

# **PCoIP® Remote Workstation Card Administrators Guide**

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**23.04**

## Table of contents

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PCoIP Remote Workstation Card Overview	6
Platforms	7
Host Driver Function	7
PCoIP Remote Workstation Card Software for Windows or Linux	8
What's New in 23.04	9
New Features	9
Getting More Information	10
About the Management Tools	11
PCoIP Remote Workstation Card Requirements	12
Host Requirements	12
4K Requirements	12
Installing Your Remote Workstation Card	13
Administrators Guide	17
About the PCoIP Administrative Web Interface (AWI)	17
AWI Menus	18
Logging into the AWI	19
Passwords	20
AWI Home Page	21
Configuration Options	26
Configuration Parameters	26
Configuring Host Network Settings	27
Configuring IPv6 Settings	31
Configuring the Management State	33
Configuring Audio Settings	35
Obtaining Certificates Automatically Using SCEP	36
Configuring the Label Settings	40
Configuring Access Settings	41
Configuring Endpoint Management Discovery Methods	42
SNMP Overview	45
Configuring a Session	46
Configuring Session Bandwidth	48
Configuring Image Quality	50
Configuring Monitor Emulation	52
Configuring Time Settings	54
Configuring the Initial Setup	56

Configuring Power Options	58
Resetting to Factory Defaults	59
Security Guide	62
PCoIP Remote Workstation Card Security Overview	62
Data Control	62
Encryption	62
802.1X Network Authentication	62
Management Security Level	62
Securing Your PCoIP Remote Workstation Card	63
Using an Endpoint Manager	64
Configuring Access Settings	65
About PCoIP Remote Workstation Card Management Security Levels	66
Low Security Mode	66
Medium Security Mode	67
High Security Mode	67
About Certificates	69
Uploading Certificates	70
Syslog TCP/TLS Authentication	71
802.1X Authentication	72
Certificate Upload Parameters	72
Peering Remote Workstation Cards to PCoIP Zero Clients	73
High Security Settings Checklist	75
PCoIP Remote Workstation Card Security Settings	76
Security Cipher Suites and Encryption Methods	79
Overview	79
Encrypting Browser Connections	79
Encrypting Endpoint Discovery	80
Encrypting PCoIP Session Negotiation with PCoIP Clients	80
Encrypting Endpoint Manager Administration	81
Encrypting RADIUS Server using EAP-TLS during 802.1X Authentication	81
In-Session Encryption	82
Encryption in SCEP Requests	82
Configuring 802.1X Network Device Authentication	83
Preparing for 802.1X Configuration	83
Configuring Devices for 802.1X Authentication	83
Create a 802.1X Client User	83
Export the Root CA Certificate	84
Create a Certificate Template for 802.1X Client Authentication	84

Issue the 802.1X Client Certificate	85
Export the 802.1X Client Certificate	85
Convert the Certificate Format from .pfx to .pem	86
Import the 802.1X Client Certificate into the Client User Account	87
Import the Certificates to the 802.1X Client Device	87
About USB Settings	89
USB Overview	89
USB Permissions Page	90
USB Configuration Parameters	93
Connection Guide	94
Establishing a PCoIP Session to a Remote Workstation Card Overview	94
Connecting Remotely Across a Wide Area Network (WAN)	94
Connecting from a PCoIP Zero Client	96
Connect Remotely Using Virtual Private Network (Recommended)	96
Connect Remotely Using Network Address Translation with Custom Peer-to-Peer Suite B Certificates	97
Connections from Software Clients	100
Prerequisites	100
Requirements	100
Connecting Remotely using VPN	101
Connections with Remote Workstation Card Agent Installed	101
Software Client Direct Connections using the Command Line	101
Software Client Direct Connections using the Command Line	101
How To	102
Upload a Firmware Release to a Remote Workstation Card	102
Displaying Processor Information	103
Syslog Overview	105
Enabling Syslog	105
Performing Logging Tasks	107
Enabling the Event Log	108
Disabling the Event Log	110
Using the Packet Capture Tool	114
Technology Reference	115
Local Cursor and Keyboard	115
Monitor Emulation	116
PCoIP Software Session Variables	117
PCoIP Packet Format	118
UDP-encapsulated ESP Packet Format	118
IPsec ESP Packet Format	118

Creating and Applying Custom Certificates	119
All Certificate Requirements (Root/Client/Server)	120
Client Certificate Specific Requirements	120
Server Certificate Specific Requirements	120
Remote Workstation Card Configuration	120
PCoIP Zero Client Configuration	120

# PCoIP Remote Workstation Card Overview

This guide is intended for systems administrators who are configuring, managing, and deploying PCoIP® Remote Workstation Cards in a PCoIP environment. Administrators are expected to have experience configuring PCoIP clients, and have a working knowledge of networking principals and using the PCoIP protocol.

## Understanding terms in our guides

For information on the industry specific terms and abbreviations in this guide, see the [Glossary](#).

A PCoIP Remote Workstation Card is a small add-in card that can be integrated into tower workstations, rack mount workstations, computer blades, and server blades. PCoIP Remote Workstation Cards are manufactured and integrated by various display card manufacturers, supporting widescreen formats, and are powered by TERA2220 or TERA2240 processors. The card's TERA-series processor uses advanced display compression algorithms to encode a user's full workstation environment and then communicated over an IP network to the user's PCoIP client endpoint. Because PCoIP Remote Workstation Cards do not have general purpose CPUs, local data storage, or application operating systems, they are very secure and easy to manage. This is separate from the host PC which does have general purpose CPUs and local data storage. PCoIP Remote Workstation Cards contain upgradable firmware that enables you to customize your PCoIP Remote Workstation Card with various features.

## Tera processor

The processor name refers to the chipset used in the PCoIP device. For example, TERA2240 is the processor used in the second-generation TERA2240 PCIe Remote Workstation Card (for tower PC or rack mount workstations) and TERA2240 PCI Mezzanine Remote Workstation Card (for blade workstations). For details on how to display the processor name for your device, see [Displaying Processor Information](#).

### Supported Resolutions for PCoIP Remote Workstation Cards

Remote Workstation Card Processor Name	Maximum No. of Supported Displays and Resolutions
TERA2220	2 x 1920x1200 1 x 2560x1600 <sup>1</sup> 1 x 3840x2160 <sup>2</sup>
TERA2240	4 x 1920x1200 2 x 2560x1600 <sup>1</sup> 2 x 3840x2160 <sup>2</sup>

You can mix and match any Remote Workstation Card with any PCoIP Zero Client. However, when you connect a PCoIP Zero Client endpoint to a Remote Workstation Card, the maximum supported resolutions for any displays attached to the endpoint will equal the highest common denominator between the two devices. For example, if you connect a TERA2140 PCoIP Zero Client to a TERA2240 Remote Workstation Card, you can attach up to four 1920x1200 displays or two 3840x2160 displays. However, if you connect a TERA2321 PCoIP Zero Client to the same Remote Workstation Card, the options become up to two 1920x1200 displays or one 3840x2160 display.

PCoIP Software Clients and PCoIP enabled thin clients also offer alternative client endpoints to connect to Remote Workstation Cards.

## Best Security Practices

We highly recommends using custom [peer-to-peer certificates](#) to create a more secure environment when connecting to your Remote Workstation Card. We highly recommends using this new feature to create a more secure environment. Contact your IT department to ensure your deployment is in accordance with your Company's security policy.

## Platforms

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Remote Workstation Cards are supported on host PCs using Windows or Linux platforms when the host PC supports PCIe x1 required to install the PCoIP Remote Workstation Card. Additionally, we provide an optional software package that can be installed on the host PC. The software package called Remote Workstation Card Software for Windows (or Linux) is specific to each platform and communicates with the Remote Workstation Card adding additional features and performance enhancements. For more information on the Remote Workstation Card Software see [PCoIP® Remote Workstation Card Software for Linux Administrators' Guide](#) and ["PCoIP® Remote Workstation Card Software for Windows Administrators' Guide](#).

### Remote Workstation Card Software and Firmware features

Some features of the Remote Workstation Card Software may require a minimum firmware version on the PCoIP Remote Workstation Card and the PCoIP Zero Client. Always review the release notes for feature requirements.

### Wacom Tablet Support for PCoIP sessions to Remote Workstation Card

Wacom tablets attached to Zero Clients support local termination when connecting to Remote Workstation Cards in a Linux environment. Use the latest release of your [Zero Client firmware](#), for the most up to date support of Wacom tablets. It is recommended to use the latest release of Remote Workstation Card Software to maintain local cursor support on the client side, and to have best performance in sessions with the Remote Workstation Card when the latest Wacom drivers are used. For more information see [the tablet reference in the Zero Client Administrators' Guide](#).

Some PCoIP enabled thin clients also support Wacom tablets. Check with your [PCoIP enabled thin client manufacturer](#) if they support Wacom tablets with PCoIP.

## Host Driver Function

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When enabled, the Host Driver Function allows the PCoIP Remote Workstation Card Software installed on the host computer to communicate with the PCoIP Remote Workstation Card. This setting is disabled by default. You can enable this setting by [logging in](#) to the Remote Workstation Card from the AWI page—Configuration > Host Driver Function.

When disabled, you will not be able to access to additional features provided by the Remote Workstation Card Software. If the Host Driver function is disabled:

- the Remote Workstation Card Software for Linux installation will alert you it cannot find a PCoIP Remote Workstation Card
- the Remote Workstation Card Software for Windows will not install

### Identifying PCoIP Remote Workstation Card

On your Windows host PC, use device manager to see if a PCoIP Remote Workstation Card is installed. This works if the Host Driver Function is enabled. On your Linux host PC, open the command prompt and type `lspci | grep -i tera` to see if a PCoIP Remote Workstation Card is installed.

## PCoIP Remote Workstation Card Software for Windows or Linux

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Optionally, once the PCoIP Remote Workstation Card is installed in the host PC, you can install the PCoIP Remote Workstation Card Software package on the host PC/workstation to allow you to manage the card directly from the PCoIP Remote Workstation Card Software UI on the workstation. The Remote Workstation Card Software lets users enable features such as the following:

- Using the [local cursor and keyboard](#) feature
- Locking the host PC when a session is terminated
- Using the Wake-on-LAN function
- Viewing host and client network parameters
- Disconnecting a session
- Viewing host statistics and connection information
- Using the client display topology settings on the host

For detailed instructions on how to install the PCoIP Remote Workstation Card Software, please see [PCoIP® Remote Workstation Card Software for Windows User Guide](#) or [PCoIP® Remote Workstation Card Software for Linux User Guide](#).



### Host Driver Function must be enabled

Before installing the Remote Workstation Card Software package for Linux or Windows on the host computer, the Host Driver Function must be enabled. This setting is disabled by default.

1. Remote Workstation Cards support 2560x1600 resolution on attached displays using either DVI (with Y-cable) or miniDisplayPort interfaces. For instructions on how to connect cables to Tera2 PCoIP Remote Workstation Cards with DVI and/or DisplayPort ports to support this resolution, see [knowledge base article 1025](#). ←←
2. Remote Workstation Cards support 3840x2160 @ 30 Hz (4K UHD) resolution at 15 FPS when the changing content is full screen. A video that takes up half of the screen can run at 30 FPS. ←←



## What's New in 23.04

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Firmware release 23.04 maintains version parity with Zero Client firmware and includes a new feature and security updates over release 23.01.

[See Release Notes](#) for further details.

## New Features

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- Added TLS 1.3 support for PCoIP Connection Manager, Connection Brokers, PCoIP clients, and Syslog connections

## Getting More Information

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In addition to this guide, the PCoIP Remote Workstation Card documentation set includes:

- [Remote Workstation Card Quick Start Guide](#)
- [Remote Workstation Card Firmware Release Notes](#)
- [Remote Workstation Card Software for Windows](#)
- [Remote Workstation Card Software for Linux](#)
- [Remote Workstation Card Agent for Windows](#)
- [Remote Workstation Card Agent for Linux](#)

For detailed information on using the PCoIP Management Console to manage deployments, see the [PCoIP® Management Console Administrators' Guide](#).

For help using and configuring firmware for PCoIP Zero Clients, see [PCoIP Zero Client Firmware Administrators' Guide](#).

For information on installing and configuring additional Remote Workstation Cards and PCoIP Zero Clients so that you can use additional monitors on your desk, see [Tera2 PCoIP® Multi-Monitor Deployment Guide](#).

## About the Management Tools

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The following configuration and management tools are available for PCoIP Remote Workstation Cards:

- PCoIP Administrative Web Interface (AWI): A web-based interface for configuring a specific PCoIP Remote Workstation Card's firmware remotely after typing the endpoints's IP address or FQDN into the browser's address bar. For more information, see [About the PCoIP Administrative Web Interface \(AWI\)](#).
- PCoIP Endpoint Management Software: A management tool for managing multiple PCoIP endpoints, such as Remote Workstation Cards remotely. Teradici's management software is the PCoIP Management Console. For information about the PCoIP Management Console, see the latest [PCoIP Management Console Administrators' Guide](#).

### Management Console firmware requirements

Remote Workstation Card firmware management may be limited to specific Management Console releases. Always review the release notes and documentation for each release.

- Firmware release 4.9.x and earlier can only be managed by Management Console 1.10.8
- Firmware 5.x - 19.11 can be managed by Management Console 3.2 - 19.11
- Firmware 20.01+ must be managed by Management Console 20.01+

Please review the [lifecycle pages](#) for up-to-date information on the life status and support of our products.

# PCoIP Remote Workstation Card Requirements

The PCoIP Remote Workstation Card has few requirements other than being used in a host PC that supports PCIe x1 devices.

## Host Requirements

Category	Requirement	Notes
Operating System	Windows or Linux	If using features requiring the Remote Workstation Card Software, the PC must be Windows or Linux based
Hardware Interface	Available PCIe x1	<ul style="list-style-type: none"> <li>Quad Remote Workstation Card requires FHHL</li> <li>Dual Remote Workstation Card requires Low Profile</li> <li>13W power</li> </ul>
GPU	Video port	<p>At minimum, the same number of ports to match the number of monitors in your deployment (up to 4)</p> <p>Ports must support dual data rates to obtain maximum Remote Workstation Card resolution</p>
	Resolution	GPU must support the resolution used in your deployment (up to 3840x2160 @ 30 Hz)
Video Port Cables	miniDP to DP or miniDP to DVI	High resolution configurations to a GPU with DVI ports may require active cables
Remote Workstation Card Firmware	Matching client release	See release notes for compatible clients

### Connecting Monitors to your Workstation

PCoIP sessions to Remote Workstation Cards when monitors are connected on the local workstation are not supported.

## 4K Requirements

Category	Requirement	Notes
Firmware	4K firmware 20.01 or newer	
Model	Mini DisplayPort model of a quad (TERA2240) or dual (TERA2220) Remote Workstation Card	
GPU	The GPU on the workstation must support 4K UHD	

### Bandwidth, Build to Lossless, and timing behavior

- For the best user experience, a 1 Gb connection between the client and host is recommended
- With 4K firmware, the Remote Workstation Card Build to Lossless feature is disabled when using 4K resolutions
- 4K @ 60 Hz timings are not supported. The client will search for a 4K @ 30 Hz timing instead.

# Installing Your Remote Workstation Card

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Using the PCoIP Remote Workstation Card requires installing the card into a PCIe slot on the host PC motherboard, connecting the Remote Workstation Card to the host PC GPU, and plugging it into a DHCP enabled network with PCoIP clients connected. Optionally, you can connect the PCoIP Remote Workstation Card power cable to the host PC motherboard which allows the host card to turn off and wake the host PC through wake-on-lan. Another option is to install the Remote Workstation Card Software on the host PC to enhance the PCoIP experience when using the PCoIP Remote Workstation Card.

Most PCoIP Remote Workstation Cards come with DHCP enabled and will accept a connection from any client. This allows a PCoIP connection with minimal effort when first connected to a network with PCoIP clients. All that is required is to connect the PCoIP Remote Workstation Card to a network with DHCP enabled via the card's RJ45 connector.

## OEM default settings

PCoIP Remote Workstation Cards default settings can be changed by OEM manufacturers. Reference your OEM documentation to ensure a smooth deployment.

## MAC Address

The PCoIP Remote Workstation Card's MAC address is located on a sticker on the card. It is important to write down this address before installing the card in the workstation. see [KB 1360](#) on the Support Site for additional information. You will need this information to connect to the card using SLP discovery.

Ensure the host PC is completely powered off before installing the PCoIP Remote Workstation Card to the host PC and connecting the optional PCoIP Remote Workstation Card remote power cable.

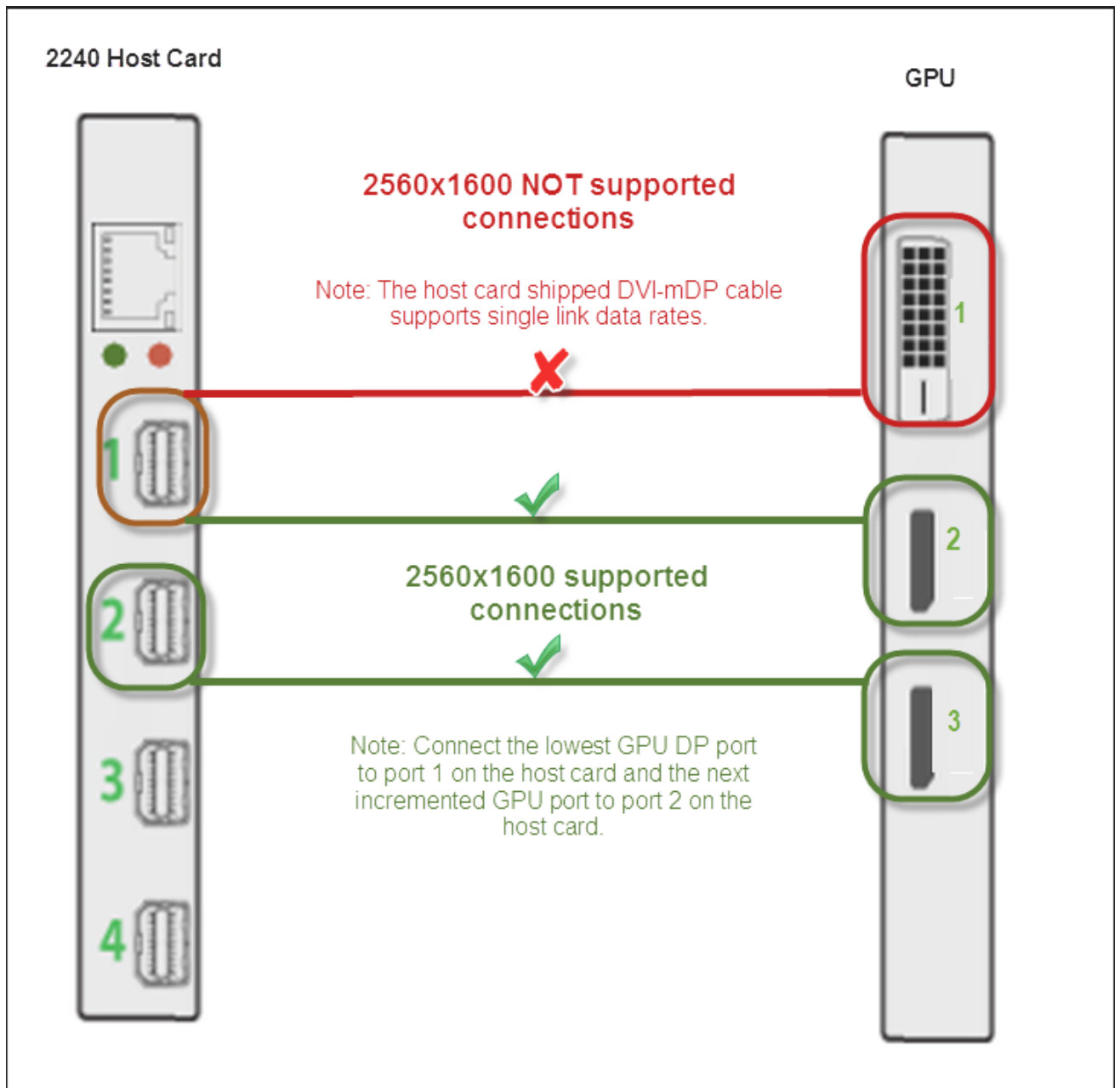
- Insert the PCoIP Remote Workstation Card into an available PCIe slot and secure the card's metal bracket.
- Connect the PCoIP Remote Workstation Card to your network using the Ethernet port.
- Connect the GPU to the PCoIP Remote Workstation Card using the cables that came with your card.

### Connecting cables correctly

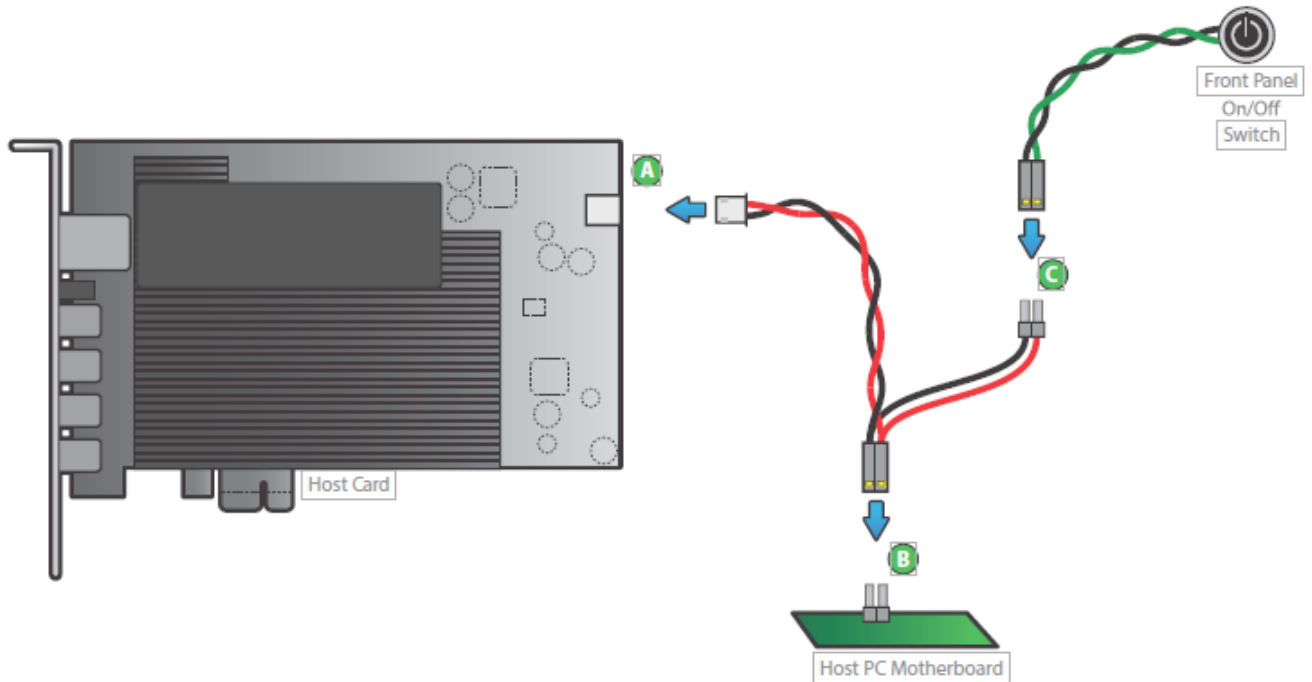
To get a desired resolution, all the components of your system (workstation card, GPU, PCoIP Zero Client, and monitors) must support this resolution. In addition, the cables must be connected according to the following rules:

- Always start with the lowest number GPU port (DisplayPort or DVI) and work up sequentially from there, similarly connecting to the lowest number PCoIP Remote Workstation Card port
- For 2560x1600 resolution, you must use DisplayPort ports on the workstation's GPU when connecting to the workstation card DisplayPort.

