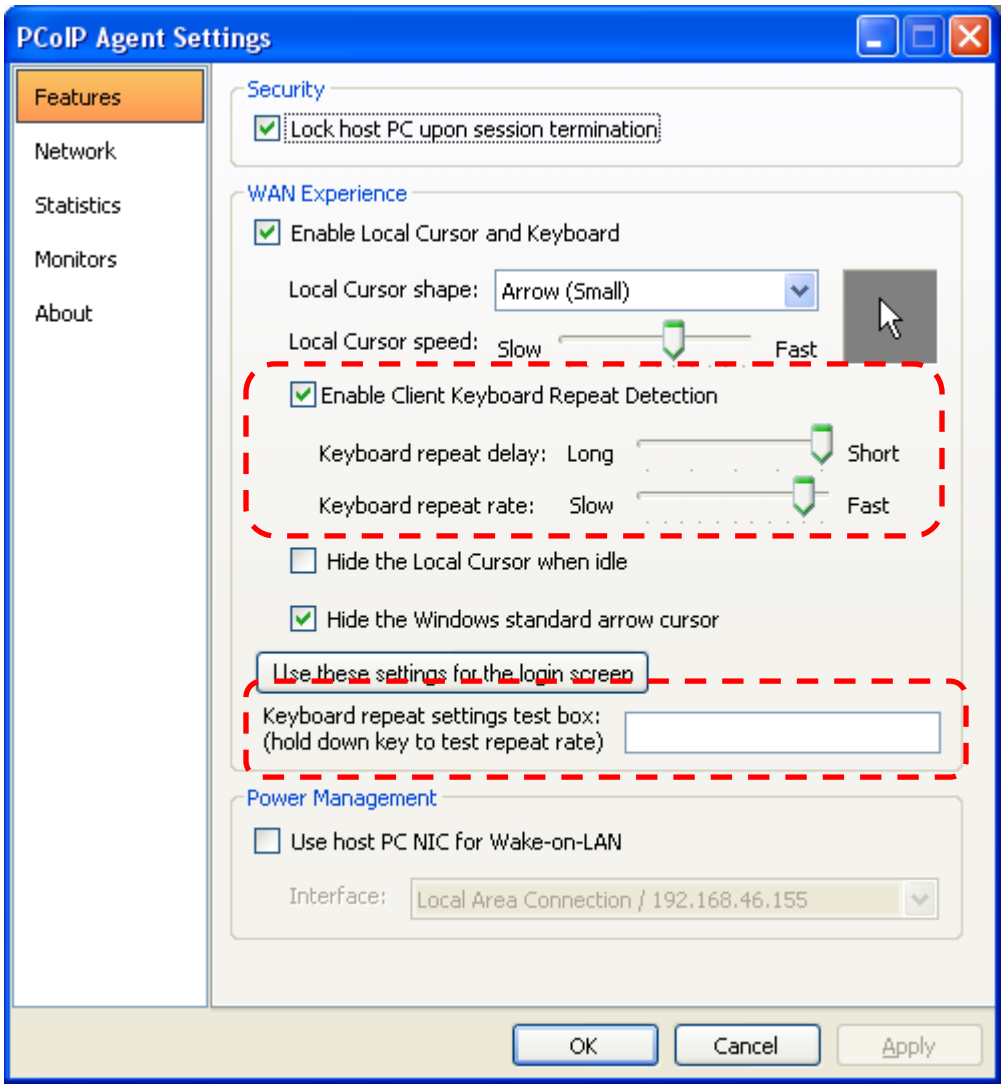
None

9.4 Known Issues

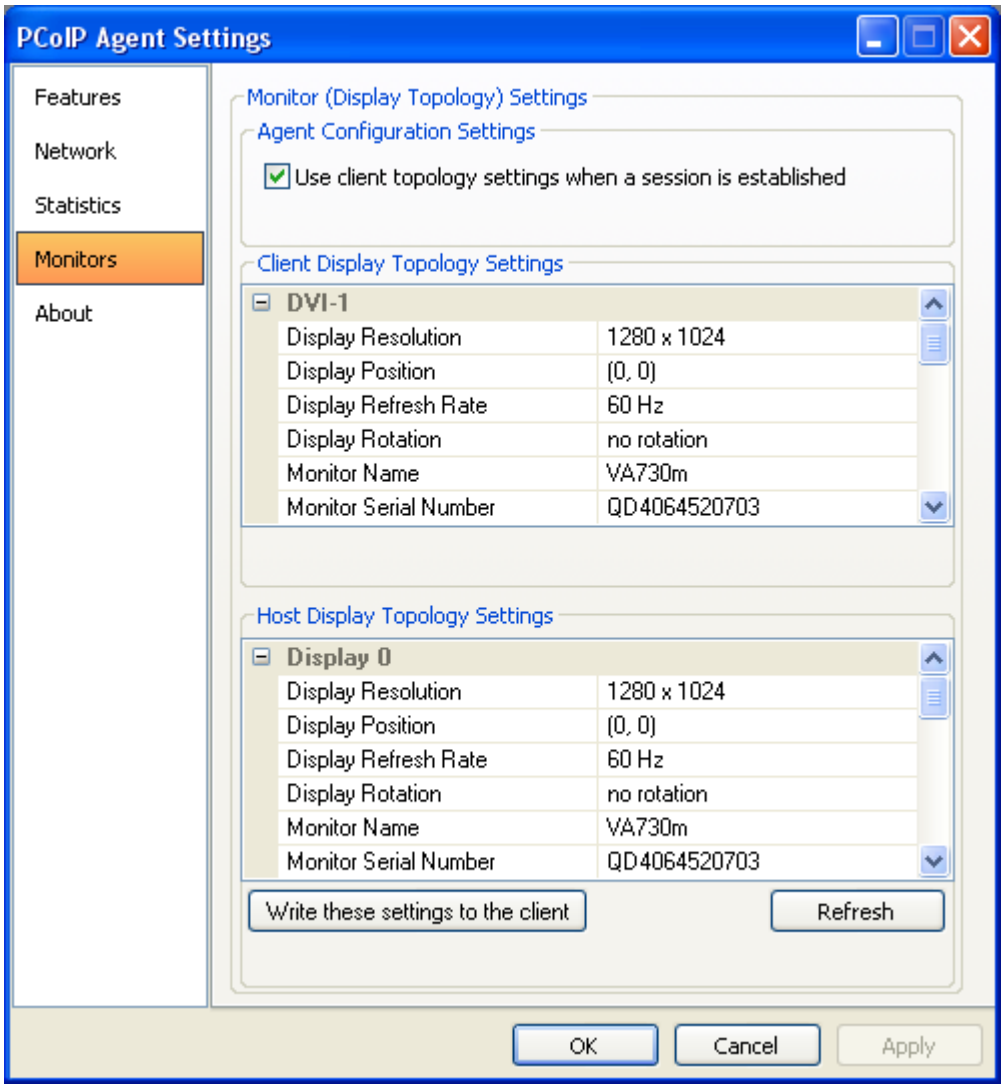
Description
This version of the PCoIP host software package is not Windows Logo tested. Microsoft will test and qualify a future release.
A zero client resets while connecting to a PCoIP host card when the following conditions are true: • host card is running firmware release 3.2.x • zero client is running 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).

9.5 Supplemental Information

9.5.1 PCoIP Agent Features Tab



9.5.2 PCoIP Agent Monitors Tab



10 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.

10.1 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.

10.2 Feature Additions

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

10.3 Important Bug Fixes

None

10.4 Known Issues

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