If you use DVI ports on the GPU, the maximum resolution supported is 1920x1200. The DVI-mDP cable shipped with the workstation card only supports single-link data rates. This means that if you connect the first dual-link DVI port on the GPU to a port on the workstation card, you will still only get a single-link data rate (i.e., resolutions up to 1920x1200).



- Optionally (and recommended) install the PCoIP Remote Workstation Card power button cable. This connection allows a remote user to power cycle the host PC (e.g., when the operating system is non-responsive).



- Connect the white end of the power button cable to the power button cable connector on the PCoIP Remote Workstation Card.
- Locate where the host PC front-panel power button cable connects to the motherboard. Disconnect the host PC's front-panel On/Off switch cable from the motherboard's header, and locate the Power On/Off signal pins. Connect the red wire on the workstation card power button cable to the positive terminal of the Power On/Off pin. Connect the black wire to the negative terminal. The negative terminal is typically a ground pin.

#### **Motherboard power pins**

The location of the Power On/Off switch pins is different from one motherboard to another. See your motherboard user manual for details. If you have the connector inversely connected, the host PC will not power up.

- Connect the host PC's front-panel On/Off switch cable to the 2-pin header on the workstation card power button cable. If this is not possible, the host PC's front-panel On/Off switch is disabled.

When powered on, the host PC will be ready to receive a PCoIP connection.



# Administrators Guide

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## About the PCoIP Administrative Web Interface (AWI)

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The PCoIP Administrative Web Interface (AWI) enables you to interact with a PCoIP endpoint. From the AWI, you can manage and configure an endpoint, view important information about it, and upload firmware and certificates to it.

After you type the device's IP address or FQDN into Microsoft Edge, Mozilla Firefox, or Google Chrome browser, the browser will use HTTPS to connect to the device's AWI web page. Access to the AWI is controlled using an administrative password, which can be optionally disabled.

The AWI's HTTPS connection is secured using a PCoIP root Certificate Authority (CA) certificate. To avoid warning messages when you log into the AWI, it is recommended that you install this certificate in your browser. The certificate file (cacert.pem) is always included in a firmware release, but you can also download it directly from [Certificate management for PCoIP Zero Clients and PCoIP Remote Workstation Cards \(1561\)](#). Detailed instructions on how to install the certificate are also included in the knowledge base article.

The following browsers are supported in this release:

- Firefox: current version
- Chrome: current version
- Microsoft Edge: current version

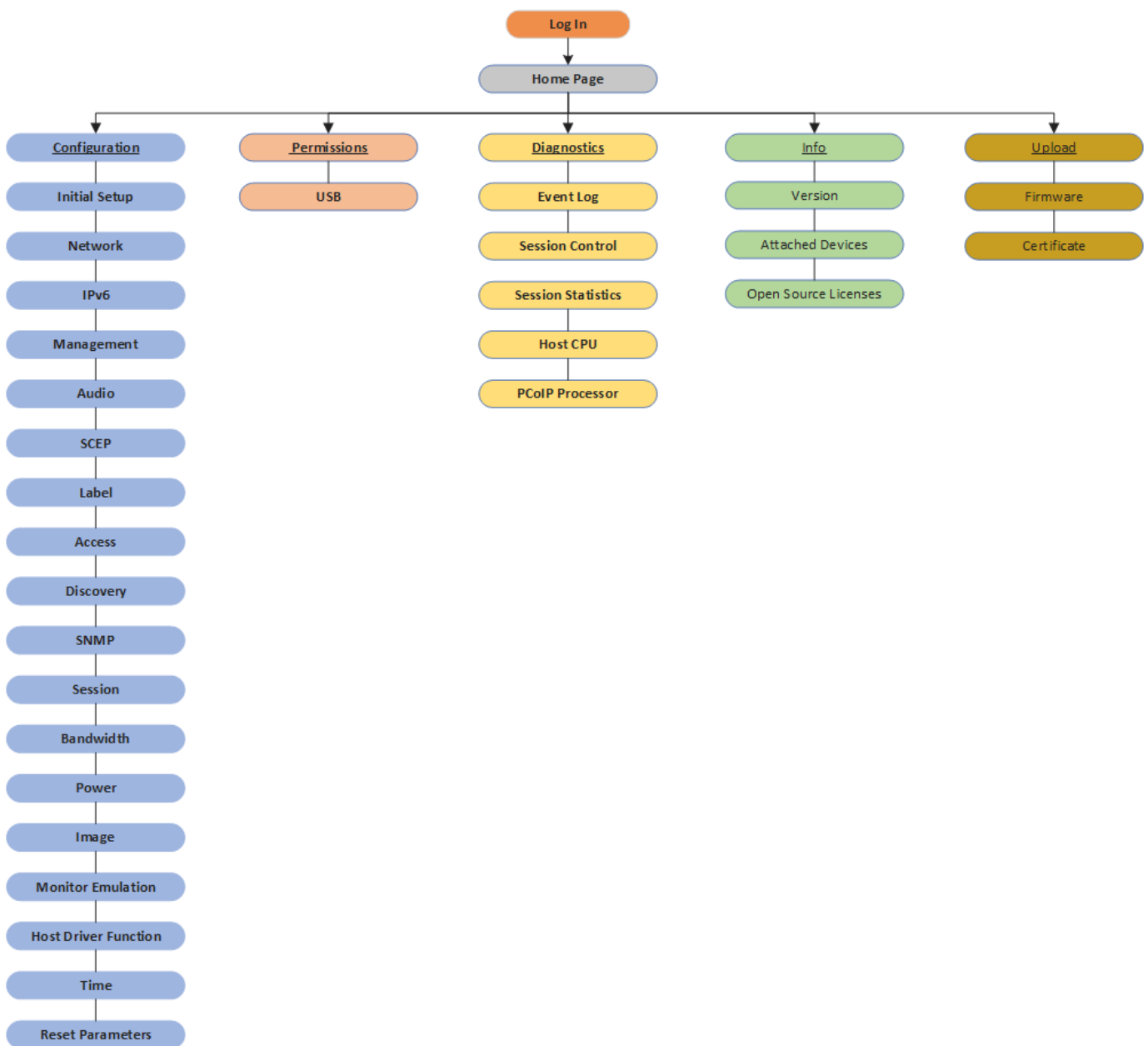
# AWI Menus

## AWI Menus

The AWI has five main menus that link to the various configuration and status pages.

- Configuration: The pages under this menu let you configure the various aspects for the device, such as network settings, language, session parameters, etc.
- Permissions: The pages under this menu let you set up the permissions for USB on the client and host.
- Diagnostics: The pages under this menu help you troubleshoot the device.
- Info: The pages listed under this menu let you view firmware information, the devices currently attached to the device and the open source licenses applicable to this release.
- Upload: The pages under this menu let you upload a new firmware version and certificates to the device.

The following figure shows the menus and pages available in the AWI.



## Logging into the AWI

To log into the Administrator Web Interface web page for a PCoIP Remote Workstation Card.

- Using a web browser, enter the PCoIP Remote Workstation Card's IP address in the address bar. According to network requirements, this address may be either a static or dynamic address as follows:
  - Static IP Address: The IP address is hard-coded and must be known.
  - Dynamic IP Address: The Dynamic Host Configuration Protocol (DHCP) server dynamically assigns the IP address. You can get it from the DHCP server.
- From the *Log In* page, enter the administrative password. The default value is blank.

**OEM default settings**

PCoIP Remote Workstation Cards default settings can be changed by OEM manufacturers. Reference your OEM documentation to ensure a smooth deployment.

**Log In**

Please enter the administrative password to access this device.

**Password:**

**Idle Timeout:**

AWI Log In Page

- To change idle timeout (the time after which the user is automatically logged off), select an option from the Idle Timeout drop-down menu.
- Click Log In.

**Some PCoIP devices do not require a password to log in**

Passwords on PCoIP endpoints when manufactured are determined by the OEMs. Some have placed a default password while others do not have password protection enabled. recommends using the PCoIP Management Console to manage endpoint password configuration. You can enable/disable password protection for these endpoints from the [Management Console profile page](#). Then complete the following tasks:

- EDIT the profile containing your endpoint type
- select the appropriate endpoint type tab (DUAL or QUAD)
- from the SECURITY property group you will be able to configure the password options for the endpoints contained in this profile

If configured in the firmware defaults by the OEM manufacturer, the [Initial Setup](#) page appears the first time you log in. You can configure audio, network, and session parameters on this page. After you click Apply, the [Home page](#) appears for each subsequent session. This page provides an overview of the device status.

If a warning message appears when you try to log in, then a session is already in progress on that device. Only one user can log into a device at one time. When a new user logs in, the current session is ended and the previous user is returned to the Log In page.

## Passwords

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The Password page lets you update the local administrative password for the device. You can access this page from the Options > Password menu. The password can be a maximum of 20 characters.

### **Unknown AWI password**


Take care when updating the client password as the client may become unusable if the password is lost.

### **Contact your manufacturer for your devices AWI default password**

Contact your manufacturer to obtain the default password for your device's AWI.

## AWI Home Page

The AWI Home page displays a statistics summary for the PCoIP endpoint. You can display the Home page at any time by clicking the Home link at the top left section of the menu bar.



### PCoIP® Host Card

PCoIP® device status and statistics for the current session.

**Processor:** TERA2220 revision 1.0 (512 MB)  
**Time Since Boot:** 2 Days 1 Hours 6 Minutes 5 Seconds  
**PCoIP Device Name:** pcoip-host-0030040e3388

**Connection State:** Disconnected  
**Connection Duration:**  
**802.1X Authentication Status:** Disabled  
**Session Encryption Type:** Not in Session

**PCoIP Packets (Sent/Received/Lost):** 7390 / 7061 / 0 (0.0 %)  
**Bytes (Sent/Received):** 3608788 / 1917558  
**Round Trip Latency (Min/Avg/Max):** 0 / 0 / 0 ms  
**Transmit Bandwidth (Min/Avg/Max/Limit):** 0 / 0 / 0 / 8404 kbps  
**Receive Bandwidth (Min/Avg/Max):** 0 / 0 / 0 kbps

**Pipeline Processing Rate (Avg/Max/Limit):** 0 / 0 / 0 Mpps  
**Endpoint Image Settings In Use:** Client  
**Initial Image Quality (Min/Active/Max):** 40 / 45 / 90  
**Image Quality Preference:** 25  
**Build To Lossless:** Enabled

Display	Maximum Rate: Refresh Rate	Input Change Rate	Output Process Rate	Image Quality
1	60 fps	0 fps	0 fps	N/A
2	0 fps	0 fps	0 fps	N/A

AWI: Home Page

The previous figure shows session statistics for devices that can support two connected displays. If your deployment only supports two displays, information for these two displays will appear in the bottom area of the page.

AWI Home Page Statistics

Statistics	Description
Processor	PCoIP processor type, version, and RAM size
Time Since Boot	Length of time that the PCoIP processor has been running.
PCoIP Device Name	The logical name for the device. This field is the name the endpoint registers with the DNS server if DHCP is enabled or the system is configured to support registering the hostname with the DNS server. (See the <a href="#">PCoIP Device Name</a> parameter on the Label page.)
Connection State	The current state of the PCoIP session. Values include the following: <ul style="list-style-type: none"> <li>⌚Asleep</li> <li>⌚Canceling</li> <li>⌚Connected</li> <li>⌚Connection Pending</li> <li>⌚Disconnected</li> <li>⌚Waking</li> </ul>
Connection Duration	Displays the length of time the device has been connected to a host endpoint.
802.1X Authentication Status	Indicates whether 802.1X authentication is enabled or disabled on the device.
Session Encryption Type	The type of encryption in use when a session is active: <ul style="list-style-type: none"> <li>⌚AES-256-GCM</li> </ul>
PCoIP Packet Statistics	PCoIP Packets Sent: The total number of PCoIP packets sent in the current/last session. PCoIP Packets Received: The total number of PCoIP packets received in the current/last session. PCoIP Packets Lost: The total number of PCoIP packets lost in the current/last session.
Bytes	Bytes Sent: The total number of bytes sent in the current/last session. Bytes Received: The total number of bytes received in the current/last session.
Round Trip Latency	The minimum, average, and maximum round-trip PCoIP system and network latency in milliseconds ( $\pm 1$ ms).
Bandwidth Statistics	Transmit Bandwidth: The minimum, average, and maximum traffic transmitted by the Tera processor. The active bandwidth limit is the maximum amount of network traffic the Tera processor may currently generate. The value is derived from the configured bandwidth parameters and the current (or last) network congestion levels. Receive Bandwidth: The minimum, average, and maximum traffic received by the Tera processor.
Pipeline Processing Rate	How much image data is currently being processed by the image engine (in megapixels per second).
Endpoint Image Settings In Use	Displays if the image settings being used are configured within the client or within the host. This is based on how the Use Client Image Settings field is configured on the Image page for the host device.
Initial Image Quality	The minimum and maximum quality setting is taken from the Image page for the device. The active setting is what's currently being used in the session and only appears on the host.
Image Quality Preference	This setting is taken from the Image Quality Preference field on the Image page. The value determines if the image is set to a smoother versus a sharper image.
Build to Lossless	Options that may appear in this field include the following: Enabled: The Disable Build to Lossless field on the Image page is unchecked. Disabled: The Disable Build to Lossless field is checked.
Display	The port number for the display.
Maximum Rate	This column shows the refresh rate of the attached display. If the Maximum Rate field on the Image page is set to 0 (i.e., there is no limit), the maximum rate is taken from the monitor's refresh rate. If the Maximum Rate field on the Image page is set to a value greater than 0, the refresh rate shows as "User Defined."
Input Change Rate	

Statistics	Description
Output Process Rate	The rate of content change from the GPU. This includes everything the user is doing (such as cursor movement, email editing, or streaming video). Note: This option is only available on the host. It does not appear on the client.
Initial Image Quality	Shows the current lossless state of the attached display: əLossy əPerceptually lossless əLossless



 Clicking Reset Statistics also resets statistics on Home page

When you click the Reset Statistics button on a Remote Workstation Card's AWI Session Statistics page (Diagnostics > Session Statistics), the statistics reported in the Home page are also reset.

[Log Out](#)
**PCoIP® Host Card**

Home
Configuration / Permissions / Diagnostics / Info / Upload

teradici  
PCoIP

## Session Statistics

View statistics for the current session

**Connection State:** Disconnected

**Connection Duration:**

**802.1X Authentication Status:** Disabled

**PCoIP Packets (Sent/Received/Lost):** 0 / 0 / 0 (0.0 %)

**Bytes (Sent/Received):** 0 / 0

**Round Trip Latency (Min/Avg/Max):** 0 / 0 / 0 ms

**Transmit Bandwidth (Min/Avg/Max/Limit):** 0 / 0 / 0 / 0 kbps

**Receive Bandwidth (Min/Avg/Max):** 0 / 0 / 0 kbps

**Pipeline Processing Rate (Avg/Max):** 0 / 0 Mpps

**Endpoint Image Settings In Use:** Client

**Initial Image Quality (Min/Active/Max):** 40 / 90 / 90

**Image Quality Preference:** 50

**Build To Lossless:** Enabled

---

Display	Maximum Rate: Refresh Rate	Input Change Rate	Output Process Rate	Image Quality
1	0 fps	0 fps	0 fps	N/A
2	0 fps	0 fps	0 fps	N/A
3	0 fps	0 fps	0 fps	N/A
4	0 fps	0 fps	0 fps	N/A

## Configuration Options

---

### Configuration Parameters

---

This section provides descriptions for the parameters found within each menu selection. These parameters control the performance and behavior of your PCoIP Remote Workstation Card. The descriptions will help you configure and optimize your PCoIP Remote Workstation Card for your deployment. Some of the menu parameters are described in a grouped section of the guide:

- [Configuring Power Options](#)
- [About USB Settings](#)
- [Host Driver Function](#)
- [Software Reset Parameters](#)

## Configuring Host Network Settings

---

This page lets you configure network settings for the PCoIP Remote Workstation Card. You can access this page from the Configuration > Network menu. After you update the parameters on this page, click Apply to save your changes.

You can also configure network information from the host's [Initial Setup](#) page.

## Network

Change the network settings for the device

**Enable DHCP:**

**IP Address:** 10 . 0 . 8 . 28

**Subnet Mask:** 255 . 255 . 255 . 0

**Gateway:** 10 . 0 . 8 . 1

**Primary DNS Server:** 192 . 168 . 1 . 50

**Secondary DNS Server:** 192 . 168 . 1 . 52

**Domain Name:** teradici.local

**FQDN:** pcoip-host-0030040e638c.teradici.local

**Ethernet Mode:** Auto

**Enable Gigabit Auto-Negotiation:**

**Prefer Master for Auto-Negotiation:**

**Maximum MTU Size:** 1200 bytes

**Enable 802.1X Security:**

**Authentication:** TLS

**Identity:**

**Client Certificate:** Choose

**Enable 802.1X Support for Legacy Switches:**

Apply Cancel

AWI Network Page Parameters

Parameter	Description
Enable DHCP	<p>When enabled, the device contacts a DHCP server to be assigned an IP address, subnet mask, gateway IP address, and DNS servers, and also requests a domain name (option 15), host name (option 12), and client fully qualified domain name (FQDN).</p> <p>When disabled, you must set these parameters manually.</p>
IP Address	The device's IP address. If DHCP is disabled, you must set this field to a valid IP address. If DHCP is enabled, you cannot edit this field.
Subnet Mask	<p>The device's subnet mask. If DHCP is disabled, you must set this field to a valid subnet mask. If DHCP is enabled, you cannot edit this field.</p> <p>Warning: It is possible to configure an illegal IP address/subnet mask combination (e.g., invalid mask) that leaves the device unreachable. Take care when setting the subnet mask.</p>
Gateway	The device's gateway IP address. If DHCP is disabled, this field is required. If DHCP is enabled, you cannot edit this field.
Primary DNS Server	The device's primary DNS IP address. This field is optional. If the DNS server IP address is configured when using a connection manager, the connection manager address may be set as an FQDN instead of an IP address.
Secondary DNS Server	The device's secondary DNS IP address. This field is optional. If the DNS server IP address is configured when using a connection manager, the connection manager address may be set as an FQDN instead of an IP address.
Domain Name	The domain name of the device (e.g., "domain.local"). This field is optional.
FQDN	<p>The fully qualified domain name for the device. The default is pcoip-host- or pcoip-portal- where is the device's MAC address. If used, the domain name is appended (for example, pcoip-host-.domain.local). This field is read-only on this page.</p> <p>Note: To use the FQDN feature, the DNS server with DHCP option 81 must be available and properly configured.</p>
Ethernet Mode	<p>Lets you configure the Ethernet mode of the device as follows:</p> <ul style="list-style-type: none"> <li>⌵ Auto</li> <li>⌵ 100 Mbps Full-Duplex</li> <li>⌵ 10 Mbps Full-Duplex</li> </ul> <p>when you choose 10 Mbps Full Duplex or 100 Mbps Full-Duplex and then click Apply, the following warning message appears:</p> <p>"Warning: When Auto-Negotiation is disabled on the PCoIP device, it must also be disabled on the switch. Additionally, the PCoIP device and switch must be configured to use the same speed and duplex parameters. Different parameters may result in a loss of network connectivity. Are you sure you want to continue?"</p> <p>Click OK to change the parameter.</p> <p>Note: You should always set the Ethernet mode to Auto and only use 10 Mbps Full-Duplex or 100 Mbps Full-Duplex when the other network equipment (e.g., a switch) is also configured to operate at 10 Mbps full-duplex or 100 Mbps full-duplex. An improperly set Ethernet mode may result in the network operating at half-duplex, which is not supported by the PCoIP protocol. The session will be severely degraded and eventually dropped.</p>
Enable Gigabit Auto-Negotiation	<p>Lets you select the maximum negotiated speed of the network interface.</p> <p>When enabled (the default), the maximum possible speed is 1 Gbps. When disabled, it is 100 Mbps.</p> <p>Note: You may want to disable this feature on the host card if you are experiencing Ethernet packet loss (which can result in loss of network connectivity and PCoIP session loss). This scenario can be caused by Ethernet cabling that is not up to Gigabit Ethernet specification (e.g., old building wiring composed of Cat5 cable). Out-of-specification cable will often still successfully auto-negotiate to 1 Gbps speed, but may subsequently have CRC errors during normal operation. Disabling Gigabit Auto-Negotiation prevents the network interface from advertising to its peer on the network that it supports Gigabit Ethernet operation, and so the maximum possible negotiated speed drops to the next level (100 Mbps).</p>
Prefer Master for Auto-Negotiation	When enabled, this setting makes the Remote Workstation Card the master for auto-negotiation. It can be used when a client is connected directly to a Remote Workstation Card without an intervening switch.

Parameter	Description
Maximum MTU Size	<p>Lets you configure the Maximum Transfer Unit packet size.</p> <p>A smaller MTU may be needed for situations such as VPN tunneling because PCoIP packets cannot be fragmented. Set the Maximum MTU Size to a value smaller than the network path MTU for the end-to-end connection between the host and client.</p> <p>The Maximum MTU Size range is 600 to 1500 bytes for all VMware versions. The default MTU size is 1200.</p>
Enable 802.1X Security	<p>Enable this field for each of your devices if your network uses 802.1X security to ensure that only authorized devices access the network. If enabled, configure the Authentication, Identity, and Client Certificate fields.</p>
Authentication	<p>This field is set to TLS (Transport Layer Security) and is grayed-out. TLS is currently the only authentication protocol supported.</p>
Identity	<p>Enter the identity string used to identify your device to the network.</p>
Client Certificate	<p>Click Choose to select the client certificate you want to use for your 802.1X devices. The list of certificates that appears includes the certificates uploaded from the Certificate Upload page that contain a private key. The certificate you choose from the Network page is linked to the read-only Client Certificate field on the Certificate Upload page.</p> <p>Note: PCoIP only supports one 802.1X client certificate. Ensure your security details are all contained within the one file. The 802.1X certificate must contain a private key.</p>
Enable 802.1X Support for Legacy Switches	<p>When enabled, allows greater 802.1X compatibility for older switches on the network.</p>

## Configuring IPv6 Settings

The settings on this page let you enable IPv6 for PCoIP devices connected to an IPv6 network.

You can access this page from the Configuration > IPv6 menu.

### IPv6

Change the IPv6 network settings for the device

**Enable IPv6:**

**Link Local Address:**

**Gateway:**

**Enable DHCPv6:**

**Primary DNS:**

**Secondary DNS:**

**Domain Name:**

**FQDN:**

**Enable SLAAC:**

**Enable Manual Address:**

AWI IPv6 Page

#### Reboot

When you make a change to one of the settings on this page, you must reboot your device for the change to take effect.

**IPv6 Page Parameters**

<b>Parameter</b>	<b>Description</b>
Enable IPv6	Enable this field to enable IPv6 for your PCoIP devices.
Link Local Address	This field is automatically populated.
Gateway	Enter the IPv6 gateway address.
Enable DHCPv6	Enable this field to set up Dynamic Host Configuration Protocol version 6 (DHCPv6) for your device.
DHCPv6 Addresses	When DHCPv6 is enabled and the device is rebooted, the server automatically populates these fields with addresses for the device.
Primary DNS	The device's primary DNS IP address. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.
Secondary DNS	The device's secondary DNS IP address. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.
Domain Name	The domain name used (e.g., "domain.local") for the host or client. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.
FQDN	The fully qualified domain name for the host or client. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.
Enable SLAAC	Enable this field to set up Stateless Address Auto-configuration (SLAAC) for your devices.
SLAAC Addresses	When SLAAC is enabled and the device is rebooted, these fields are automatically populated.
Enable Manual Address	Enable this field to set up a manual (static) address for the device.
Manual Address	Enter the IP address for the device.



## Configuring the Management State

The PCoIP Remote Workstation Card can be managed by an endpoint managers such as the PCoIP Management Console should one be available on the network. The AWI Management page tells the host card how to find the manager based on predetermined network deployment security levels. Configuring the security levels for endpoint managers is described in [Configuring Endpoint Management Discovery Methods](#) with further information on certificates required for each level of secure configuration found in the [PCoIP Remote Workstation Card Security Overview](#).

From the AWI, you can set the PCoIP Remote Workstation Card's management state to automatic or manual modes.

**Management**  
Configure how this device is managed

**Phase:** Bootstrap

**Management Status:** Idle

**Security Level:** Low Security Environment - Device is discoverable by Endpoint Managers

**Manager Discovery Mode:** Automatic

Discovery Information:	Discovery Method	Discovery Outcome	Endpoint Bootstrap Manager Address	Certificate Fingerprint
	DHCP Options	Failed to find an Endpoint manager address		
	DNS SRV Records	Failed to find an Endpoint manager address		

Buttons: Clear Management State, Apply, Cancel

AWI Management page – automatic discovery mode

**Management**  
Configure how this device is managed

**Phase:** Bootstrap

**Management Status:** Idle

**Security Level:** Low Security Environment - Device is discoverable by Endpoint Managers

**Manager Discovery Mode:** Manual

**Endpoint Bootstrap Manager URI:** wss://mc.company.local:5172

Buttons: Clear Management State, Apply, Cancel

AWI Management page – manual discovery mode

## Clearing the Management State

Setting	Default	AWI	Management Console
Clear Management State (a button)			

Clearing the management state removes the current endpoint manager information for the PCoIP Remote Workstation Card. Once the Remote Workstation Card is managed by an endpoint manager, you must clear its management state before the PCoIP device can accept a new endpoint manager.

You clear the management state from the *AWI Management* pages.

**i Discovery settings determine what displays on the AWI Management page**

The information that displays on the AWI Management page depends on whether the PCoIP Remote Workstation Card uses automatic or manual discovery.

To clear the management state:

1. From the OSD or AWI, select Configuration > Management.
2. From the OSD or AWI Management page, click Clear Management State so that the endpoint will accept a new endpoint manager.
3. To save your updates, click OK from the OSD, or click Apply from the AWI.

## Configuring Audio Settings

The Audio page lets you configure audio options for the PCoIP device. You can access this page from the AWI Configuration > Audio menu.

 After configuring the desired options, click **Apply** and then **Continue** to have your changes take effect.

The Audio settings allow audio from an audio device attached to a PCoIP Zero Client be played on the host PC operating system.

### Audio

Change audio settings

**Enable Audio:**  Note: To enable audio, please ensure that audio is also enabled on the Client.

**Enable Audio Line In:**  This will select the Line In input. If using Microsoft® Windows Vista®/7/8, please ensure you do the following for this feature to function correctly:  
 1. Run regedit.  
 2. Search the registry keys for 'PinConfigOverrideVerbs' and delete these registry entries.

#### AWI Host Audio Page

Audio settings on a PCoIP Remote Workstation Card work in tandem with the audio settings on a PCoIP Zero Client. The parameters below further describe how audio works between the two devices.

#### Audio Page Parameters

Parameter	Description
Enable Audio	When enabled, configures audio support on the PCoIP device. Note: This property must be enabled on both the PCoIP Remote Workstation Card and the PCoIP Zero Client.  When disabled, the audio hardware is not available for the host operating system to enumerate.
Enable Audio Line In	Determines the input mode the audio system advertises to the host operating system. When enabled, the line-in connector found on the client is used as a standard line-in input. When disabled, the line-in connector found on the client is used as a microphone input. Note: Follow the onscreen instructions if you have Windows 7 or 10 installed on the device.

## Obtaining Certificates Automatically Using SCEP

---

You can simplify the retrieval and installation of digital certificates by enabling devices to obtain certificates automatically from a Simple Certificate Enrollment Protocol (SCEP) server.

You can obtain certificates using SCEP for:

- 802.1X: Allows you to request a custom certificate to use in your 802.1X configuration.

### Enabling 802.1X

Enabling 802.1X also requires enabling 802.1X in the Configuration > Networking page of the AWI.

- Administrative Web Interface: Allows you to request a custom certificate for the Administrative Web Interface (AWI).
- Peer-to-peer Max Compatibility: Allows you to use SCEP to automatically request a custom certificate that allows secure negotiation using any of the common cipher suites offering flexibility for your network security requirements.
- Peer-to-peer Suite B: Used in environments requiring Suite B cryptography. Allows you to use SCEP to automatically request a custom certificate offering the greatest security for negotiating session connections with a PCoIP endpoint.
- Syslog TCP/TLS: Certificates used to ensure a secure connection to your Syslog server.

## SCEP Behaviors

The following behaviors are observed when using SCEP to obtain your certificates.

- A successful SCEP request for a certificate will install the SCEP certificate in the endpoint's certificate store.
- A successful SCEP request for a certificate will no longer store the Root CA (or issuing CA) certificate in the endpoint's certificate store.
- The AWI SCEP tab will display the Subject and Issuer names of the SCEP client certificate.
- Deleting a peer-to-peer certificate will cause it to revert to using the default peer-to-peer certificate. This will take effect on next session connection.
- Deleting an AWI SCEP certificate will cause it to revert to using the default AWI certificate. A reboot is required.
- Removing a 802.1X SCEP certificate happens immediately. The endpoint will fail 802.1X authentication on the next connection attempt or on the next automatic polling of the 802.1X switch.
- Additional successful SCEP requests will overwrite any previously installed SCEP certificates for the same usage.
- Endpoint SCEP certificate requests include the following parameters:
  - Subject Name: PCoIP Device Name
  - Subject Alt Name: MAC Address, User Principal Name (UPN), and the Fully Qualified Domain Name (FQDN)
- SCEP certificate renewal requests occur sequentially in 1 hour intervals when the renewal setting has been reached. The first request must successfully complete before renewal of the next certificate is initiated. If unsuccessful, the renewal request for the first certificate is attempted again. Administrators should periodically review the validity period of the SCEP certificates to ensure that renewals were successful and the certificates do not expire.
- The PCoIP endpoint must have NTP properly configured.
- The renewal period must be less than the validity period of the certificate.
- Based on the configured renewal setting, an endpoint will automatically issue a SCEP renewal request using the existing certificate for authentication.

 **Using Microsoft NDES**

Renewal using Microsoft NDES encounters a problem when the Certificate template is configured to populate the Subject Name with multiple attributes from Active Directory information (e.g. CN, OU, DC), such is the case when setting the Subject Name to *Fully distinguished name*.

To avoid this issue:

- Set the Subject Name to be supplied in the request
  - Set the Subject Name to be populated with just the Common Name from the Active Directory
- Endpoint SCEP requests do not use a TLS connection. The Tera2 endpoint generates its own 3072-bit SCEP RSA private key when certificates other than Peer-to-peer Suite B certificates are requested. For Peer-to-peer Suite B certificates, the endpoint generates its own ECC P-384 SCEP private key. The private key is used to construct parts of the PKCS#10-formatted certificate request which is then delivered to the SCEP server, and the SCEP server's Registration Authority (RA) RSA certificate's public key is used to encrypt the actual certificate request. The SCEP challenge password is encrypted as it is contained within the certificate request.
- The following cryptography algorithms are used to generate a SCEP request:
- Content Key Encryption Algorithm: RSAES-OAEP
  - Hash Algorithm: SHA384
  - Content Encryption Algorithm: AES-256-CBC


### Endpoint Session TLS Security Mode settings

Hardware endpoints have a required TLS Security Mode setting in each session configuration (i.e. AWI > Session). The SCEP request must correspond to the TLS Security Mode setting used on the endpoint.

- If the selected TLS security mode is Suite B, only ECC certs can be selected using the Peer-to-Peer Certificate drop down list.
  - If the selected TLS security mode is Max compatibility, only RSA certs can be selected using the Peer-to-Peer Certificate drop down list.
  - The session TLS security mode must match the selected SCEP issued peer-to-peer certificate—Peer-to-peer Max Compatibility or Peer-to-peer Suite B—to establish a successful secure peer-to-peer connection.
- If the endpoint is not configured with the correct session TLS Security Mode, the *Peer-to-Peer Certificate* field in the AWI Configuration > Session page will not change and remain as Default, even though the Upload > Certificate page shows the active SCEP issued certificate in the *Selected Peer-to-Peer Certificate* field.
- Peered endpoints will not connect until the TLS setting matches the type of certificate being used and the peered endpoint has the matching configuration.

The following settings display on the AWI SCEP pages:

Home
Configuration / Permissions / Diagnostics / Info / Upload



## SCEP

Configure SCEP settings and retrieve certificates

**Certificate Usage:**  ▼

**Server URL:**

**Challenge Password:**

**CA Identifier:**

**Auto Renewal Period:**  Day(s) before expiration (0 = disabled)

**Issuer CA:**

**Client Certificate:**

**Status:**

AWI SCEP page

## SCEP Parameters

Parameter	Description
Certificate Usage	There are 4 options: <ul style="list-style-type: none"> <li>☐802.1X</li> <li>☐Administrative Web Interface</li> <li>☐Peer-to-peer Max Compatibility</li> <li>☐Peer-to-peer Suite B</li> <li>☐Syslog TCP/TLS</li> </ul>
SCEP Server URL	Enter the URL for the SCEP server that is configured to issue certificates for the device.
Challenge Password	Enter the password required by the SCEP server
CA Identifier	A string provided by your CA issuer that uniquely identifies the Certificate Authority when providing certificates for SCEP requests.
Auto Renewal Period	Number of days prior to the existing certificate expiry date to initiate a certificate SCEP renewal request. If left unconfigured, administrators must manually request a new certificate.
Issuer CA Certificate	Displays the Issuer CA certificate that signed the client certificate. (The endpoint no longer stores the Root CA certificate)
Client Certificate	Displays the name of the client certificate that has been installed in the device.
Request Certificates (button)	After entering the SCEP server address, password, certificate usage, and CA Identifier, clicking this button initiates the retrieve certificates process.
Status	Displays the status of the request (for example, requesting, successful, failed).

To obtain certificates automatically using SCEP:

1. Open the SCEP page from the AWI by browsing to Configuration > SCEP.
2. Select the Certificate Usage type.

#### Using Peer-to-peer certificates

If using a Peer-to-peer certificate, confirm the *TLS Security Mode* in the advanced section of your Session connection matches your certificate type. A successful secure connection can only happen when the corresponding PCoIP endpoint has the correctly configured certificate applied. See [Peering Zero Clients to Remote Workstation Cards](#)

3. Enter the URL and challenge password for the SCEP server.
4. Enter the CA Identifier if required. Provide a valid CA Identifier or use "CAIdentifier" (default).
5. Enter the Auto Renewal Period.
6. Click Request Certificates to retrieve the certificate. The issuing CA and client certificates display after a successful SCEP request.

The Status section displays the status of the request such as Requesting, Request completed, or Request failed. Once the SCEP process is completed, the certificate is active.

To delete your SCEP certificate:

1. Browse to Upload > Certificates page.
2. Click the Remove button beside the certificate you wish to remove.
3. Click Apply and then Continue.

## Configuring the Label Settings

The Label page lets you assign a device name to your PCoIP device for easy reference. You can access this page for the host card from the Configuration > Label menu.

**Label**

Change the PCoIP device labels

**PCoIP Device Name:**

Note: When DHCP is enabled the PCoIP Device Name is sent to the DHCP server as the requested hostname.

**PCoIP Device Description:**

**Generic Tag:**

### AWI Label Page Parameters

Parameter	Description
PCoIP Device Name	<p>Lets you give the host a logical name. The default is pcoip-host-, where is the device's MAC address.</p> <p>This field is the name the host registers with the DNS server if DHCP is enabled and the system is configured to support registering the hostname with the DNS server.</p> <p>It's important to ensure that the PCoIP Device Name is unique for each endpoint in the network and follows these naming conventions:</p> <ul style="list-style-type: none"> <li>• The first and last character must be a letter (A-Z or a-z) or a digit (0-9).</li> <li>• The remaining characters must be letters, digits, hyphens, or underscores.</li> <li>• The length must be 63 characters or fewer.</li> </ul>
PCoIP Device Description	<p>A description of the device or other information, such as the location of the device's endpoint.</p> <p>Note: The firmware does not use this field. It is provided for administrator use only.</p>
Generic Tag	<p>Generic tag information about the device.</p> <p>Note: The firmware does not use this field. It is provided for administrator use only.</p>



## Configuring Access Settings

The Access page lets you prevent the PCoIP device from being managed by the MC (or any other PCoIP device management tool), and lets you disable administrative access to the device's AWI. It also provides an option to force an administrative password change the next time the AWI is accessed.

You can access this page from the Configuration > Access menu.

### Access

Change administrative access settings

**Disable Management Console Interface:**

**Disable Administrative Web Interface:**

**Force password change on next login:**

AWI Access Page

These options can also be configured from the PCoIP Management Console 3.1 or newer.

**⚠ Enable at least one of the configuration interfaces**

At least one of the device's management configuration interfaces (AWI or MC) must remain enabled at all times. If you disable both management interfaces you will lose the option to perform a software parameter reset should you want to reuse the PCoIP Remote Workstation Card in another deployment. You will be left having to do a hardware jumper parameter reset to regain administrative access to your PCoIP Remote Workstation Card

When the Disable Management Console Interface is checked, the management console interface on the PCoIP Remote Workstation Card cannot be accessed or managed by the MC (or any other PCoIP device management tool).

When checked, the Disable Administrative Web Interface on the PCoIP Remote Workstation Card cannot be accessed or managed using the AWI.

The Force password change at next login causes the administrative password on the AWI to be changed the next time the AWI is accessed. The new password may be blank.

## Configuring Endpoint Management Discovery Methods

From the AWI Management page, you can set the PCoIP Remote Workstation Cards security level and discovery method. See [About PCoIP Remote Workstation Card Management Security Levels](#).

In order for DNS or SLP Discovery methods to work, they both must first be enabled on the AWI Configuration > Discovery page.

There are several ways to register your PCoIP Remote Workstation Card with an endpoint manager such as the PCoIP Management Console. These methods are outlined next.

The methods include:

- [Automatic Endpoint Manager Discovery Using DNS](#)
- [Configuring Endpoints for Auto Discovery Using DHCP](#)
- [Discovering the PCoIP Endpoint Manually from the Endpoint Manager](#)
- [Discovering the Endpoint Manager Manually from the PCoIP Endpoint Using Low or Medium Security Mode](#)
- [Discovering the Endpoint Manager Manually from the PCoIP Remote Workstation Card Using High Security Mode](#)

The availability of these methods are determined by the PCoIP Remote Workstation Card's security settings, and whether or not the host card has a certificate installed to trust the endpoint manager.

### Automatic Endpoint Manager Discovery Using DNS

PCoIP Remote Workstation Cards can use DNS to automatically find an endpoint manager. To use automatic endpoint manager discovery, you must configure the environment for DNS service record discovery, and the PCoIP Remote Workstation Card's security level must be set to low or medium.

#### **Medium or high security requires an installed certificate**

In order to use medium or high security, the PCoIP Remote Workstation Card must have been provisioned with a certificate.

#### **DNS server configuration information**

For details about how to configure your DNS server for automatic discovery, see the [PCoIP® Management Console Administrators' Guide section Configuring DNS for Endpoints that use Autodiscovery](#).

To configure the PCoIP Remote Workstation Card for automatic endpoint discovery:

1. From the AWI, select Configuration > Management. The AWI Management page displays.
2. Set the Security Level option to Low or Medium.

#### **Medium security level**

When set to medium security, the MC certificate (leaf, intermediate, or root) must be in the endpoint certificate store

3. Set the Manager Discovery Mode option to Automatic.
4. Click Apply.

After the PCoIP Remote Workstation Card discovers the endpoint manager, the automatic discovery results appear on the Management page in the Discovery Information section.

### Configuring your system for automatic discovery

For information about how to configure your system for automatic discovery from the PCoIP Management Console, see the [PCoIP® Management Console Administrators' Guide](#).

## Discovering the PCoIP Endpoint Manually from the Endpoint Manager

Endpoint managers, such as the PCoIP Management Console, can be used to discover endpoints like the PCoIP Remote Workstation Card. This discovery requires configuration on both the PCoIP Remote Workstation Card and the endpoint manager.

To configure the PCoIP Remote Workstation Card to be discoverable by an endpoint manager:

1. From the AWI, select Configuration > Management. The AWI Management page displays.
2. Set the Security Level option to Low.
3. Set the Manager Discovery Mode to Automatic.
4. Click Apply.

This configuration allows an endpoint manager the ability to discover the PCoIP Remote Workstation Card. Once discovered, the endpoint manager topology appears on the PCoIP Remote Workstation Card Management page.

### Initiating discovery from the PCoIP Management Console

For more information about initiating discovery from the PCoIP Management Console, see the [PCoIP® Management Console Administrators' Guide](#).

## Discovering the Endpoint Manager Manually from the PCoIP Endpoint Using Low or Medium Security Mode

In *low* or *medium* security modes, you can manually discover the endpoint manager by manually providing the URI for its bootstrap server.

### Manual discovery requires a certificate

When manual discovery mode is used, DNS cannot be used to trust the endpoint. An endpoint such as the PCoIP Remote Workstation Card must have been previously provisioned with a certificate.

To configure a PCoIP Remote Workstation Card with an endpoint manager in low or medium security mode:

1. From the AWI, select Configuration > Management. The AWI Management page is displayed.
2. Set the Security Level option to Low or Medium.
3. Set the Manager Discovery Mode to Manual.
4. In the Manual Discovery section, type the bootstrap server's URI.

### Bootstrap server URI must use a secured WebSocket prefix

URIs are in this format and require a secured WebSocket prefix:

```
wss://<internal EM IP address/FQDN>[:port number]
```

The PCoIP Management Console's listening port is 5172. If you omit the port number, port 5172 will be used by default.

5. Click Apply.

After the PCoIP Remote Workstation Card discovers the endpoint manager, the endpoint manager topology appears on the PCoIP Remote Workstation Card Management page.

## Discovering the Endpoint Manager Manually from the PCoIP Remote Workstation Card Using High Security Mode

In high security mode, automatic discovery is disabled entirely; you must register the PCoIP Remote Workstation Card manually with the endpoint manager from the endpoint.

### Manual discovery requires a certificate

When manual discovery mode is used, DNS cannot be used to trust the endpoint manager. The PCoIP Remote Workstation Card must have been previously provisioned with a certificate from an endpoint manager or from the AWI.

To configure a PCoIP Remote Workstation Card with an endpoint manager using high security mode:

1. From the AWI, select Configuration > Management. The AWI Management page displays.
2. Set the Security Level option to High.
3. In the *Endpoint Manager URI for Direct Connect* section, find the Internal URI field and type the endpoint manager's URI. You can also provide an external URI, if needed.

### Endpoint manager URI must use a secured WebSocket prefix

URIs are in this format and require a secured WebSocket prefix:

```
wss://<internal EM IP address/FQDN>[:port number]
```

The PCoIP Management Console's listening port is 5172. If you omit the port number, port 5172 will be used by default.

4. Click Apply.

After the PCoIP Remote Workstation Card discovers the endpoint manager, the endpoint manager topology appears on the Management page.

## SNMP Overview

Knowledge of using and configuring Simple Network Management Protocol (SNMP) and an SNMP manager is required before enabling SNMP. See your SNMP manager documentation.

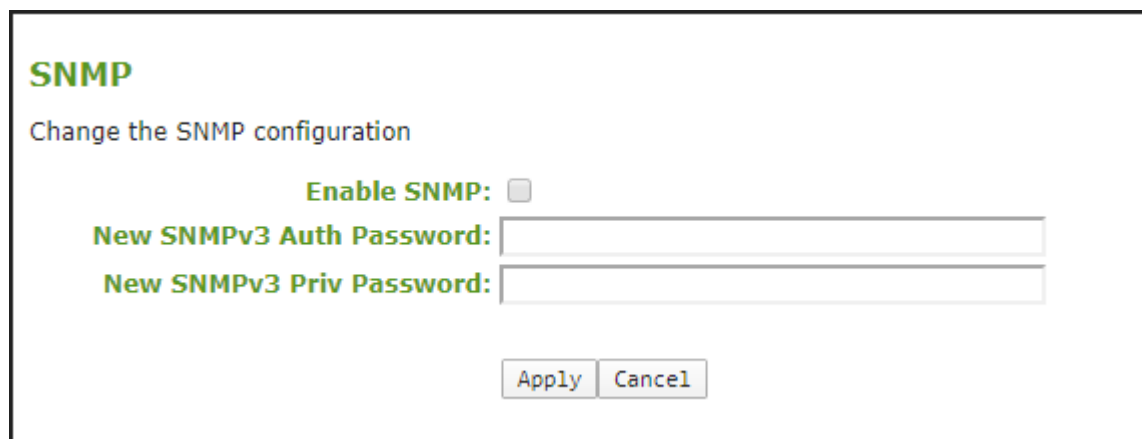
Simple Network Management Protocol (SNMP) allows an administrator to monitor hardware and software endpoints through an SNMP agent. The agent can be enabled on the device you are monitoring, and a SNMP manager can then view the data. From the AWI SNMP page you can enable or disable the SNMP agent. Once enabled, enter the auth and priv password values. The SNMP manager also requires configuration with the correct user name and protocols for SNMPv3 authentication. The SNMPv3 manager must use a username of pcoip\_authpriv, using another value will cause the connection to fail. The authentication password provides user authentication using the SHA protocol while the private password provides the encryption key using the AES protocol.

has provided the [Using SNMP with a PCoIP® Endpoint User Guide](#) to provide additional details on SNMP and includes the TERADICI-PCOIPv2-MIB.

### SNMP Configuration

Setting	Default	AWI	OSD	Management Console
Enable SNMP	Disabled			
SNMPv3 Auth Password				
SNMPv3 Priv Password				

From the AWI SNMP page, you can enable or disable the device's SNMP agent.



AWI SNMP page

To configure SNMPv3 perform the following steps:

1. From the AWI, select Configuration > SNMP.
2. Select Enable SNMP check box.

When enabled, the device enables the PCoIP SNMP agent to respond to SNMP requests. Disabling the SNMP agent prevents it from responding to SNMP requests and from generating traps. It also ensures that the PCoIP SNMP MIB cannot be accessed.

3. For SNMPv3 Auth Password, enter an 8 - 16 character password to identify the agent with the manager.
4. For SNMPv3 Priv Password, enter an 8 - 16 character password to activate encryption of the data stream with the manager.
5. Click Apply.

### SNMPv3 Manager Tool

For connectivity from the SNMPv3 manager, configure the manager with the username of pcoip\_authpriv. Using another value will cause the connection to fail.

## Configuring a Session

The Session page on the AWI allows you to configure how a PCoIP Remote Workstation Card accepts connections from client devices. The available connection options depend on two parameters—Accept Any Peer and TLS Security Mode. The Differentiated Services Code Point (DSCP) option allows network administrators the ability to prioritize PCoIP traffic within their networks, which can also boost PCoIP network performance.

**Log Out** **PCoIP® Host Card**

**Home** **Configuration / Permissions / Diagnostics / Info / Upload**

---

---

### Session

Configure the connection to a device

---

**Accept Any Peer:**

**Peer MAC Address:** 00-00-00-00-00-00

**TLS Security Mode:** Suite B: TLS 1.2 with Suite B-compliant 192-bit elliptic curve encryption ▼

**Peer-to-Peer Certificate:** 1.) endpoint ▼

**Enable DSCP:**

**Enable Congestion Notification:**

---

AWI Session Page

#### Accept Any Peer

When enabled this parameter allows any compatible clients to connect to the PCoIP Remote Workstation Card. Deselecting this setting requires you know the MAC address of a client to peer with the host card.

#### Peer MAC Address:

When the Accept Any Peer option is deselected, this field becomes active and allows you to specify a specific client access to connect to the Remote Workstation Card by entering the MAC address of either a Zero Client, or client host computer. If the Accept Any Peer option is enabled, this field is not required and not editable.

#### TLS Security Mode and Encryption Ciphers

The PCoIP data stream is always encrypted, however the PCoIP Remote Workstation Card and client must have compatible security modes to connect. The two options are:

- **Maximum Compatibility:** TLS 1.2 or higher with 112-bit or higher elliptic curve encryption: This option provides maximum compatibility with clients.
- **Suite B:** TLS 1.2 with Suite B compliant 192-bit elliptic curve encryption: This option offers an additional certificate option which must match the configuration on the connecting PCoIP Zero Client. The Suite B option offers the peer-to-peer certificate option for added security. The endpoints will use the AES-256-GCM cipher.

### Blacklisted Cipher Suites

The Blacklisted Cipher Suites offer maximum flexibility but should not be used if possible.

The blacklist cipher suites allow an administrator the ability to disable the use of certain cipher suites due to any security concerns. The blacklist allows you to protect your system without requiring a firmware update. At least one cipher suite must remain enabled at all times.

- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384

#### Peer-to-Peer Certificate

This field allows you to apply a custom peer-to-peer certificate to secure your connection with a specified client of your choice. See [Peering Remote Workstation Cards to PCoIP Zero Clients](#) for more details.

#### Differentiated Services Code Point (DSCP)

When enabled, the PCoIP endpoint assigns a Differentiated Services Code Point (DSCP) value determined by the transport session priority negotiation between PCoIP endpoints using proprietary algorithms, enabling intermediate network nodes to prioritize PCoIP traffic accordingly.

Remote Workstation Cards will only negotiate a medium session priority with a compatible PCoIP client and assign DSCP values as identified below.

- DSCP value of CS3 for control traffic
- DSCP value of AF42 for keyboard, mouse, pointer, audio
- DSCP value of AF32 for desktop imaging, real-time virtual channels
- DSCP value of AF12 for USB virtual channels

### Enabling DSCP requires special consideration

We do not recommend enabling DSCP on Remote Workstation Cards. The purpose of enabling this setting is to reduce the workload of assigning DSCP values on PCoIP packets on network edge devices. Using this setting requires networking *expertise* and control over the whole link between PCoIP endpoints. See your network administrator and network device documentation for further information on using DSCP in your network.

#### Enable Transport Congestion Notification

Transport congestion notification is enabled to allow PCoIP endpoints to react accordingly if an intermediate network node sets the congestion notification bit in either the IP header or PCoIP transport header.

## Configuring Session Bandwidth

From the AWI Bandwidth page (shown next), you can control the bandwidth that your PCoIP Remote Workstation Card uses during a PCoIP session. The following parameters display on the AWI Bandwidth page:

### Bandwidth

Configure the device bandwidth limit, target and floor

**Device Bandwidth Limit:**  kbps (0 = no limit)

**Device Bandwidth Target:**  kbps (0 = disabled)

**Device Bandwidth Floor:**  kbps (0 = use default of 1000 kbps)

AWI Bandwidth page

Three settings found on the AWI Bandwidth page—Device Bandwidth Limit, Device Bandwidth Target, and Device Bandwidth Floor—help the PCoIP protocol use the available network bandwidth effectively.

### Device Bandwidth Limit

Enter the maximum bandwidth peak for hosts or clients. When configuring hosts, this setting defines the bandwidth from the host to the client (e.g., graphics data). When configuring clients, it defines the bandwidth from the client to the host (e.g., USB data).

The usable range of the device bandwidth is 1000 to 900000 kbps for Tera2 devices.

The PCoIP processor only uses the required bandwidth up to the Device Bandwidth Limit maximum, and dynamically adjusts the bandwidth in response to network congestion. Setting this field to 0 configures the PCoIP processor to use the maximum rate available in the network at any time.

We recommend setting this field to the limit of the network connected to the client and host.

### Device Bandwidth Target

Enter the temporary limit on the network bandwidth during periods of congestion. When the host or client detects packet loss, the device bandwidth is rapidly reduced to this value, and then more slowly reduced below it. This allows for a more even distribution of bandwidth between users sharing a congested network link.

### Device Bandwidth Floor

Enter the minimum bandwidth when congestion is present and bandwidth is required. This allows you to optimize performance for a network with understood congestion or packet loss. If the bandwidth is not required, the bandwidth used drops below the floor.



When configuring hosts, this setting defines the minimum bandwidth from the host to the client (e.g., graphics data). When configuring clients, it defines the minimum bandwidth from the client to the host (e.g., USB data).

A setting of 0 configures the PCoIP processor to reduce bandwidth to 1000 Kbps during these network impairments. You should have a good understanding of the network topology before setting this to a non-zero value.

#### **PCoIP Algorithm behavior**

The firmware implements a slow-start algorithm that increases the bandwidth used until the required bandwidth is reached, network congestion is detected, or the Device Bandwidth Limit is met. It begins at the lesser of the Device Bandwidth Limit and 8000 Kbps, and increases the bandwidth used within seconds. The slow-start algorithm allows a graceful session startup for low bandwidth scenarios (e.g., WAN scenarios). After initiating a PCoIP session, users may temporarily notice low bandwidth video artifacts as the algorithm ramps up bandwidth use.

You can avoid the slow-start algorithm by setting the bandwidth floor higher than 8000 kbps, but you must ensure your network capacity is large enough or you will create severe session degradation.

#### **Bandwidth Floor incorrectly configured**

If the bandwidth floor is accidentally set above the actual capacity of the network, then massive packet loss will result since the device will never drop its active limit below the floor. This will result in severe session degradation. This is why care must be taken when choosing an appropriate bandwidth floor.

## Configuring Image Quality

If desired, you can adjust the quality of the images you see during PCoIP sessions. You can set image quality preferences from the AWI Image page. Image quality and bandwidth settings help to determine the performance of your PCoIP deployment. These settings will control the amount of PCoIP data that flows through your available network bandwidth. Considerations for other network traffic should be made when adjusting these settings. The default settings (40, 90, 0) have been found to be beneficial for a wide variety of networks.

### Image

Adjust the image quality.

A lower minimum image quality will allow a higher frame rate when network bandwidth is limited.

**Use Client Image Settings:**

**Minimum Image Quality:**

**Maximum Initial Image Quality:**

**Maximum Frame Rate:**  fps (0 = no limit)

**Disable Build To Lossless:**

AWI Image page

#### Image quality settings apply to sessions with PCoIP Zero Clients or PCoIP software clients

Image quality settings apply to sessions between PCoIP Zero Clients or PCoIP Software Clients and PCoIP Remote Workstation Cards.

## Image Parameters

Parameter	Description
Use Client Image Settings	The client image settings only take effect in a PCoIP session with a PCoIP Zero Client. This allows different PCoIP clients with different settings to configure the optimal image settings for network connections between them and the Remote Workstation Card. It is only advised to clear this checkbox and override the image settings on the Remote Workstation Card if one is unable to modify the image quality settings on the client. One example is with software clients which do not expose the image quality settings to the end user.
Minimum Image Quality (default 40)	<p>Enables you to compromise image quality and frame rate when network bandwidth is limited. Some use cases may require lower-quality images at a higher frame rate while others need higher-quality images at a lower frame rate.</p> <p>In environments where the network bandwidth is constrained, reduce the number to enable higher frame rates. Increase the number to enable higher image quality through lower frame rates providing a perception-free quality. When network bandwidth is not constrained, the PCoIP system maintains perception-free quality regardless of the Minimum Image Quality parameter.</p> <p>The Maximum Initial Image Quality must be greater than or equal to the Minimum Image Quality.</p>
Maximum Initial Image Quality (default 90)	<p>Decreasing the number reduces the network bandwidth peaks caused by screen content changes, but produces lower quality images. Increasing this value produces higher quality images but also higher bandwidth peaks.</p> <p>This parameter limits the initial quality on the first display frame of a screen change. Unchanged regions of the image are built to a lossless state regardless of this parameter.</p> <p>The Maximum Initial Image Quality must be greater than or equal to the Minimum Image Quality.</p>
Maximum Frame Rate (default 0)	The maximum frame rate helps you manage multiple PCoIP sessions over a single network link. This setting determines the limit that your users can reach. Set this field to 0 to set no frame limit. If you set a value, a single user is limited to that value. This helps to control the user experience for all your users.
Disable Build to Lossless	<p>Clear this check box to retain the PCoIP protocol's build-to-lossless feature, where images continue to be rendered in the background until they reach a fully lossless state (that is, identical pixel-for-pixel rendering when compared to the host image source). This is the default (recommended) setting.</p> <p>Warning: Selecting the Disable Build to Lossless check box degrades images.</p> <p>Selecting the Disable Build to Lossless check box degrades the images presented to the user. Don't select this check box unless your administrator decides that users don't require optimal image quality to perform critical functions.</p> <p>If you select this check box, the PCoIP protocol rapidly builds the client image to a high quality image that may be perceptually lossless, but is not a fully lossless state. This may provide some bandwidth savings, but is not recommended for use cases that require images and desktop content to be truly lossless.</p>

## Configuring Monitor Emulation

The Monitor Emulation page lets you enable or disable monitor emulation for the video ports on your remote workstation. You can access this page from the Configuration > Monitor Emulation menu.

Some PCs and workstations do not boot if a display is not attached. The monitor emulation feature presents a generic display to ensure the boot process completes. When a session is connected, the client display information is sent to the host. For further details about Teradici's monitor emulation feature, see Monitor Emulation.

### Monitor Emulation option

If monitor emulation is performed in hardware for a device, the AWI Configuration menu will not have a Monitor Emulation option.

## Monitor Emulation

With monitor emulation disabled, the host will only respond to display data channel queries when in a session. With monitor emulation enabled, the host will **always** respond to display data channel queries. This feature is applicable on the host only.

Enable Monitor Emulation  
on Video Port 1:

Enable Monitor Emulation  
on Video Port 2:

Enable Monitor Emulation  
on Video Port 3:

Enable Monitor Emulation  
on Video Port 4:

### Monitor Emulation Options

Enable Host Hot-Plug Delay:

Enable Accelerated Monitor  
Emulation:

Apply Cancel

AWI Monitor Emulation Page

**AWI Tera2 Host Monitor Parameters**

<b>Parameter</b>	<b>Description</b>
Enable Monitor Emulation on Video Port 1	<p>When enabled, the host responds to all Display Data Channel (DDC) queries, regardless of whether a PCoIP session is active. If a session is not active, the host provides emulated DDC data. If a session is active, the host provides actual DDC data gathered from the monitor connected to the client's port 1 connector. The ports are mapped one-to-one and in sequential order (e.g., client port 1 to emulated port 1, and so on).</p> <p>When disabled, the host only responds to Display Data Channel (DDC) queries when a PCoIP session is active and a client display is attached.</p> <p>Note: Enabling this field can help resolve problems where video is not present at the client.</p>
Enable Monitor Emulation on Video Port 2	This field affects DDC queries for the port 2 connector, and provides functionality identical to that for the port 1 connector.
Enable Monitor Emulation on Video Port 3	This field affects DDC queries for the port 3 connector, and provides functionality identical to that for the port 1 connector.
Enable Monitor Emulation on Video Port 4	This field affects DDC queries for the port 4 connector, and provides functionality identical to that for the port 1 connector.
Enable Host Hot-Plug Delay	When enabled, allows lengthier hot plug de-assert/assert profiles on the host. Enabling this feature allows the host to resolve black screen issues with certain Linux GPU driver timing expectations.
Enable Accelerated Monitor Emulation	When enabled, this property accelerates the delivery of EDID information to host systems that boot up very quickly (e.g., faster than five seconds), causing blank screens on the remote end. Typically, these are systems with solid-state drives (SSDs).

## Configuring Time Settings

The Time page lets you configure Network Time Protocol (NTP) parameters to allow the host event logs to be time-stamped based on NTP time.

### Time Parameter Limitations

- If the host is configured for DHCP and the DHCP server provides an NTP server address, this address will override any manually configured NTP server. It will also enable NTP if it is disabled.
- The host does not get time zone or Daylight Saving Time (DST) information from the NTP server.

You can access this page from the Configuration > Time menu.

### Time

Change the local time configuration

**Current time:** 03/24/2014 16:56:09

**Enable NTP:**

**Identify NTP Host by:**  IP address  FQDN

**NTP Host DNS Name:**

**NTP Host Port:**

**NTP Query Interval:**

**Time Zone:**

**Enable Daylight Saving Time:**

AWI Time Page

### Time stamps in event logs

To simplify system troubleshooting, set the NTP parameters to allow user events to correlate with the relevant diagnostic event log entries.

**AWI Time Page Parameters**

Parameter	Description
Current Time	Displays the time based on the NTP.
Enable NTP	Enable or disable the NTP feature.
Identify NTP Host by	Select if the NTP host is identified by IP address or by fully qualified domain name (FQDN). If NTP is disabled, this field is not required and is not editable. If you enter an invalid IP address or DNS name, a message appears to prompt you to correct it. The parameter depends on which method you choose. aIP Address: Shows the NTP Host IP address aFQDN: Shows the NTP Host DNS name
NTP Host Port	Configure the port number of the NTP server. The default NTP server port value is 123.
NTP Query Interval	Configure the query interval. The first field is for the interval period and the second field is for the time unit in minutes, hours, days, or weeks.
Time Zone	Select the local time zone.
Enable Daylight Savings Time	Enable or disable the automatic adjustment for Daylight Saving Time (DST).

## Configuring the Initial Setup

Connecting to a PCoIP Remote Workstation Card is easy right out of the box. Default settings that are enabled include DHCP, SLP Discovery, DNS SRV Discovery and Accept Any Client allow easy first time connections for many networks. For simplicity, basic network and audio settings are available on the Initial Setup page of the AWI. You can access this page from the Configuration > Initial Setup menu. The AWI's Initial Setup page contains the audio, network, and session configuration parameters that you should set before a PCoIP endpoint can be used. This page helps to simplify initial setup and reduce the time for new users to establish a session between a PCoIP client and PCoIP Remote Workstation Card.

If configured in the firmware defaults by the manufacturer, the *Initial Setup* page appears the first time you log in. After you click Apply, the Home page appears for subsequent sessions unless the firmware parameters are reset.

### Complex environments require further configuration

More complex environments that use host discovery or endpoint management systems require further configuration than is available on the Initial Setup page.

## Initial Setup (1:1 Manual Configuration)

These settings must be configured before the device is used for the first time

### Step 1: Audio

**Enable HD Audio:**  Note: To enable audio, please ensure that audio is also enabled on the Client.

**Enable Audio Line In:**  This will select the Line In input. If using Microsoft® Windows Vista® / Windows® 7, please ensure you do the following for this feature to function correctly:

1. Run regedit.
2. Search the registry keys for 'PinConfigOverrideVerbs' and delete these registry entries.

### Step 2: Network

**Enable DHCP:**

**IP Address:** 10 . 0 . 155 . 200

**Subnet Mask:** 255 . 255 . 255 . 0

**Gateway:** 10 . 0 . 155 . 1

**Primary DNS Server:** 10 . 0 . 152 . 8

**Secondary DNS Server:** 10 . 0 . 152 . 9

### Step 3: Session

**Accept Any Client:**

**Client MAC Address:** 00 - 00 - 00 - 00 - 00 - 00

### Step 4: Apply Changes

Apply Cancel



## Initial Setup Page

### AUDIO

The two audio parameters for audio on the *Initial Setup* page will allow audio from a device attached to a PCoIP Zero Client be played from the host PC. These are the same parameters found in the separate Audio page

Enable HD Audio allows the audio hardware on the PCoIP Zero Client to be used when connecting to a PCoIP Remote Workstation Card. When disabled, the audio hardware is not available for the host operating system to enumerate.

Enable Audio Line In allows the use of the line-in connector on a PCoIP Zero Client so an audio device can be plugged into a PCoIP Zero Client and played on the host PC. When disabled you can use the line-in connector as a microphone input.

#### Microsoft Users

If using Microsoft® Windows Vista, Windows 7, & Windows 8, please ensure you do the following for this feature to function correctly:

- Run regedit.
- Search the registry keys for PinConfigOverrideVerbs and delete these registry entries.

### NETWORK

The Network parameters on the *Initial Setup* page allows you to enable DHCP or manually configure network settings, allowing you to connect to your network quickly. For more detailed network configurations, see [Configuring Host Network Settings](#) where you will have additional options.

### SESSION

Accept Any Client allows any PCoIP Zero Client or PCoIP software client to connect to the PCoIP Remote Workstation Card. If your deployment requires a connection from a specific client, you have the option of entering its MAC address here. For more secure settings when connecting from a PCoIP client, see [Configuring a Session](#).

## Configuring Power Options

Once your PCoIP Remote Workstation Card and remote power cable is installed on the host PC motherboard, you can configure the power settings in the AWI. There are two selections for the Host Wake Option and only one for the Enable Wake-on-LAN (WoL) parameter. These parameters determine how the PCoIP Remote Workstation Card will behave when a remote power command issued. A prerequisite for using WoL is that the workstation's PCIe slot provides sufficient standby power to the host card.

**Remote Power Button:** If this option is selected and you have the Remote Workstation Card power button cable installed, you will be able to change the host PC power state by asserting the workstation's front panel power button.

**PCIe Wake Input:** If this option is selected, you will have the option to wake the host PC by asserting the PCIe WAKEB signal.

**Enable Wake-on-LAN:** This parameter must be selected to provide the host PC the option to being turned on (wakened) remotely. When the workstation is asleep or shut down, the host card operates in low-power mode in which all functions are disabled except WOL Magic Packet detection. In this mode, the host card monitors the network for a WOL Magic Packet that matches its MAC address. Once the host card receives the WOL Magic Packet, it powers on the workstation by either asserting the workstation's front panel power button or the PCIe WAKEB signal. A prerequisite for using either option is that the workstation's PCIe slot can provide sufficient standby power to the host card.



### Activating Wake-on-LAN magic packet

PCoIP Zero Client users send Wake-on-LAN magic packets to the Remote Workstation Card by:

- pressing any key on the keyboard (only if a PCoIP session is already active)
- clicking the PCoIP Zero Client onscreen Connect button
- by pressing the power button on the PCoIP Zero Client (only if you installed the host card's power button cable)

## Resetting to Factory Defaults

You can reset your PCoIP endpoint parameters to the factory default values stored in flash memory. Before resetting your endpoint, you should have a thorough understanding of your current configuration. A factory reset may require you to perform additional configurations or it may require your endpoint to connect to a Management Console should you not be at the location of your endpoint.

If your on-premises endpoint was managed by a Management Console prior to performing a factory reset, the settings to connect to your Management Console will be lost. To get your endpoint back into the Management Console when on premises, you should have your endpoint configured for auto discovery. For further DHCP and DNS autoconfiguration directions, see PCoIP® Management Console Administrators' Guide sections [Configuring DNS for Endpoints that use Autodiscovery](#): or [Configuring DHCP for Endpoints that use Autodiscovery](#):. When configured for autodiscovery, your endpoint will automatically check back into the Management Console when connected to the network. After it establishes communication with the Management Console, ensure it is in the correct Management Console Group and apply any profiles that are required for that endpoint. See [Configuring Endpoint Management Discovery Methods](#) for information on where to configure your discovery settings.

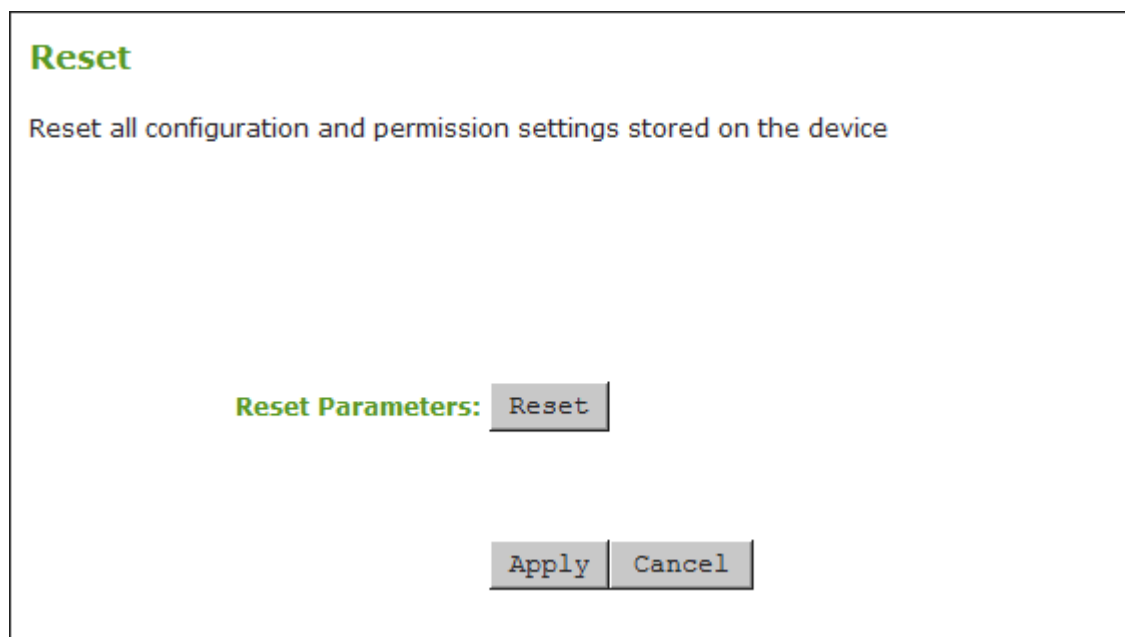
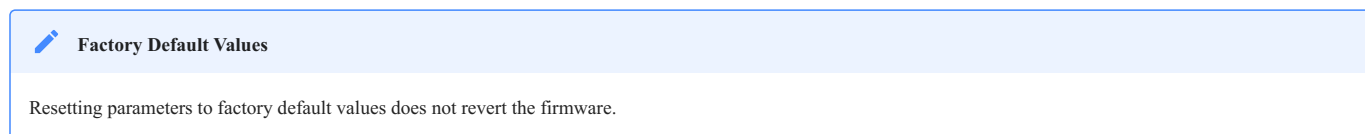
If your endpoint was configured for manual discovery prior to performing a factory reset, you might have additional configurations to perform to get it back to the management state you need. For instance, when using self-signed certificates you might have to upload this certificate to the PCoIP endpoint certificate store and then enter the URL for the Management Console in the AWI *Management* page.

Using jumper 15 is generally not required as you can reset the PCoIP Remote Workstation Card parameters from the AWI (Configuration > Reset Parameters).

### Software Reset Parameters

To reset the endpoint to factory default settings:

1. Browse to the AWI *Reset Parameters* page, and click the Reset button and select OK on the warning message that appears.
2. Then click the Reset button for the Reset PCoIP Processor setting.
3. Then select OK to acknowledge the next message that advises the changes will take affect on the next host system restart.



AWI Reset Parameters page

## Jumpers

All external connectors on Tera2 PCoIP Remote Workstation Cards are for diagnostic purposes. Jumpers J15 and J25 are configurable and their functions are described below.

The picture below shows the location of the jumpers on a Tera2 PCoIP Remote Workstation Card.



### Jumper J15 Reset Parameters

This jumper will reset parameters on the host card back to factory default settings.

To reset:

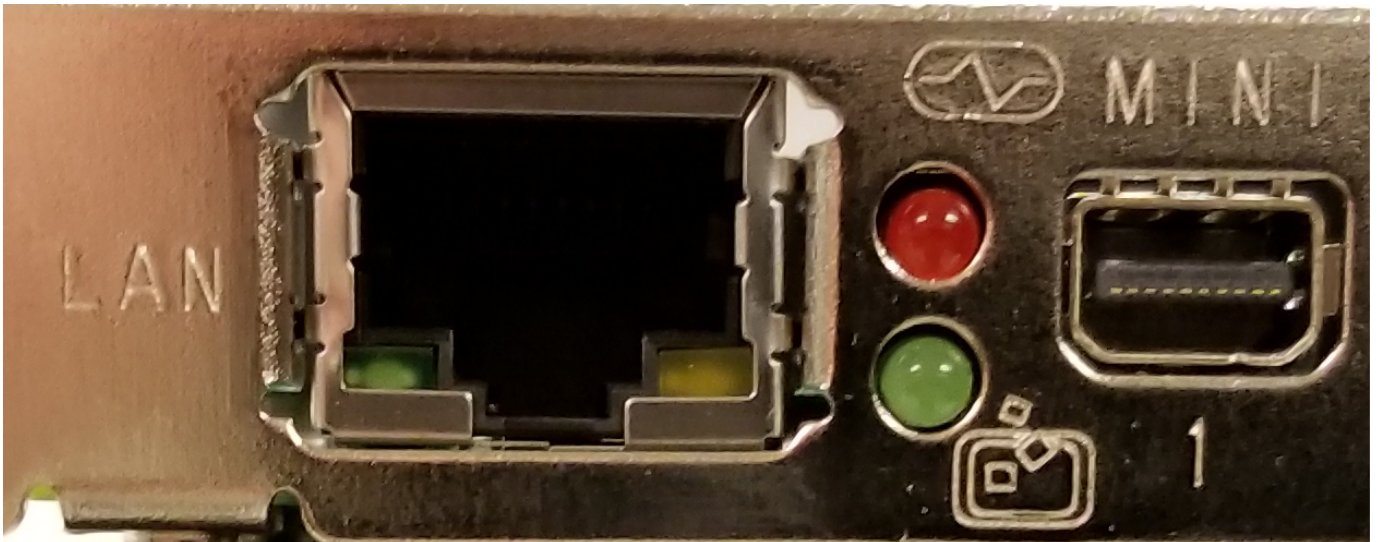
1. Place the jumper on pins 2 and 3 on a PCoIP Remote Workstation Card. If installed into the host PC, ensure the host PC has no power supplied to it.
2. Power on the host PC and wait until the heartbeat pulse is visible on the PCoIP Remote Workstation Card. The PCoIP heartbeat LED flashes twice quickly followed by a slight pause.
3. Power down the host PC containing the PCoIP Remote Workstation Card.
4. Put jumper back to pin 1-2.
5. Power on the host PC.

### Jumper J25 Isolated Ground

Adjustment of the ground jumper is not normally required. The power button output from the host card is isolated so that it can be connected to the motherboard in either polarity. Some motherboards do not work with an isolated input and thus require the ground jumper to be installed. This is done by shorting pins 2-3 which requires the power cable to match polarity with the motherboard pins. When left on the default settings (pins 1-2 shorted), the polarity of the power cable is ignored as the power button is now isolated.

## LEDs

There are 4 LEDs on the back of the Tera2 PCoIP Remote Workstation Card that serve the same purpose on both the dual and quad cards. The 2 PCoIP LEDs show the health of the PCoIP Remote Workstation Card and the 2 NIC LEDs indicate the NIC status.



- PCoIP Heartbeat Red LED has a heartbeat icon above it. This LED will normally blink indicating normal operation
- PCoIP Status Green LED has a PCoIP icon below it. This LED will be solid green when in session.
- NIC RJ45 Green LED indicates network activity. This LED blinks during network activity indicating normal operation.
- NIC RJ45 Yellow LED indicates the connections state and is solid when a network connection is established.

# Security Guide

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## PCoIP Remote Workstation Card Security Overview

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PCoIP Remote Workstation Cards are easy to manage devices that offer a rich user experience and allow for ultra-secure data transfer. They are available in a variety of form factors from a number of trusted OEMs. With embedded hardware support for PCoIP from the TERA chipset by Teradici, PCoIP Remote Workstation Cards are a natural choice wherever security and performance are critical. The security section of this manual contains configuration options that affect the security of the PCoIP Remote Workstation Card.

### Data Control

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When control and lockdown of sensitive data are a primary objective, PCoIP Remote Workstation Cards enable an environment where no application data ever leaves the host PC. The host PC sends only encrypted PCoIP data to the PCoIP client where no sensitive application data is ever processed or stored. In a PCoIP session the data is separated into management channel and media (display data, USB data, and audio network traffic) stream, both encrypted.

### Encryption

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PCoIP Remote Workstation Cards support the following encryption types.

TLS Security Mode for session negotiation security.

- Maximum Compatibility: TLS 1.2 or higher with 112-bit or higher elliptic curve encryption
- Suite B: TLS 1.2 with Suite B compliant 192-bit elliptic curve encryption

PCoIP Data Encryption Ciphers for session security:

- AES-256-GCM

To establish a PCoIP session the PCoIP Remote Workstation Card exchanges information with several services while connecting to endpoint managers, connection managers, and PCoIP clients. These encryption methods are discussed in [Security Cipher Suites](#).

### 802.1X Network Authentication

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PCoIP Remote Workstation Cards support 802.1X network device authentication using EAP-TLS certificates. With 802.1X network authentication, all network end devices must be authenticated before they are granted access to the network. This is a typical method of device authentication for high security environments, providing an additional layer of security beyond username and password credentials.

See [Configuring 802.1X Network Device Authentication](#) in the "How To" section for instructions on how to configure PCoIP Remote Workstation Cards for this type of authentication.

### Management Security Level

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The PCoIP Remote Workstation Card is set to the most flexible management state by default settings. The lowest security setting enables the host be manually discovered by an endpoint management tool and verified by its certificate fingerprint. To further secure PCoIP Remote Workstation Card management, two additional security level options are available—Medium Security Environment and High Security Environment. See [About PCoIP Remote Workstation Card Management Security Levels](#) for further information.

## Securing Your PCoIP Remote Workstation Card

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The security needs of your deployment are driven by your specific environment. You can configure PCoIP Remote Workstation Cards to meet security requirements for a range of scenarios, from high-security environments to trusted environments.

Securing your PCoIP Remote Workstation Card involves some or all of these tasks, depending on your deployment needs:

- Peering to your PCoIP Zero Client: Adding a peer-to-peer certificate allows for a secure connection between dedicated Remote Workstation Cards and PCoIP Zero Clients. See [Peering Remote Workstation Cards to PCoIP Zero Clients](#)

### Best Security Practices

We highly recommend using custom peer-to-peer certificates to create a more secure environment when connecting to your Remote Workstation Card. Contact your IT department to ensure your deployment is in accordance with your Company's security policy.

- Uploading certificates to the PCoIP Remote Workstation Card: Depending on the certificate checking mode you choose, you may have to upload server certificates to the PCoIP Remote Workstation Card's certificate store. See [Uploading Certificates](#).
- Configuring the PCoIP Remote Workstation Card with an endpoint manager: Configure your PCoIP Remote Workstation Card for either automatic or manual discovery by an endpoint manager. See [About PCoIP Remote Workstation Card Management Security Levels](#).
- Configuring 802.1X Network Device Authentication: Configure 802.1X network device authentication for enhanced security. See [Configuring 802.1X Network Device Authentication](#).
- Configuring Access to Management Tools: Configure a PCoIP device management tool from managing the PCoIP Remote Workstation Card, disable administrative access to the PCoIP Remote Workstation Card's AWI, or force an administrative password change the next time someone accesses the AWI. See [Configuring Access Settings](#).

### You can access additional security functionality from the PCoIP Management Console

You can configure security settings for multiple devices from the PCoIP Management Console, as well as access additional AWI security settings such as disabling the AWI. For more information, see the [PCoIP Management Console Administrators' Guide](#).

## Using an Endpoint Manager

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An installed certificate is required to connect to an endpoint manager in medium or high security levels; however, out of the box, the PCoIP Remote Workstation Card's local certificate store is empty and it can only connect using the low security level.

To deploy a system using *medium* or *high* security settings, you must stage the device by connecting to an endpoint manager in low security mode and installing any required certificates or installing the certificate from the AWI.

Once the certificate has been installed, you can connect using any security level.

In some deployments, administrators choose to remove administration of the PCoIP Remote Workstation Card by the PCoIP Management Console or AWI which adds an additional layer of security.



## Configuring Access Settings

The Access page lets you prevent the PCoIP device from being managed by the MC (or any other PCoIP device management tool), and lets you disable administrative access to the device's AWI. It also provides an option to force an administrative password change the next time the AWI is accessed.

You can access this page from the Configuration > Access menu.

### Access

Change administrative access settings

**Disable Management Console Interface:**

**Disable Administrative Web Interface:**

**Force password change on next login:**

AWI Access Page

These options can also be configured from the PCoIP Management Console 3.1 or newer.

#### **Enable at least one of the configuration interfaces**

At least one of the device's management configuration interfaces (AWI or MC) must remain enabled at all times. If you disable both management interfaces you will lose the option to perform a software parameter reset should you want to reuse the PCoIP Remote Workstation Card in another deployment. You will be left having to do a hardware jumper parameter reset to regain administrative access to your PCoIP Remote Workstation Card

When the Disable Management Console Interface is checked, the management console interface on the PCoIP Remote Workstation Card cannot be accessed or managed by the MC (or any other PCoIP device management tool).

When checked, the Disable Administrative Web Interface on the PCoIP Remote Workstation Card cannot be accessed or managed using the AWI.


The Force password change at next login causes the administrative password on the AWI to be changed the next time the AWI is accessed. The new password may be blank.

## About PCoIP Remote Workstation Card Management Security Levels

There are three available management security level settings in the PCoIP Remote Workstation Card: *low*, *medium*, and *high*. These settings determine whether the PCoIP Remote Workstation Card can be discovered by an endpoint manager, how an endpoint manager can be discovered by the PCoIP Remote Workstation Card, and also dictate whether a certificate must be installed in the PCoIP Remote Workstation Card for discovery to succeed.

The management security level is configured on the Management page of the AWI (see [Configuring the Management State](#)). Detailed instructions for allowing discovery under most scenarios, including security level settings, are described in [Configuring Endpoint Management Discovery Methods](#).


The general implications of each security mode are summarized in the following table and described in detail next.

 **Discovery Mode definition**

The Discovery Mode setting on the Management page, described here, configures how endpoint managers are discovered by the PCoIP Remote Workstation Card.

Discovery in this context does not refer to discovery of the PCoIP Remote Workstation Card by endpoint managers. For instructions on having an endpoint manager discover your PCoIP Remote Workstation Card, see [Configuring Endpoint Management Discovery Methods](#).

The following table shows the Remote Workstation Card behavior in the three management security modes.

 **No High Security Automatic Discovery**

In high security mode, there is no automatic discovery of the management tool by the Remote Workstation Card.

Behaviour	Low Automatic	Low Manual	Medium Automatic	Medium Manual	High Manual
Can be discovered by endpoint managers					
Can automatically discover endpoint managers using DNS		:fa-times		:fa-times	:fa-times
Can trust endpoint managers using DNS or DHCP		:fa-times	:fa-times	:fa-times	:fa-times
Can manually connect to endpoint managers	:fa-times		:fa-times		
Can trust endpoint managers using an installed certificate					

### Low Security Mode

In low security mode, both automatic and manual discovery methods are available. Certificates are not required in automatic manager discovery mode if the DNS server is configured to provision the PCoIP Remote Workstation Card with the URI of the endpoint manager's bootstrap server and its certificate fingerprint.

In *automatic* discovery mode the PCoIP Remote Workstation Card:

- can use DNS or DHCP to automatically discover endpoint managers.
- is discoverable by endpoint managers.
- can use DNS to trust the endpoint manager. DNS must be configured to provision your endpoint with the URI and certificate fingerprint of the endpoint manager's bootstrap server.

#### DNS server configuration information

For details about how to configure your DNS server for automatic discovery, see the [PCoIP® Management Console Administrators' Guide](#).

In *manual* discovery mode:

- the endpoint must be manually configured with the endpoint manager's bootstrap server URI.
- the endpoint is discoverable by endpoint managers.
- the endpoint does NOT require an installed certificate to trust the endpoint manager.

#### Certificates installed on the endpoint

If a certificate for the endpoint manager has not previously been installed by an endpoint manager in the endpoints certificate store, one must be installed by the endpoint manager or AWI. See [Using an Endpoint Manager](#).

## Medium Security Mode

In *medium* security mode, the PCoIP Remote Workstation Card cannot be discovered by endpoint managers. The PCoIP Remote Workstation Card can discover endpoint managers automatically or manually. Certificates are required in medium security mode.

#### Certificates installed on the endpoint

If a certificate for the endpoint manager has not previously been installed by an endpoint manager in the endpoints certificate store, one must be installed by the endpoint manager or AWI. See [Using an Endpoint Manager](#).

In *automatic* discovery mode the PCoIP Remote Workstation Card:

- can use DNS or DHCP to automatically discover endpoint managers.
- is not discoverable by endpoint managers.
- must have an installed certificate to trust the endpoint manager.

In *manual* discovery mode the PCoIP Remote Workstation Card:

- is not discoverable by endpoint managers.
- must be manually configured with the endpoint manager's bootstrap server URI.
- must have an installed certificate to trust the endpoint manager.

## High Security Mode

In *high* security mode, the discovery bootstrap phase is disabled.

All settings must be manually configured, and certificates are required.

- cannot use DNS or DHCP automatic discovery.

**Certificates installed on the endpoint**

If a certificate for the endpoint manager has not previously been installed by an endpoint manager in the endpoints certificate store, one must be installed by the endpoint manager or AWI. See [Using an Endpoint Manager](#).

In *manual* discovery mode the PCoIP Remote Workstation Card.

- is not discoverable by endpoint managers.
- must be manually configured with the endpoint managers' internal (and, optionally, external) URI.
- must have an installed certificate to trust the endpoint manager.

## About Certificates

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Certificates can be used to trust endpoint managers at all security levels, but are required when using medium or high security.

If a PCoIP Management Console certificate is required, you can use an issuer certificate—either the *root CA certificate*, or the *leaf certificate* used to issue the PCoIP Management Console's public key certificate—or the PCoIP Management Console's *public key certificate*.

### PCoIP Management Console certificates

For complete information about PCoIP Management Console components, including the Endpoint Bootstrap Manager and PCoIP Management Console certificates, see the [PCoIP® Management Console Administrators' Guide](#).

Customer peer-to-peer certificates can also be used to secure PCoIP Zero Clients connecting to Remote Workstation Cards in your deployment. See [Peering Remote Workstation Cards to PCoIP Zero Clients](#) and [Uploading Certificates](#) for further details on how to upload and apply peer-to-peer certificates.

### OCSF (Online Certificate Status Protocol)


OCSF (Online Certificate Status Protocol) is currently not supported on PCoIP Remote Workstation Cards.

## Uploading Certificates

You can upload and manage your CA root and client certificates for PCoIP Remote Workstation Cards from the AWI's Certificate Upload page, shown next.

[Log Out](#)
PCoIP® Host Card

Home / Configuration / Permissions / Diagnostics / Info / Upload



### Certificate Upload

Upload a certificate in **PEM** format (Must be < 10238 bytes). For **802.1X** and **Peer-to-Peer** certificates, the certificate must contain the **private key** as well.

**Certificate filename:**  No file selected.  (Limit of 16 certificates)

**Available Storage:** 161840 bytes

Uploaded Certificates:	Subject:	Issued By:	Expiration Date:	
	1) Philip Suite B Root CA	Philip Suite B Root CA	06/23/2024	<input type="button" value="Details"/> <input type="button" value="Remove"/>
	2) endpoint	Philip Suite B Root CA	01/01/2020	<input type="button" value="Details"/> <input type="button" value="Remove"/>

**Selected Peer-to-Peer Certificate:**  (Configured in Session settings)

**Selected 802.1X Client Certificate:**  (Configured in Network settings)

AWI Certificate Upload Page

You can simplify the retrieval and installation of digital certificates by enabling devices to obtain certificates automatically from a Simple Certificate Enrollment Protocol (SCEP) server. To upload certificates automatically using SCEP, see [Obtaining Certificates Automatically Using SCEP](#).


Certificates used in PCoIP firmware must be in PEM format with a maximum file size of 10,237 bytes, and maximum RSA key size of 4096 bits. You can upload up to 16 certificates providing you don't exceed the maximum storage size of 163,648 bytes. Each SCEP usage type takes up one of the total number of certificates for upload. As an example, if there are 4 different usage types for certificates obtained using SCEP, there will be room for 12 remaining certificate uploads. The Available Storage field lets you know how much space is left in the certificate store. The Details button allows you to view information about the particular certificate such as SCEP usage and key type.

**Certificate Details:****Issued To:** pcoip-host-1.285669-2ee12**Issued By:** CA-INT**Key Usage:** Server Authentication**Subject Alternative Name:** pcoip-host-1.285669-2ee12, localhost.local, 1.285669-2ee12**Start Date:** 11/29/2021 17:34:47 (UTC)**End Date:** 11/29/2023 17:34:47 (UTC)**Contains Private Key:** true**Key Type:** RSA**Intended Purpose (SCEP Usage):** Administrative Web Interface[Back](#)

## Certificate Details Information

 **Authentication issues**

If you have authentication issues after uploading a Connection Server client certificate, see [PCoIP TROUBLESHOOTING STEPS: View Connection Server Client Certificates \(KB 1363\)](#) for further information.

 **Include all security information in 802.1X client certificate**

The PCoIP protocol reads just one 802.1X client certificate for 802.1X compliant networks. Make sure you include all the security information for your PCoIP devices in that client certificate. For more information about uploading certificates, see [Certificate management for PCoIP Zero Clients and Remote Workstation Cards \(KB 1561\)](#). For information on 802.1X certificate authentication, see [Configuring 802.1X Network Device Authentication](#).

**Syslog TCP/TLS Authentication**

Consider the following requirements when you use the Syslog TCP with TLS connection type to connect to your Syslog server.

- Syslog TCP/TLS authentication requires at a minimum one certificate (a Syslog server CA root certificate) and if Mutual Authentication is required, a secondary certificate (a Syslog client certificate).
- The Syslog client certificate must be in .pem format and contain a private key that uses RSA encryption. If the certificate is in a different format, you must first convert the certificate, including the private key, to .pem format before uploading it.
- After uploading the Syslog client certificate from the AWI Certificate Upload page, you must configure Syslog authentication from the [AWI Event Log page](#). This entails changing the Syslog Connection Type to TCP with TLS, selecting the correct Syslog client certificate from the drop-down list, and applying your settings.
- The Syslog server CA root certificate must be in .pem format, but should not need to contain a private key. If the certificate is in a different format, you must convert it to .pem format before uploading it. This certificate does not require configuration from the Event Log page.
- Both the Syslog client certificate and the Syslog server CA root certificate must be less than 10,238 bytes; otherwise, you will not be able to upload them. Some certificate files may contain multiple certificates. If your certificate file is too large and it has multiple certificates within, you can open the file in a text editor, copy and save each certificate to its own file.

## 802.1X Authentication

Consider the following when you use 802.1X authentication:

- 802.1X authentication requires two certificates—an 802.1X client certificate and an 802.1X server CA root certificate.
- The 802.1X client certificate must be in .pem format and contain a private key that uses RSA encryption. If the certificate is in a different format, you must first convert the certificate, including the private key, to .pem format before uploading it.
- After uploading the 802.1X client certificate from the Certificate Upload page, you must configure 802.1X authentication from the [Network](#) page. This entails enabling 802.1X authentication, entering an identity string for the device, selecting the correct 802.1X client certificate from the drop-down list, and applying your settings.
- The 802.1X server CA root certificate must be in .pem format, but should not need to contain a private key. If the certificate is in a different format, you must convert it to .pem format before uploading it. This certificate does not require configuration from the Network page.
- Both the 802.1X client certificate and the 802.1X server CA root certificate must be less than 10,238 bytes; otherwise, you will not be able to upload them. Some certificate files may contain multiple certificates. If your certificate file is too large and it has multiple certificates within, you can open the file in a text editor, copy and save each certificate to its own file.

The following settings display on the AWI Certificate Upload page.

### Certificate Upload Parameters

Parameter	Description
Certificate filename	Used to select a certificate to upload. Upload up to a maximum of 16 root and client certificates.
Available Storage:	Amount of remaining storage space to add additional certificates.
Uploaded Certificates	This displays any uploaded certificates. ☞ Remove button: Use this button to delete an uploaded certificate. The deletion process occurs after the device is rebooted. ☞ Details button: Use this button to quickly view certificate information. See Certificate Details Information image.
Selected Peer-to-Peer Certificate	This is a read-only field. It is linked to the Peer-to-Peer Certificate field on the <i>Session</i> page.
802.1X Client Certificate	This is a read-only field. It is linked to the Client Certificate field on the <i>Network</i> page.

To upload a certificate to a PCoIP Remote Workstation Card:

1. From the AWI, select the Upload > Certificate.
2. Browse to the folder containing the certificate file. This file will have a .pem extension.
3. Double-click the correct \*.pem certificate file.
4. Click Upload.
5. Click OK to confirm that you want to proceed with the upload.
6. Click Continue.

If the certificate uploads successfully, it will appear in the Uploaded Certificates list on this page.



## Peering Remote Workstation Cards to PCoIP Zero Clients

PCoIP Remote Workstation Cards are the only PCoIP hosts that can be peered (paired) to PCoIP Zero Clients using [custom certificates](#) to establish a PCoIP peer-to-peer connection that is unique to your environment. This optional but recommended configuration allows for a more secure connection than the default connection.

The custom peer-to-peer certificate and the root certificate (Root CA) or issuing certificate (Issuing CA) must be present in both the Zero Client and Remote Workstation Card certificate store. The custom certificate must then be applied to the Peer-to-Peer Certificate field in the AWI Configuration > Session page and have the correct TLS Security Mode selected. Only certificates that match the selected *TLS Security Mode* option are displayed. Suite B is used in environments requiring Suite B-compliant cryptography. See [Encrypting PCoIP Session Negotiation with PCoIP Hosts](#) for further information on encryption suites.

### Matching PCoIP Zero Client configurations

Ensure you follow the peer-to-peer procedure on your PCoIP Zero Client before attempting to connect to it. See the [PCoIP Zero Client Administrators' Guide](#) for details.

### Support for Peer-to-Peer Certificates

- The peer-to-peer connection using certificates supports connections between PCoIP Zero Clients and Remote Workstation Cards only.
- Peer-to-peer certificates can also be requested via SCEP. If using SCEP, the certificate will automatically be selected in the Advanced Session Configuration page. See [Obtaining Certificates Automatically Using SCEP](#).

### Important: OCSP (Online Certificate Status Protocol)

OCSP (Online Certificate Status Protocol) is currently not supported for custom peer-to-peer certificates

#### TO CONFIGURE A PEER-TO-PEER CONNECTION FROM A PCOIP ZERO CLIENT:

1. Upload both your custom peer-to-peer certificate and your root certificate to your Remote Workstation Card certificate store. See [Uploading Certificates](#) for details.

### PCoIP Zero Client Certificate

Ensure the desired trusted certificate is uploaded to the connecting PCoIP Zero Client certificate store.

2. From the AWI Session page select whether one client or multiple clients can connect to your Remote Workstation Card.
  - Select Accept Any Peer if you want any properly configured PCoIP Zero Client to be able to connect to your Remote Workstation Card.
  - De-select Accept Any Peer and enter the Peer MAC Address of the specific PCoIP Zero Client you want connecting to your Remote Workstation Card.
3. Select the TLS Security Mode you wish to use. (the Zero Client must match this mode)
4. Select the correct Peer-to-Peer Certificate from the drop down list. (If it is not displayed, you have not yet uploaded it to the certificate store)

[Log Out](#) **PCoIP® Host Card**

Home Configuration / Permissions / Diagnostics / Info / Upload

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### Session

Configure the connection to a device

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**Accept Any Peer:**

**Peer MAC Address:**  -  -  -  -  -

**TLS Security Mode:** Suite B: TLS 1.2 with Suite B-compliant 192-bit elliptic curve encryption

**Peer-to-Peer Certificate:** 2.) endpoint


**PCoIP Data Encryption Ciphers:**

**Enable DSCP:**

**Enable Congestion Notification:**

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5. Select Apply and then Continue.

 **Notes**

- If a custom peer to peer certificate is applied and a connection is made, and the custom certificate is removed from the certificate store on either endpoint, a subsequent connection will not establish.
- A connection reset is required before changes take affect.

## High Security Settings Checklist

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The following table provides a list of PCoIP Remote Workstation Card security settings that are frequently used in high security deployments. Your network administrator or your security advisor must determine whether these settings are appropriate for your own network environment. The most secure options are shown and are presented in the order seen in the AWI.

## PCoIP Remote Workstation Card Security Settings

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Configuration Category	Setting Name	Setting
Initial Setup	Accept Any Client	False
Network	Enable 802.1X Security	True
Network	Enable 802.1X Authentication Identity	Enter the username configured for the 802.1X authentication
Management	Security Level	High Security Environment - Bootstrap phase disabled
Access	Disable Management Console Interface	False Warning: Disabling both the Management Console and AWI interfaces will make your Remote Workstation Card unmanageable unless a factory reset is performed on the card
Access	Disable Administrative Web Interface	True
Access	Force password change on next login	True
Discovery	Enable SLP Discovery	False
SNMP	Enable SNMP	False
Session	Accept Any Peer	False
Session	TLS Security Mode	Suite B: TLS 1.2 with Suite B compliant 192-bit elliptic curve encryption
Session	Peer-to-Peer Certificate	If a custom certificate is uploaded then it will appear in the Peer-to-Peer Certificate field and you will be able to select it to be used for PCoIP Zero Client to Remote Workstation Card peer-to-peer connections
Session	PCoIP Data Encryption Ciphers	AES-256-GCM
Session	Enable DSCP	False
USB	Authorized Devices	<p>Enter the USB rule, class, sub class and protocol of <i>authorized</i> USB devices bridged to the host PC to gain access to the USB device.</p> <p>Example: To allow USB access to HID devices only, click Add New and configure these settings:</p> <p>☞Authorized: Rule Type: Class Device Class: Human Interface Device Sub Class: Any Protocol: Any</p> <p>☞Unauthorized No unauthorization rules. Delete any existing rules. When there are no rules, the MC displays two radio buttons on the Manage Profiles page. Select Erase the device's existing USB unauthorizations and replace them with an empty set.</p>
USB	Unauthorized Devices	<p>Enter the rule, class, sub class and protocol of <i>unauthorized</i> USB devices that are bridged to the host PC to prevent access to the USB device from the host PC.</p> <p>Example: To allow USB access to all devices except mass storage, click Add New and configure these settings.</p> <p>☞Authorized: Rule Type: Class Device Class: Any Sub Class: Any Protocol: Any</p>

Configuration Category	Setting Name	Setting
Certificate Store	N/A	Unauthorized: Rule Type: Class Device Class: Mass Storage Sub Class: Any Protocol: Any
		Stores certificates for 802.1X and certificates for secure connections using the management protocol allowing management of the Remote Workstation Card

## Security Cipher Suites and Encryption Methods

### Overview

The Remote Workstation Card exchanges information with several services while connecting to endpoint managers, and PCoIP clients. The various communication types are described followed by the set of supported TLS cipher suites, Elliptic Curve Cryptography (ECC) curves, or encryption methods available to each type.

#### Tip regarding elliptic curve encryption

Security strength in bits of elliptic curve encryption is  $\frac{1}{2}$  of the key size.

Examples:

- If elliptic curve encryption uses the P-384 curve (which needs a 384-bit key), then the security strength is  $384/2 = 192$  bits.
- If elliptic curve encryption uses the P-224 curve (which needs a 224-bit key), then the security strength is  $224/2 = 112$  bits.

Cipher suite and ECC curve order of preference for TLS client based connections are determined by the TLS server the client connects to—such as Management Console or an 802.1x RADIUS Server. TLS server based connections have a preferred order of cipher suites and ECC curves that are determined by the TLS server. The three TLS server based communication types described below are—Encrypting Browser Connections, Encrypting Endpoint Discovery, and Encrypting PCoIP Session Negotiation with PCoIP Clients.

TLS server based connections:

- [Encrypting Browser Connections](#)
- [Encrypting Endpoint Discovery](#)
- [Encrypting PCoIP Session Negotiation with PCoIP Clients](#)

TLS client based connections:

- [Encrypting Endpoint Manager Administration](#)
- [Encrypting RADIUS Server Using EAP-TLS During 802.1X Authentication](#)

Non-TLS based connections:

- [In-Session Encryption](#)
- [Encryption in SCEP Requests](#)

### Encrypting Browser Connections

PCoIP Remote Workstation Cards allow a browser to connect to the Administrative Web Interface (AWI) over a secure connection. This connection is a TLS server controlled connection and is listed in the order of preference. In this scenario, the Remote Workstation Card acts as the TLS server.

#### Session resumption using TLS session tickets

Session resumption using TLS session tickets, defined in RFC 5077, is supported and always enabled. The session ticket data is secured using AES-128-CBC for encryption and HMAC-SHA256 for integrity protection.

The cipher suite and ECC order of preference is listed in descending order where the first entry is the most preferred.

Supported cipher suites:

- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384

Supported Elliptic Curves:

- NIST P-256
- NIST P-384
- NIST P-521
- NIST P-224

#### Recommended Web Browsers

Recommended web browsers are Firefox, Chrome, and Edge.

## Encrypting Endpoint Discovery

PCoIP Remote Workstation Cards that are not managed by an endpoint manager, such as the PCoIP Management Console, listen for incoming discovery requests only when the [Management Security Level](#) is set to Low. When an endpoint discovery request from an endpoint manager is received by the PCoIP Remote Workstation Card, communications between the endpoint manager and the PCoIP Remote Workstation Card are established securely using one of the supported cipher suites and ECC curves. In this scenario, the Remote Workstation Card acts as the TLS server.

The cipher suite and ECC order of preference is listed in descending order where the first entry is the most preferred.

Supported cipher suites:

- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384

Supported Elliptic Curves:

- NIST P-256
- NIST P-384
- NIST P-521
- NIST P-224

## Encrypting PCoIP Session Negotiation with PCoIP Clients

PCoIP sessions are negotiated between the PCoIP Remote Workstation Card and the PCoIP client. A client can be a PCoIP Zero Client or a compatible PCoIP Software Client and communications are secured using either Maximum Compatibility or Suite B cipher suites. In this scenario, the Remote Workstation Card acts as the TLS server.



The cipher suite and ECC order of preference is listed in descending order where the first entry is the most preferred.

- Maximum Compatibility: Connections to Zero Clients are limited to two of the common cipher suites and any compatible ECC curve.

Supported cipher suites:

- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384

Supported Elliptic Curves:

- NIST P-256
- NIST P-384
- NIST P-521
- NIST P-224
- Suite B: Suite B can only be used for connections from PCoIP Zero Clients.

Supported cipher suite:

- TLS\_ECDHE\_ECDSA\_WITH\_AES\_256\_GCM\_SHA384

Supported elliptic curve:

- NIST P-384

## Encrypting Endpoint Manager Administration

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Once an endpoint manager discovers a PCoIP Remote Workstation Card, it uses the PCoIP Management Protocol to administer the endpoint. Communications between endpoint managers and PCoIP Remote Workstation Cards are secured using one of the supported cipher suites. This is a TLS client based connection.

Supported cipher suites:

- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384

Supported Elliptic Curves:

- NIST P-256
- NIST P-384
- NIST P-521
- NIST P-224

## Encrypting RADIUS Server using EAP-TLS during 802.1X Authentication

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In environments that have implemented an 802.1X RADIUS server, the RADIUS server uses the following secure communications to authenticate the endpoint. This is a TLS client based connection.

Supported cipher suites:

- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA
- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA

Supported Elliptic Curves:

- NIST P-256
- NIST P-384
- NIST P-521
- NIST P-224

## In-Session Encryption

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Once a PCoIP session has been negotiated and the connection established, PCoIP Remote Workstation Cards encrypt the session data using the AES-256-GCM encryption algorithm. This algorithm secures all PCoIP communications during an active PCoIP session.

Supported Session Algorithm:

- AES-256-GCM

## Encryption in SCEP Requests

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• Endpoint SCEP requests do not use a TLS connection. The Tera2 endpoint generates its own 3072-bit SCEP RSA private key when certificates other than Peer-to-peer Suite B certificates are requested. For Peer-to-peer Suite B certificates, the endpoint generates its own ECC P-384 SCEP private key.

The private key is used to construct parts of the PKCS#10-formatted certificate request which is then delivered to the SCEP server, and the SCEP server's Registration Authority (RA) RSA certificate's public key is used to encrypt the actual certificate request. The SCEP challenge password is encrypted as it is contained within the certificate request.

The following cryptography algorithms are used to generate a SCEP request:

- Content Key Encryption Algorithm: RSAES-OAEP
- Hash Algorithm: SHA384
- Content Encryption Algorithm: AES-256-CBC

## Configuring 802.1X Network Device Authentication

This section describes the components you need to configure 802.1X authentication, and the detailed steps you need to follow to configure the authentication. The 802.1X configurable options are listed in table form and show the default settings and where the options can be managed from.

### Preparing for 802.1X Configuration

This section describes the components you need to configure 802.1X authentication, and the detailed steps you need to follow to configure the authentication. The instructions provided in this topic were done on a Microsoft 2019 Datacenter. If you are performing these instructions from a different version of Microsoft Server you may have to consult your server documentation for any changes in procedures.

The supported 802.1X configuration has the Remote Workstation Card pre-populated with a proper certificate. It then connects and presents the certificate to the 802.1X switch and is authenticated. Remote Workstation Cards will also connect under a different configuration of the switch which has the MAC address of authorized endpoints stored in its configuration.

#### Using certificates to sign other certificates

If a certificate is used to sign another certificate, it must have the digitalSignature key usage field enabled.

Before you begin the configuration process, make sure you have these components:

- Remote Workstation Card with firmware 5.x or newer
- PCoIP Management Console 2.x or newer
- Windows Server 2019 with AD DS (Active Directory Domain Services)
- Windows Server 2019 with AD CS (Active Directory Certificate Services)
- Windows Server 2019 with NPS (Network Policy and Access Services)
- A switch with 802.1X support configured

### Configuring Devices for 802.1X Authentication

To configure 802.1X device authentication, complete the following steps:

1. [Create a 802.1X Client User.](#)
2. [Export the Root CA Certificate.](#)
3. [Create a Certificate Template for 802.1X Client Authentication.](#)
4. [Issue the 802.1X Client Certificate.](#)
5. [Export the 802.1X Client Certificate.](#)
6. [Convert the Certificate Format from .pfx to .pem.](#)
7. [Import the 802.1X Client Certificate into the Client User Account.](#)
8. [Import the Certificates to the 802.1X Client Device.](#)

#### The following sections assume you are using Windows Server 2019 Datacenter

The instructions in the following sections are based on Windows Server 2019 Datacenter. If you are using a newer version of Windows Server, the steps may vary slightly.

### Create a 802.1X Client User

In the Windows server, create a 802.1X client user.

To create a client user:

1. Log in to the Windows server.
2. Click Start > Windows Administrative Tools > Active Directory Users and Computers.
3. Navigate to Roles > Active Directory Domain Services > Active Directory Users and Computers > <your\_domain.local> > Users.
4. Right-click Users, select New > User, and follow the wizard.  
(Example: Create a user called pcoip\_endpoint which would have a UPN name of pcoip\_endpoint@<mydomain.local>)

## Export the Root CA Certificate

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In the Certificate Authority (CA) server, export the root CA certificate.

To export the root CA certificate:

1. Log in to the Certificate Authority (CA) server.
2. Open a Microsoft Management Console window (for example, enter mmc.exe in the Start menu search field).
3. From the console window, select File > Add/Remove Snap-in.
4. Add the Certificates snap-in, selecting Computer account and then Local computer.
5. Click OK to close the *Add or Remove Snap-ins* dialog.
6. From the console, select Certificates (Local Computer) > Trusted Root Certification Authorities > Certificates.
7. In the right panel, right-click the certificate, and select All Tasks > Export.
8. Follow the wizard to export the certificate:
  - a. Select Base-64 encoded X.509 (.CER) and click Next.
  - b. Click Browse, specify a name and location for the certificate, and then click Save.
  - c. Click Finish, and then click OK.

## Create a Certificate Template for 802.1X Client Authentication

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In the CA server, create a certificate template for client authentication.

To create a certificate template for client authentication:

1. From the CA server, click Start > Administrative Tools > Certification Authority.
2. Expand the tree for your CA.
3. Right-click Certificate Templates, and then click Manage.
4. Right-click the *Computer* template, and then click Duplicate Template.
5. Configure the template as follows:
  - a. From the *Compatibility* tab, select Windows Server 2003.
  - b. From the *Extensions* tab, ensure the Digital signature is included in the certificate Key Usage
  - c. From the *General* tab, enter a name for the template (for example, PCoIP Endpoint 802.1X) and change the validity period to match the organization's security policy.
  - d. From the *Request Handling* tab, select Allow private key to be exported.
  - e. From the *Subject Name* tab, select Supply in the request and then click OK.
  - f. From the *Security* tab, select the user who will be requesting the certificate, and give Enroll permission to this user.
  - g. Click OK and close the *Certificate Templates Console* window.
6. From the *Certification Authority* window, right-click Certificate Templates, select New, and then click Certificate Template to Issue.
7. Select the certificate you just created (that is, PCoIP Endpoint 802.1X), and then click OK. The template will now appear in the *Certificate Templates* list.
8. Close the window.

## Issue the 802.1X Client Certificate

---

From the CA Web Enrollment interface for the certificate server, issue the client certificate.

To issue the client certificate:

### Use Internet Explorer to log in to certificate server

Do not use any other browser except Internet Explorer to log into the certificate server or some options may not appear.

1. Using Internet Explorer on your local machine, go to your Certificate Authority URL using the format `https://<server>&tgt/certsrv/` (for example, <https://ca.domain.local/certsrv/>).
2. Click Request a certificate and then click advanced certificate request.
3. Click Create and submit a request to this CA.
4. From the pop-up window, click Yes.
5. Fill out the *Advanced Certificate Request* form as follows:
  - a. In the *Certificate Template* section, select the certificate for clients (for example, PCoIP Endpoint 802.1X).
  - b. In the *Identifying Information for Offline Template* section, enter the account name in the *Name* field. The other fields are not required.  
The other fields are not required.

### Enter the same name as the universal principal name of the client user

The name you enter in the *Name* field must be the universal principal name (UPN) of the client user you created in [Create a 802.1X Client User](#) (for example, `pcoip_endpoint@mydomainlocal`)

- c. In the *Key Options* section, check Mark keys as exportable.
- d. In the *Additional Options* section, set the Request Format to PKCS10.
- e. If desired, enter a name in the *Friendly Name* field.
- f. Click Submit.
- g. From the *Certificate Issued* window, click the Install this certificate link.  
(This will save the certificate in the Current User > Personal store.)

## Export the 802.1X Client Certificate

---

From the machine on which you issued the certificate, export the client certificate.

To export the client certificate:

1. From the machine on which you issued the certificate, open a Microsoft Management Console window (for example, enter `mmc.exe` in the Start menu search field).
2. From the console window, select File > Add/Remove Snap-in.
3. Add the Certificates snap-in, selecting My user account.
4. Click Finish, and then click OK to close the *Add or Remove Snap-ins* dialog.
5. Select Certificates - Current User > Personal > Certificates.
6. In the right panel, right-click the certificate, and select All Tasks > Export.
7. Follow the Certificate Export wizard to export the certificate by clicking Next:
  - a. Click Yes, export the private key.
  - b. Select Personal Information Exchange - PKCS #12 (.PFX).
  - c. Enter a password for the certificate.
  - d. Click Browse, specify a name and location for the certificate, and then click Save.
  - e. Click Next, Finish, and then click OK.
8. Repeat Steps 5 to 7 again to export the PCoIP endpoint certificate, but this time without the private key (No, do not export the private key), selecting the DER encoded binary X.509 (.CER) format instead of the PKCS format.
9. Save this `.cer` file to a location where it can be accessed by the Domain Controller and imported into Active Directory.

## Convert the Certificate Format from .pfx to .pem

Using OpenSSL, convert the certificate format from .pfx to .pem.

To convert the certificate format from .pfx to .pem:

1. Download and install Windows OpenSSL from <https://www.slproweb.com/products/Win32OpenSSL.html>. (The light version is sufficient.)
2. Copy the .pfx client certificate file you saved above to the C:\OpenSSL-Win32\bin directory.
3. Open a command prompt window (C:\OpenSSL-Win32\bin), and enter the following command to convert the certificate format from .pfx to .pem where `<client_cert>` is the name of the .pfx certificate file you saved to your local machine.

```
openssl.exe pkcs12 in <client_cert>.pfx out <client_cert>.pem nodes
```

4. When prompted, enter the password for the certificate file.
5. At the command prompt, enter the following command to create an RSA private key file where is the name of the .pem certificate file you created in the previous step.

```
openssl.exe rsa -in <client_cert>.pem -out <client_cert>_rsa.pem
```

6. In Notepad:
  - a. Open both the original .pem file and the RSA .pem file you just created. The RSA .pem file contains only an RSA private key. Because the PCoIP Endpoint certificate requires its private key in RSA format, you need to replace its private key with this RSA private key.
  - b. Copy the entire contents of the RSA .pem file (everything from `-----BEGIN RSA PRIVATE KEY-----` to `-----END RSA PRIVATE KEY-----`), and paste it into the original .pem file, replacing its private key with this RSA private key.

### RSA .pem file

In other words, make sure that all the text from `-----BEGIN PRIVATE KEY-----` to `-----END PRIVATE KEY` (including the dashes) in the *original* .pem file is replaced with the contents of `-----BEGIN RSA PRIVATE KEY-----` to `-----END RSA PRIVATE KEY-----` (including the dashes) from the RSA .pem file.

- c. Save the original .pem file and close it. The certificate is now ready to be uploaded to the PCoIP Endpoint.

## Import the 802.1X Client Certificate into the Client User Account

In the Windows Domain Controller, import the client certificate into the client user account.

To import the client certificate into the client user account:

1. Log in to the Windows Domain Controller.
2. Click Start > Administrative Tools > Active Directory Users and Computers.
3. From the View menu, select Advanced Features.
4. Navigate to the user you created for the PCoIP Endpoint.
5. Right-click the user, and select Name Mappings.
6. In the *X.509 Certificates* section, click Add.
7. Locate and select the PCoIP Endpoint certificate you exported that does not contain the private key (This file was saved to a network location in step 9 of [Export the 802.1X Client Certificate](#).)
8. Make sure both identity boxes are selected and click OK, and then click OK again.

## Import the Certificates to the 802.1X Client Device

From the endpoint's AWI, import the certificates.

To import the certificates into a profile using the PCoIP Management Console, see the [PCoIP® Management Console Administrators' Guide](#).

To import the certificates to a device using the AWI:

1. From a browser, log into the AWI for the PCoIP Endpoint.
2. From the AWI, select Upload > Certificate.
3. Upload both the Root CA certificate and the certificate with the private key, using the Browse button to locate each certificate and the Upload button to upload them.
4. From the AWI, select Configuration > Network.
5. Select Enable 802.1X Security.
6. Click Choose beside the *Client Certificate* field.
7. Select the certificate with the private key, and then click Select.
8. Enter the identity name of the certificate. Typically, this is the universal principal name (UPN) that appears after Subject: (for example, [pcoip\\_endpoint@mydomain.local](#)).



### Windows server may be configured to use the certificate's Subject, the Subject Alternative Name, or another field

For the identity name, your Windows server may be configured to use the certificate's *Subject*, the *Subject Alternative Name*, or another field. Check with your administrator.

9. To enable greater 802.1X compatibility for older switches on the network, select Enable 802.1X Support for Legacy Switches. This setting is only available from the PCoIP endpoints AWI *Network* page.
10. Click Apply, and then click Reset.



### Getting more information about 802.1X

For more information about 802.1X, see the following Knowledge Base articles, available from the Support Center:

- [Do PCoIP Zero Clients and PCoIP Remote Workstation Cards support network authentication or 802.1X? \(KB 1357\)](#)
- [How to set up Windows Server 2008 R2 as an 802.1X Authentication Server \(KB 1336\)](#)
- [PCoIP Troubleshooting Steps: IEEE 802.1X Network Authentication \(KB 1088\)](#)

To disable 802.1X authentication on your endpoint:

Disabling 802.1X requires the deselection of the Enable 802.1X Security option in the AWI Configuration > Network page. It is also recommended that you remove all 802.1X certificates from the endpoint certificate store.

1. Using the AWI browse to Configuration > Network.
2. De-select Enable 802.1X Security.
3. Browse to Upload > Certificate.
4. Select the Remove button beside all 802.1X certificates.
5. Click on the Apply button.



## About USB Settings

---

### USB Overview

From the AWI and Management Console, you can configure access to the host PC operating system for USB devices plugged into PCoIP Zero Client USB ports. For PCoIP Management Console configurations, see the managing profiles topic in the [PCoIP Management Console Administrators' Guide](#).

#### Software Client USB support

USB devices connected to PCoIP Software Client hosts are not supported when connecting to Remote Workstation Cards or Remote Workstation Card Agents.

USB plug events are blocked in the Tera2 PCoIP Zero Client firmware by configuring the Unauthorized Devices in its AWI. The PCoIP Remote Workstation Card can also be configured to block USB device access to the host PC for an additional layer of security.

The PCoIP Remote Workstation Card USB permissions has a higher priority than the PCoIP Zero Client and thus overrides the client USB permissions. The authorized and unauthorized tables found in the AWI USB permissions page can each have up to 10 USB devices added. It is strongly recommended you only set the USB permissions on the host when connecting to a PCoIP Remote Workstation Card from a PCoIP Zero Client.

#### Endpoint Default Permissions

The factory defaults have no USB permissions configured on the host. The factory defaults for the client USB permissions are 'any, any, any' for the Authorized devices tables.

The following rules apply when configuring USB permissions.

- If the host has permissions configured, the permissions are sent to the client. If the client has unauthorized devices, they are added to the host's unauthorized devices and the consolidated list is used.
- If the host does not have permissions programmed, the client's permissions are used.
- The host USB permissions are updated at the start of a PCoIP session. They are authorized in the following order of priority (from highest to lowest):
  - Unauthorized Vendor ID/Product ID
  - Authorized Vendor ID/Product ID
  - Unauthorized Device Class/Sub Class/Protocol
  - Authorized Device Class/Sub Class/Protocol

From the AWI you can configure USB permissions to authorize or unauthorize USB devices bridged to the host PC to access the host operating system.

**Authorized Table:** In this table, you can use the Add new button to create up to 10 USB rules that *allow* USB devices to connect to your endpoint based on the USB Vendor ID(VID) and Product ID(PID), or by USB device Class.

**Unauthorized Table:** In this table, you can use the Add new button to create up to 10 USB rules that *prevent* USB devices to connect to your endpoint based on USB ID or USB device Class. You can use wildcards (or specify any) to reduce the number of entries needed to define all devices.

The Class rules include categories Device Class, Sub Class, and Protocol. You can use wildcards (or select any) to reduce the number of entries needed to define all devices.

## USB Permissions Page

---

The following categories display on the AWI Permissions > USB page:

Category	Description
Authorized Devices	<p>Lists up to 10 rules that authorize USB devices to connect to your endpoint.</p> <p>Add New: This adds a new rule to the authorized table using the USB device's ID, or Class:</p> <p>⊖ID: The USB device is authorized by its Vendor ID(VID) and Product ID(PID).</p> <p>⊖Class: A group of USB devices are added to the authorized table by creating a rule using USB Device Class, Sub Class, and Protocol.</p> <p>Remove: Delete a rule from the table.</p>
Unauthorized Devices	<p>Lists up to 10 rules that prevent USB devices from connecting to your endpoint.</p> <p>Add New: This adds a new rule to the unauthorization table using the USB device's ID, or Class:</p> <p>⊖ID: The USB device is unauthorized by its VID and PID.</p> <p>⊖Class: A group of USB devices are added to the unauthorized table by creating a rule using USB Device Class, Sub Class, and Protocol.</p> <p>Remove: Delete a rule from the table.</p>

---

To configure USB settings:

1. From the AWI, select Configuration > USB.

## USB

Configure the USB permissions table

**Authorized Devices:** *Table is empty*

**Unauthorized Devices:** *Table is empty*

AWI USB permissions page

2. From the AWI USB page, update the USB settings by selecting Add new and configure the required parameters. The parameters that display depend on whether you describe the device by Class or ID.

**Add new:**

**Device Class:** \*

**Sub Class:** \*

**Protocol:** \*

Device Class parameters

**Add new:**

**Vendor ID:**

**Product ID:**

Device ID parameters

3. Click Add.

4. Click Apply.

## USB Configuration Parameters

The following parameters display when you authorize or unauthorize USB device parameters:

Parameter	Description
Add new	When adding a new USB authorization or unauthorization entry, select one of the following: aClass: The USB device is authorized by its device class, sub-class, and protocol information. aID: The USB device is authorized by its vendor ID and product ID information.
Device Class	This field is enabled when Class is selected.  Select a supported device class from the drop-down menu, or select Any to authorize or unauthorize (disable) any device class.
Sub Class	This field is enabled when Class is selected.  Select a supported device sub class from the drop-down menu, or select Any to authorize or unauthorize (disable) any sub-class.  Note: If Any is selected as the device class, this will be the only selection available.
Protocol	This field is enabled when Class is selected.  Select a supported protocol from the drop-down menu, or select Any.  Note: If Any is selected as the device class or sub-class, this will be the only selection available.
Vendor ID	This field is enabled when ID is selected.  Enter the vendor ID of the authorized (or unauthorized) device. The valid range is hexadecimal 0-FFFF.
Protocol ID	This field is enabled when ID is selected.  Enter the product ID of the (authorized or unauthorized) device. The valid range is hexadecimal 0-FFFF.

## Connection Guide

### Establishing a PCoIP Session to a Remote Workstation Card Overview

After successfully completing the installation steps, the PCoIP Remote Workstation Card will connect to the network when the workstation is powered on. By default, DHCP is enabled on the Remote Workstation Card to allow your DHCP server to assign an IP address to the Remote Workstation Card. If your network does not support DHCP, the card's default IP address will be 192.168.1.100. The PCoIP Remote Workstation Card is by default configured to accept connections from any peer which will allow you to initiate a PCoIP session from any PCoIP Zero Client. TLS Security Mode is set to Maximum Compatibility: TLS 1.2 or higher with 112-bit or higher elliptic curve encryption by default to allow for easy setup but can be changed to a more secure setting of Suite B: TLS 1.2 with Suite B compliant 192-bit elliptic curve encryption if using a PCoIP Zero Client.

**🔥 Session Security Setting**

Ensure your PCoIP Zero Client has a matching session configuration if you are having issues connecting to the PCoIP Remote Workstation Card.

If using a PCoIP Zero Client without a known IP address, you have the option of using SLP discovery. Service Location Protocol (SLP) can dynamically discover devices without requiring prior knowledge of their whereabouts on the network. SLP host discovery requires the PCoIP Zero Client and host PC to reside on the same subnet. You also need to know the IP address and/or MAC address of the Remote Workstation Card so you can select it from the list of available hosts. In addition, the Remote Workstation Card must be configured to accept any peer or to accept the specific MAC address of the PCoIP Zero Client. You can configure this setting from the PCoIP Remote Workstation Card AWI. See [Configuring a Session](#) page. To use SLP discovery, it must be configured for use on both the PCoIP Zero Client and Remote Workstation Card. This setting on the Remote Workstation Card is found on the AWI *Discovery* page.

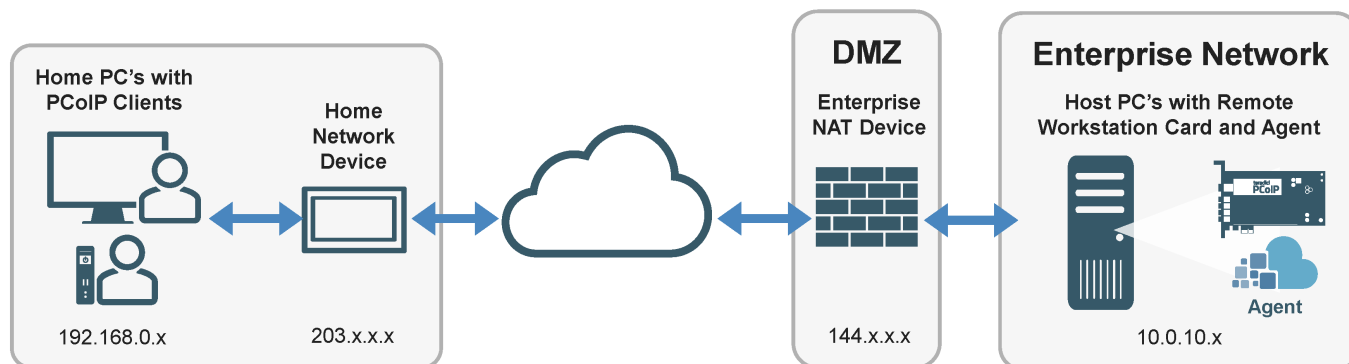
**🔥 Using SLP**

A PCoIP Zero Client configured to use SLP reports the first 10 responding PCoIP Remote Workstation Cards. If you do not see the MAC or IP address of your card, you can try reconnecting the PCoIP Zero Client to the network after powering down some or all of the host PCs that you do not want to connect to and see if your IP/MAC address is displayed.

Connections from a PCoIP Software Client to Remote Workstation Card require the use of the command line or the installation and licensing of the Remote Workstation Card Agent. Once the Remote Workstation Card Agent is installed and its license activated, clients are required to use the IP address of the host computer NIC or the FQDN of the host computer to connect.

For information on how to configure a connection to a PCoIP Remote Workstation Card using a PCoIP® Software Client or PCoIP® PCoIP Zero Client, see the Administrators' Guide for the client you are using, available from the [support site](#) or see [PCoIP Software Client to Remote Workstation Card](#) or [PCoIP Zero Client to Remote Workstation Card](#)

### Connecting Remotely Across a Wide Area Network (WAN)



PCoIP sessions between clients and Remote Workstation Cards can operate in a wide area network (WAN) that traverses the Internet with the proper infrastructure. Using a PCoIP Zero Client, you can connect to Remote Workstations Card remotely across the WAN using Network Address Translation (NAT) or a Virtual Private Network (VPN). PCoIP Zero Clients and Remote Workstation Cards use [UDP-encapsulated IPsec format](#). Because this encapsulation type supports IP address and port number translation, it is not necessary to set up a VPN when PCoIP Zero Clients connect remotely to Remote Workstations Cards and NAT with Suite B certificates can be an option.

You can also connect to PCoIP Remote Workstation Cards remotely with a PCoIP Software Client when the Remote Workstation Card Agent is installed.

#### **i Remote Workstation Card Software Assumption**

All Remote Workstation Card scenarios assume you have the PCoIP Remote Workstation Card Software installed on the host PC. For details, please see [PCoIP Remote Workstation Card Software for Windows](#) or [Linux](#) for further information.

For information connecting from PCoIP Clients see the following articles:

- [PCoIP Zero Client Connections](#)
- [PCoIP Zero Client Connections Using NAT](#)
- [PCoIP Zero Client Connections Using VPN](#)
- [PCoIP Software Client Connections](#)

Connections using a PCoIP Software Client provides the quickest configuration and requires the installation and licensing of the Remote Workstation Card Agent.

## **Remote Management**

Management of Remote Workstation Cards not on premises can be done from a single management tool such as PCoIP Managment Console. See [PCoIP Management Console Remote Endpoint Management \(Enterprise\)](#) for further details.

## Connecting from a PCoIP Zero Client

Before connecting a Zero Client to a Remote Workstation Card on a LAN, ensure you have reviewed the following requirements:

- The Remote Workstation Card and host computer NIC are plugged into the same network.
- The PCoIP Zero Client and Remote Workstation Card are using compatible security encryption. See [Configuring a Session](#).
- For high security environments, peer the PCoIP Zero Client and Remote Workstation Card using a Peer-to-Peer certificate configuration. See [Peering Remote Workstation Cards to PCoIP Zero Clients](#) for details.
- Ensure the Remote Workstation Card and PCoIP Zero Client have compatible firmware versions identified in the [release notes](#).
- For information on how to assign a firmware file to a profile using the Management Console, see [Management Console Administrators' Guide](#)
- For information on how to upload firmware to a single host or client using the AWI, see [Uploading Firmware](#).

For the best user experience with all the latest features, ensure the following prerequisites are met:

- The networks between the Remote Workstation Card and PCoIP Zero Client are properly configured and optionally have a 1 Gb connection between them for a better experience.
- The PCoIP Remote Workstation Card Software for [Windows](#) or [Linux](#) is installed on the host PC.
- The Remote Workstation Card Software requires the Host Firmware Function be enabled. You can enable this setting by [logging in](#) to the Remote Workstation Card from the AWI page—Configuration > Host Driver Function
- The host [PC power cable](#) is connected if you are wanting to power off the host computer via the Zero Client.
- [For 4K Zero Client Configurations](#)

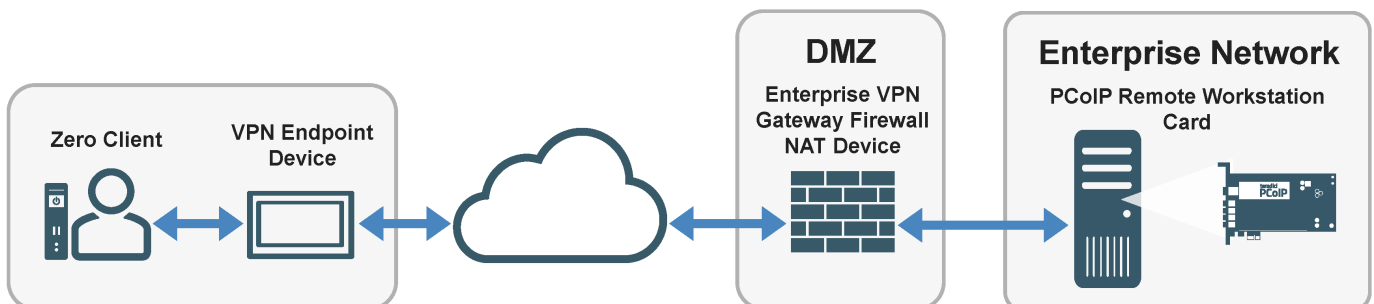
To establish a LAN connection:

1. On the PCoIP Zero Client select [Connecting direct to host](#) or [Connecting using SLP host discovery](#)
2. From the Remote Workstation Card's AWI configure the [Session](#) connection type to accept a connection from any peer or enter the MAC IP address of the connecting PCoIP Zero Client.
3. If required for high security environments, peer the PCoIP Zero Client and Remote Workstation Card using a Peer-to-Peer certificate configuration. See [Peering Remote Workstation Cards to PCoIP Zero Clients](#) for details.
  - See [Creating and Applying Custom Certificates](#)
4. [Start a PCoIP session](#).

## Connect Remotely Using Virtual Private Network (Recommended)

The decision to deploy a VPN should be weighed against alternative approaches such as using NAT devices.

The figure below shows a PCoIP session between a PCoIP Zero Client and Remote Workstation Card over a hardware VPN.



PCoIP Zero Client to Remote Workstation Card over WAN



A VPN is necessary when connecting the following PCoIP endpoints over the Internet.

- PCoIP Zero Client to a Tera2 Remote Workstation Card when the installed firmware in these devices is prior to release 4.1.0
- PCoIP Zero Client or Software Client to a Tera2 Remote Workstation Card when the enterprise NAT device/gateway cannot implement the required IP address and port translation
- PCoIP Software Client to a Remote Workstation Card when the Remote Workstation Card Agent is not installed
- PCoIP Software Client to a Remote Workstation Card when the client software host PC has no VPN software installed.

To establish the connection:

1. At the home network, install a VPN endpoint device (e.g., a router) and establish a VPN session between the endpoint device and the enterprise VPN gateway. For information on how to set up the VPN, please see the documentation for your device.
2. Configure the enterprise VPN gateway/firewall/NAT device to allow IPsec ESP traffic, and also traffic on UDP port 4172 for the PCoIP data stream and on TCP port 4172 for the TCP handshake.
3. From the PCoIP Zero Client's AWI:
  - Configure the [Direct to Host](#) session connection type, and enter the IP address of the Remote Workstation Card.
  - Configure the address of the home VPN endpoint device as the default gateway.
  - Set the packet MTU to be less than or equal to the largest size supported by the VPN tunnel.
  - Peer the Zero Client to the Remote Workstation Card. See [Peering Zero Clients to Remote Workstation Cards](#)
4. From the Remote Workstation Card's AWI:
  - Configure the Session connection type.
  - Set the packet [MTU](#) to be less than or equal to the largest size supported by the VPN tunnel.
5. [Start a PCoIP session](#).
6. If necessary, adjust [bandwidth](#) and [image](#) parameters on both the host and client to optimize performance.

For information on optimizing networks for WAN connections, please log in to the [Support Site](#) and see the following Knowledge Base topics:

- Packet size (MTU) settings: [KB 1685](#)
- Bandwidth settings: [KB 1422](#)
- Image settings: [KB 1107](#)
- Windows desktop experience optimization: [KB 1359](#)

## Connect Remotely Using Network Address Translation with Custom Peer-to-Peer Suite B Certificates

You can have single or multiple PCoIP Zero Clients and Remote Workstation Cards connected behind NAT devices when using custom Peer-to-Peer Suite B certificates. This method applies only to Tera2 devices that employ UDP-encapsulated IPsec ESP encryption.

### Custom Peer-to-Peer Certificates

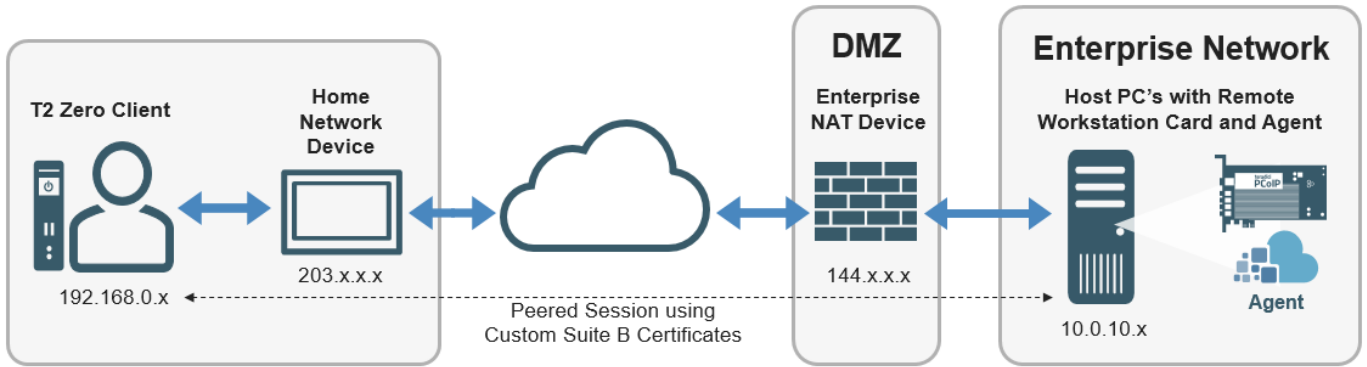
Custom Suite B Peer-to-Peer certificates are required to ensure the most secure connections available and is the recommended method when using a NAT configuration. For certificate information see [Creating and Applying Custom Certificates](#)

### Example IP addresses

The IP addresses used in the following figures are intended as example addresses only.

**SCENARIO 1: CONNECTING A PCOIP ZERO CLIENT TO A REMOTE WORKSTATION CARD (WAN).**

This scenario requires you to configure network address translation (NAT) devices with the necessary IP address and port translation at both ends of your network. This scenario describes a single connection from a PCoIP Zero Client to a dedicated Remote Workstation Card located in a different area across the WAN.



PCoIP Zero Client to Remote Workstation Card over WAN

To establish the connection perform the following steps:

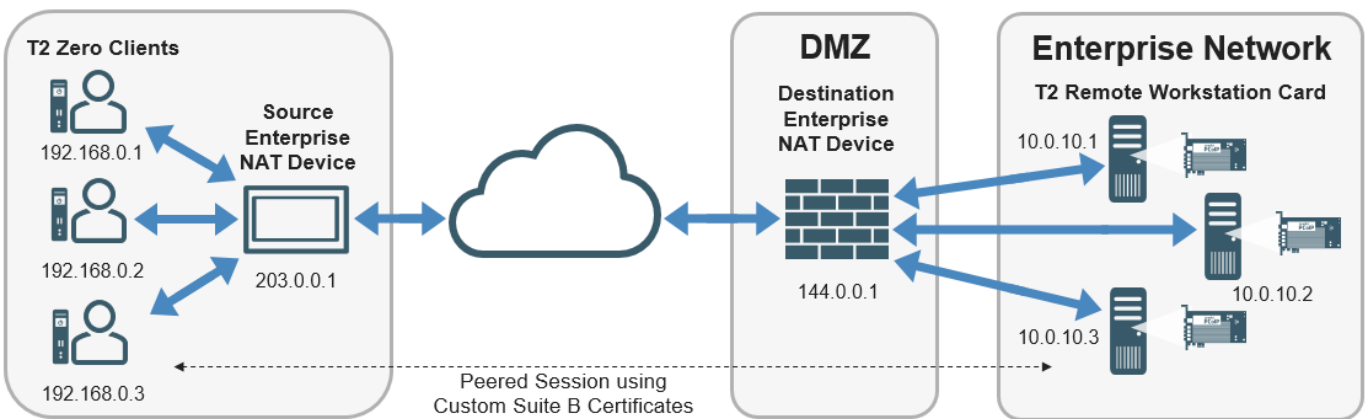
1. Configure the client side NAT device to redirect TCP/UDP port 4172 to the PCoIP Zero Client.
2. Configure the host side NAT device to redirect TCP/UDP port 4172 to the Remote Workstation Card.
3. Ensure you have a custom Suite B certificate to peer your PCoIP Zero Client to Remote Workstation Card. See [Creating and Applying Custom Certificates](#).
4. From the PCoIP Zero Client's AWI, configure the [Peering Zero Clients to Remote Workstation Cards](#), and enter the IP address of the destination enterprise NAT device.
5. From the Remote Workstation Card's AWI configure [Peering Remote Workstation Cards to PCoIP Zero Clients](#).
6. [Start a PCoIP session](#).

**SCENARIO 2: MULTIPLE PCOIP ZERO CLIENT SESSIONS OVER WAN**

This scenario requires you to configure network address translation (NAT) devices with the necessary IP address and port translation at both ends of your network.

**NAT**

In this scenario, an enterprise-level NAT device is required in both the source and destination networks.



Multiple PCoIP Zero Client Sessions over WAN

To establish the connection perform the following steps:

1. Configure the source enterprise NAT device (203.0.0.1) to translate IP address and ports as follows:
  - 192.168.0.1:4172 to 203.0.0.1:4172
  - 192.168.0.2:4172 to 203.0.0.1:4173
  - 192.168.0.3:4172 to 203.0.0.1:4174
2. Configure the destination enterprise NAT device (144.0.0.1) to translate IP addresses and ports as follows:
  - 144.0.0.1:4172 to 10.0.10.1:4172
  - 144.0.0.1:4173 to 10.0.10.2:4172
  - 144.0.0.1:4174 to 10.0.10.3:4172
3. Ensure you have a custom peer-to-peer Suite B certificate ready to use to peer your PCoIP Zero Client to Remote Workstation Card. See [Creating and Applying Custom Certificates](#).
4. From the PCoIP Zero Client's AWI configure the [Peering Zero Clients to Remote Workstation Cards](#), and enter the IP address of the destination enterprise NAT device.
5. From the Remote Workstation Card's AWI configure [Peering Remote Workstation Cards to PCoIP Zero Clients](#).
6. On your firewall or router, allow both TCP and UDP traffic on the ports you have configured in your NAT devices (4172+).
7. [Start a PCoIP session](#).
8. If necessary, adjust [bandwidth](#) and [image](#) parameters on both the host and client to optimize performance.

For more information on how NAT applications work with PCoIP, please log in to the support site and view [KB 1623](#).

## Connections from Software Clients

Connections from a PCoIP Software Client to Remote Workstation Card require the use of the command line or the installation and licensing of the Remote Workstation Card Agent. Once the Remote Workstation Card Agent is installed and activated on the host computer, clients are required to use the IP address of the host computer NIC or the FQDN of the host computer to connect. Optional host computer changes can improve performance of software client connections. If configuration changes on the host computer are needed, you will need administrator permissions and access to the host computer.

### Software Client USB support

USB devices connected to PCoIP Software Client hosts are not supported when connecting to Remote Workstation Cards or Remote Workstation Card Agents.

The following optional configurations are recommended for the best experience when accessing the Remote Workstation Card.

- Enable monitor emulation on Remote Workstation Card to avoid blank grey screens when you connect. To enable monitor emulation using the AWI, see [Configuring Monitor Emulation](#).
- Disable temporal dithering as it may cause blurriness, heavy packet loss, and high CPU usage on the PCoIP Software Client machine. See [KB 1087](#) for more information.

## Prerequisites

- You are using the same release of PCoIP Software Client as PCoIP Remote Workstation Card firmware or one release prior. Other software client releases may work but are not supported.
- The network the Remote Workstation Card and PCoIP Software Client are installed are properly configured and optionally have a 1 Gb connection between them for a better experience.
- The PCoIP Remote Workstation Card is using Maximum Compatibility encryption. See [Configuring a Session](#)
- For details about PCoIP software client requirements, and instructions on how to configure the client to connect to a Remote Workstation Card, see your [Windows](#), [Linux](#), or [macOS](#) software client administrators guide.

## Requirements

- The host computer NIC and the Remote Workstation Card is plugged into the same network.
- The PCoIP Remote Workstation Card Agent for [Windows](#) or [Linux](#) is installed and licensed on the host computer.
- Known IP address:
  - The NIC IP address of the host computer is known for connections via the Remote Workstation Card Agent.
  - The Remote Workstation Card IP address is known for direct connections without the agent.
- The PCoIP Remote Workstation Card Software for [Windows](#) or [Linux](#) is installed on the host computer.
- This requires the Host Firmware Function is enabled. You can enable this setting by [logging into](#) Remote Workstation Card from the AWI page—Configuration > Host Driver Function.

### What IP address to connect to

When the Remote Workstation Card Agent is installed, the IP address of the Remote Workstation Card is not used. Clients must connect to the IP address of the host computer NIC card.

## Connecting Remotely using VPN

The same principles that apply for Zero Clients using a VPN apply to Software Clients when connecting to multiple hosts through a WAN. Connections from a PCoIP Software Client to a Remote Workstation Card across a WAN will require a [VPN with enterprise level NATing devices](#).

## Connections with Remote Workstation Card Agent Installed

If you are brokering your PCoIP client to your Remote Workstation Card, you will first need to install the Remote Workstation Card Agent on the host PC that contains the Remote Workstation Card.

The following directions show how to connect a Windows Software Client to Remote Workstation Card installed in a Windows host computer.

To connect from your Software Client to the Remote Workstation Card Agent:

1. Ensure the Remote Workstation Card and Remote Workstation Card Software is installed on the host computer.
2. [Install the Remote Workstation Card Agent](#) on the host computer that has the Remote Workstation Card installed.
3. [License your Remote Workstation Card Agent](#).
4. Ensure your Remote Workstation Card Session configuration is configured to Accept Any Peer or has your client credentials entered (MAC address).
5. From your Software Client interface enter:
  - the IP address or FQDN of the *host computer* in the Host Address or Code: field connect for a direct connection.
  - the IP address or FQDN of the *connection manager* in the Host Address or Code: field connect for brokered connections.
6. Connect to your Remote Workstation Card host computer.

## Software Client Direct Connections using the Command Line

To connect from your Software Client using the command line without the Remote Workstation Card Agent installed:

```
* the IP address or FQDN of the _connection manager_ in the **Host Address or Code:** field connect for a brokered connections.
```

1. Connect to your Remote Workstation Card host computer.

## Software Client Direct Connections using the Command Line

To connect from your Software Client using the command line *without* the Remote Workstation Card Agent installed:

1. Ensure the Remote Workstation Card and Remote Workstation Card Software are installed on the host computer.
2. Open the command prompt on your client host computer.
3. Enter the following command:

- **Linux Client:** `pcoip-client.exe --hard-host <RWC_FQDN or RWC_IP_Address>`
- **Windows Client:** `"pcoip_client.exe --hard-host <RWC_FQDN or RWC_IP_Address>`

### Create a shortcut

If you have multiple Remote Workstation Cards to connect to on Windows hosts, create shortcuts to each one using the following:

```
"C:\Program Files (x86)\Teradici\PCoIP Client\bin\pcoip_client.exe" quit-after-disconnect -h <RWC_IP or RWC_FQDN>
```

## How To

---

### Upload a Firmware Release to a Remote Workstation Card

---

To upload a firmware release to a PCoIP Remote Workstation Card:

1. Ensure the host PC is in an idle state (i.e., that all applications are closed).
2. Log into the host's AWI.
3. From the Firmware Upload page, browse to the folder containing the firmware file. This file will have an ".all" extension.
4. Double-click the correct "\*.all" firmware file.
5. Click Upload.
6. Click OK to confirm that you want to proceed with the upload. The operation may take a few minutes. When completed, the AWI page displays two buttons—Reset and Continue.
7. Click Reset.
8. Click OK.
9. Power off and then power on the host PC. It is necessary to power off (not just restart) the PC or workstation in order for the changes to take effect on the Remote Workstation Card.

#### Large deployments

Administrators wanting to apply new firmware to a large number of PCoIP Remote Workstation Cards should consult the managing profiles section of the PCoIP Management Console Administrators' Guide.

## Displaying Processor Information

The Processor field on the [AWI Home page](#) for a host or client displays the name of the device's processor, or chipset.

### PCoIP® Host Card

PCoIP® device status and statistics for the current session.

**Processor:** TERA2240 revision 1.0 (512 MB)

**Time Since Boot:** 3 Days 1 Hours 58 Minutes 12 Seconds

**PCoIP Device Name:** pcoip-host-00300413b28c

**Connection State:** Connected to TERA2321 client [10.0.6.194](#)

**Connection Duration:** 0 Days 2 Hours 24 Minutes 21 Seconds

**802.1X Authentication Status:** Disabled

**Session Encryption Type:** AES-256-GCM

**PCoIP Packets (Sent/Received/Lost):** 458474 / 389955 / 0 (0.0 %)

**Bytes (Sent/Received):** 209254876 / 59874266

**Round Trip Latency (Min/Avg/Max):** 2 / 2 / 4 ms

**Transmit Bandwidth (Min/Avg/Max/Limit):** 0 / 624 / 13352 / 19766 kbps

**Receive Bandwidth (Min/Avg/Max):** 0 / 72 / 536 kbps

**Pipeline Processing Rate (Avg/Max):** 0 / 44 Mpps

**Endpoint Image Settings In Use:** Client

**Initial Image Quality (Min/Active/Max):** 50 / 100 / 100

**Image Quality Preference:** 50

**Build To Lossless:** Disabled

---

Display	Maximum Rate: Refresh Rate	Input Change Rate	Output Process Rate	Image Quality
1	60 fps	11 fps	11 fps	Perceptually Lossless
2	N/A	N/A	N/A	N/A
3	N/A	N/A	N/A	N/A
4	N/A	N/A	N/A	N/A

Processor Information on AWI Home Page

The processor family name and other information displays on the AWI Version page (Info > Version) for a host or client.

[Log Out](#)

**PCoIP® Host Card**

[Home](#)

[Configuration](#) / [Permissions](#) / [Diagnostics](#) / [Info](#) / [Upload](#)



## Version

View the hardware and firmware version information

**MAC Address:** [REDACTED]  
**Unique Identifier:** [REDACTED]  
**Serial Number:** [REDACTED]  
**Firmware Part Number:** [REDACTED]  
**Hardware Version:** [REDACTED]

**Firmware Version:** 5.1.0  
**Firmware Build ID:** release/host-5.1@42640 [REDACTED]  
**Firmware Build Date:** Jan 29 2019 16:30:18

**PCoIP Processor Family:** Tera2  
**PCoIP Processor Revision:** 1.0

**Bootloader Version:** 1.9.0  
**Bootloader Build ID:** r4\_7@16301  
**Bootloader Build Date:** Jul 2 2014 14:40:47

Processor Family Information on AWI Version Page



## Syslog Overview

---

The syslog protocol is a standard for logging program messages to a database. It is commonly used to monitor devices that do not have a large amount of storage capacity, such as networking devices, ESX servers, PCoIP Zero Clients, and PCoIP Remote Workstation Cards. Using syslog for logging enables you to centralize the storage of log messages and to capture and maintain a longer history of log data. It also provides a set of tools to filter and report on syslog data.

Syslog messages include a facility level (from decimal 0 to 23) that indicates the application or operating system component that is generating the log message. For example, a facility level of 0 indicates a kernel message, a facility level of 1 indicates a user-level message, and a facility level of 2 indicates a message from a mail system. Processes and daemons that have not been explicitly assigned a facility may use any of the eight local use facilities (16 – local use 0 to 23 – local use 7) or they may use the 1 – user-level facility. Facilities enable for easy filtering of messages generated by a device.

Syslog messages are also assigned a severity level from 0 to 7, where a severity level of 0 indicates an emergency panic condition and a severity level of 7 indicates a debug-level message useful to developers but not for operations.

### Syslog default values

Ports 514 or 6514 are commonly used for connecting to a Syslog server depending on the Syslog connection type. See [IANA reference](#). If port 514 is used with Syslog connection types TCP or TCP with TLS—then there may be a conflict with the shell service name which uses TCP port 514.

PCoIP Tera2 endpoints have a default Syslog port of 514 and UDP Syslog connection type to send syslog messages to a centralized UDP Syslog server. However, you may use a different port as long as the syslog server receives the syslog messages on the same port that the device sends the messages.

We also use 19 – local use 3 as the default facility because this facility isn't commonly used.

### Ensure that the syslog server can manage the volume of messages

Ensure that your syslog server can handle the volume of messages that the Tera2 PCoIP endpoint sends. With certain free syslog servers, messages are lost if the volume is too great.

### Syslog Facility default use

Cisco IOS devices, CatOS switches, and VPN 3000 concentrators use the 23 – local use 7 facility. Cisco PIX firewalls use the 20 – local use 4 facility. We also use 19 – local use 3 as the default facility under the assumption that this facility is not commonly used. If it is being used, you can select a different facility.

## Enabling Syslog

---

To configure syslog, you'll need to ensure the event log is enabled which will then display the syslog settings. Enable syslog, enter the IP address or Fully Qualified Domain Name (FQDN) for the syslog server, and specify the port number, facility to use, and connection type to send messages to the syslog server.

To configure syslog settings:

1. From the AWI, browse to Diagnostics > Event Log and ensure the Enable Event Log check box is selected.
2. Select the Enable Syslog check box.
3. For Identify Syslog Host By, select whether you want to identify the syslog server by its IP address or FQDN.
  - In the Syslog Host IP Address / Syslog Host DNS Name box(es), enter the IP address or FQDN of the syslog server.
4. If the syslog server is configured to receive data on a port other than 514, enter another port number in the Syslog Host Port box.
5. If you want the device to use a facility other than the default facility, select it from the Syslog Facility list.
6. Enable the Syslog Enable Metadata setting to tag every syslog entry with the PCoIP Device Name and Generic Tag.
7. Select the Syslog Connection Type according to your security policies.
  - Add the client certificate for TCP with TLS syslog connections that require Mutual Authentication (Server and Client). See Syslog TCP/TLS Authentication in the [Uploading Certificates](#) topic.
8. Click Apply.
9. From the *Success* page, click Continue.

## Performing Logging Tasks

---

Enabling the Event Log allows you to configure diagnostic logging tasks such as:

- Enabling and configuring Syslog as the logging protocol to use to collect and report events. Additional information on Syslog can be found in [Configuring Syslog](#).
- Enabling enhanced logging mode for specific components, such as USB or video components.

### Providing Event Log Files to Support

Log files from an endpoint are captured by simply highlighting the event log, then copy and pasting the entries to a text file.

## Enabling the Event Log

---

The following steps will allow you to view and obtain the necessary log entries to troubleshoot any issues with your endpoint.

1. From the AWI, browse to Diagnostics > Event Log and ensure the Enable Event Log check box is selected.

## Event Log

Configure diagnostic logging options

**Enable Event Log:**

---

**Event Log Messages:** View Clear

**Enable Syslog:**

**Identify Syslog Host By:**  IP address  FQDN

**Syslog Host IP Address:**  .  .  .

**Syslog Host Port:**

**Syslog Facility:**  ▼

**Syslog Enable Metadata:**

**Syslog Connection Type:**  ▼

**Client Certificate:**  Choose


**Enhanced logging mode:** Disable

Category	Enable enhanced logging
AUDIO	<input type="radio"/>
MANAGEMENT CONSOLE	<input type="radio"/>
NETWORKING	<input type="radio"/>
ONESIGN	<input type="radio"/>
SESSION NEGOTIATION	<input type="radio"/>
SMARTCARD	<input type="radio"/>
SYSTEM	<input type="radio"/>
USB	<input type="radio"/>
VIDEO	<input type="radio"/>


Apply
Cancel

AWI Event Log page

2. Select any of the following actions.

- Select the View button to display event log messages stored on the endpoint using the  to refresh the browser page displaying the log information.
- Select the Clear button to delete all the event log messages stored on the endpoint and start logging events from a time of your choosing.
- If you require enhanced logging details to help troubleshoot a specific type of problem with a Tera2 PCoIP endpoint, select an enhanced logging category and click Apply > Continue. See the event log parameters table below for further descriptions of each enhanced log parameter.

To return to normal logging mode, click Disable and then Apply > Continue.

 **Enhanced Settings**

- Enhanced logging may be enabled for only one category at a time.
- Enhanced logging mode messages can be located in the event log by their Level 3 (LVL:3) designation, which indicates a debug-level message.

The following parameters display on the AWI Event Log page.

## Disabling the Event Log

You can disable the event log using the AWI and *deselecting the Enable Event Log option* which disables the event log and removes syslog and enhanced logging options from view.

**Event Log**

Configure diagnostic logging options

**Enable Event Log:**

---

AWI - Disabled Event Log

## AWI Event Log Parameters

Parameter	Description
Enable Event Log	<p>When this feature is enabled, logging occurs in verbose mode, and all event log and syslog options display.</p> <p>When this feature is disabled, the logging options are hidden. Disabling the event log disables logging in the AWI and OSD, deletes existing persistent event logs, and stops verbose messages being sent to configured syslog server.</p>
Event Log Messages	<p>View (AWI) Click to open a browser page that displays the event log messages (with timestamp information) stored on the device. Press <input type="button" value="F5"/> to refresh the browser page log information.</p> <p>Clear (OSD/AWI) Click to delete all event log messages stored on the device.</p>
Enable Syslog	<p>Enable or disable the syslog standard as the logging mechanism for the device.</p> <p>Note: If you enable syslog, you must configure the remaining fields. If you disable syslog, you can't edit the fields.</p>
Identify Syslog Host By	<p>Choose if the syslog server host is identified by its IP address or by its Fully Qualified Domain Name (FQDN). The configurable parameter that displays depends on which option you choose to identify the syslog server host.</p> <p>IP Address: Enter the IP address for the syslog server host.</p> <p>FQDN: Enter the DNS name for the syslog server host.</p> <p>If you enter an invalid IP address or DNS name, a message appears to prompt you to correct it.</p> <p>If Syslog Connection Type is TCP with TLS the uploaded public certificate for the syslog server must have the common name match the value defined here (either IP address or FQDN).</p>
Syslog Host Port	Enter the port number of the syslog server. The default port number value is 514 for UDP; See <a href="#">IANA Syslog Ports</a> .
Syslog Facility	<p>The facility is a number attached to every syslog message. The number categorizes the source of the syslog messages. The facility is part of the standard syslog header and all syslog servers can interpret it.</p> <p>Enter a facility to suit your logging needs. For example, you could configure devices as follows:</p> <ul style="list-style-type: none"> <li>PCoIP endpoints to use facility 19</li> <li>Cisco routers to use facility 20</li> <li>VMware ESX hosts to use facility 21</li> </ul> <p>The default facility is set to '19 for local use 3'. Cisco routers default to '23 for local use 7'.</p>
Syslog Enable Metadata	When enabled, each syslog message will prefix the message with the PCoIP Device Name and the Generic Tag. When disabled, the metadata will be omitted.
Syslog Connection Type	<ul style="list-style-type: none"> <li>UDP (Default)</li> <li>TCP</li> <li>TCP with TLS (most secure)</li> </ul>
Client Certificate	<p>Required for secure TCP with TLS connection types that require Mutual Authentication of both server and client. Use this to select the client certificate from the endpoint certificate store.</p> <p>Note a client certificate must be uploaded to the certificate store prior to selection and must contain both the private key and public certificate information. See (Upload Certificate - reference)</p>
Enhanced logging mode	



Parameter	Description
	Enhanced logging mode categories:
	•Audio: Provides enhanced audio-related details, such as audio compression levels and audio bandwidth. Enable this mode if you are experiencing any problems with audio quality.
	•Management Console: Provides debug-level details for the connection state between the device and the MC. Enable this mode if you are having trouble connecting to or managing the device using the MC.
	•Networking: Provides socket-level details for a device's network connections. Enable this mode for network-related issues—for example, if the device cannot connect to a peer or broker, or if it cannot get an IP address from a DHCP server.
	•OneSign: Provides enhanced logging for connections using Imprivata's OneSign Single Sign-On proximity cards. Enable this mode to see debug-level messages between a device and a OneSign authentication server.
	•Session Negotiation: Provides pre-session messaging details, such as the full feature set advertised by each device. Enable this mode for low-level session negotiation details.
	•SmartCard: Provides debug-level messages for smart cards. Enable this mode if you experience trouble tapping or logging in using a smart card.
	•System: Provides heartbeat details about the device, such as ambient temperature. Enable this mode for system-level problems.
	•USB: Provides details of the traffic between the device and any connected USB devices. Enable this mode if you are experiencing problems with a connected USB device.
	•Video: Displays enhanced image-related logging information. Enable this mode for image problems, monitor problems, or display topology issues.

---

## Using the Packet Capture Tool

The AWI Packet Capture page provides the Packet Capture diagnostic tool to capture network packets on the PCoIP endpoint. All traffic excluding PCoIP traffic is captured into a binary file called `packet_capture.bin`. A maximum of 20 MB of data can be captured. If you do not stop the capture, it will automatically stop when it reaches the maximum size.

Using the packet capture tool may be requested by our support team.

### Packet Capture

Capture network packets for diagnostics

---

**Packet Capture Status:** Idle

**Bytes (Captured/Max):** 0 / 20971520 (0.0 %) in 0 packets

**Diagnostic Packet Capture:**

**Download Packet Capture:** [Download](#)

AWI Packet Capture page

The following parameters display on the AWI *Packet Capture* page:

Parameters	Description
Packet Capture Status	Displays the status of the packet capture tool. Values include: - Idle: Packet capture has not been initiated. - Running: Packet capture is in progress. - Stopped: Packet capture has been stopped.
Bytes (Captured/Max)	Shows the number of captured bytes over the maximum number you can capture (in numeric and percentage format) along with the number of packets captured.
Diagnostic Packet Capture	Click Start to start the capture and click Stop to stop the capture.
Diagnostic Packet Capture	Click the Download link to save <code>packet_capture.bin</code> to the desired location on your computer.

#### Idle Status

After performing a packet capture, the status displays as Idle if you reboot the endpoint.

To capture network packets to troubleshoot an issue:

1. from the AWI, select Diagnostics > Packet Capture.
2. From the AWI *Packet Capture* page, click Start to initiate the packet capture.
3. Repeat the steps required to reproduce the issue.
4. Click Stop to stop the packet capture.
5. Click the Download link.
6. Save `packet_capture.bin` to a location on your computer.

## Technology Reference

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### Local Cursor and Keyboard

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Local cursor and keyboard is a feature of the PCoIP Remote Workstation Card Software that improves usability for PCoIP sessions operating over WAN connections (latency > 40 ms). When enabled, it allows the PCoIP Zero Client to terminate input from the mouse and keyboard, and to draw the cursor on the attached display(s).

For more information about this feature and instructions on how to enable it, please see the PCoIP® Remote Workstation Card Software for Windows Administrators' Guide [Using the Remote Workstation Card Software User Interface WAN Experience - Enable Local Cursor and Keyboard](#) topic.

## Monitor Emulation

Teradici's monitor emulation feature for PCoIP Remote Workstation Cards presents a generic display to ensure the boot process completes. It is intended to alleviate issues related to graphics cards that do not enable Display Port or DVI ports when no monitor is detected and/or do not honor hot plug events. These issues can occur during initial BIOS/OS boot or at some time after a full OS boot.

Enabling monitor emulation will provide the motherboard/GPU BIOS, OS, and GPU software driver a valid EDID. In general, the firmware will respond with the last connected monitor EDID when monitor emulation is enabled. If no display has been connected to a port since the device was factory programmed, a default EDID is used. The default monitor definitions shown below.

<b>Monitor Name</b>	<b>TERA DEFAULT</b>
Manufacturer ID	XXX
Monitor Serial Number	000000000000
Established Timing Supported	640x480 @ 60Hz (IBM,VGA) 800x600 @ 60Hz (VESA) 1024x768 @ 60Hz (VESA)
Standard Timing Supported	1280x1024 @60Hz
Native Resolution	1024x768 @60Hz Min Vertical Freq f 50 Hz Max Vertical Freq f 75 Hz
Monitor Range Limits Description	Min. Horiz. Freq f 30 KHz Max Horiz. Freq f 82 KHz Pixel Clock f 140 MHz
EDID Revision	1.4



### Disable monitor emulation

This feature can be disabled to prevent GPUs from driving unwanted display outputs. When in session, the true hotplug/display state is only bridged from the client if the Remote Workstation Card Software is installed. This implies that a GPU may drive emulated ports with a video signal, even if the port on the client does not have an attached display.

## PCoIP Software Session Variables

---

The PCoIP software session variables in Microsoft's Group Policy Object (GPO) editor let you configure users' desktops with a collection of parameters that affect PCoIP sessions with soft hosts. These variables are defined in a GPO administrative template file called pcoip.adm, which is located on the View Connection Server installation directory (`\\<servername>\c$\Program Files\VMware\VMware View\Server\extras\GroupPolicyFiles\pcoip.adm`).

You can enable and configure PCoIP software session variables in either the Group Policy Object editor's PCoIP Session Variables > Overridable Administrator Defaults list to allow users to override settings or the PCoIP Session Variables > Overridable Administrator Defaults list to prevent users from overriding settings.

### PCoIP GPO Template

For large environments, you can apply pcoip.adm to a Windows Active Directory organizational unit (OU) or to a machine that you are configuring as a template for a desktop pool. For further details, see "VMware View 5 with PCoIP Network Optimization Guide" from the [VMware Documentation](#) website.

For instructions on how to load the PCoIP session variables template to a virtual machine's GPO editor, please see [KB 1085](#) on the Support Site.

## PCoIP Packet Format

PCoIP is a real-time technology that uses UDP as the transport-layer protocol. PCoIP supports two encryption types—UDP-encapsulated ESP and native IPsec ESP. An unencrypted PCoIP transport header field is also present for devices with firmware 4.1.0+ installed and/or for scenarios using View 5.1+. The PCoIP transport header allows network devices to make better QoS decisions for PCoIP traffic.

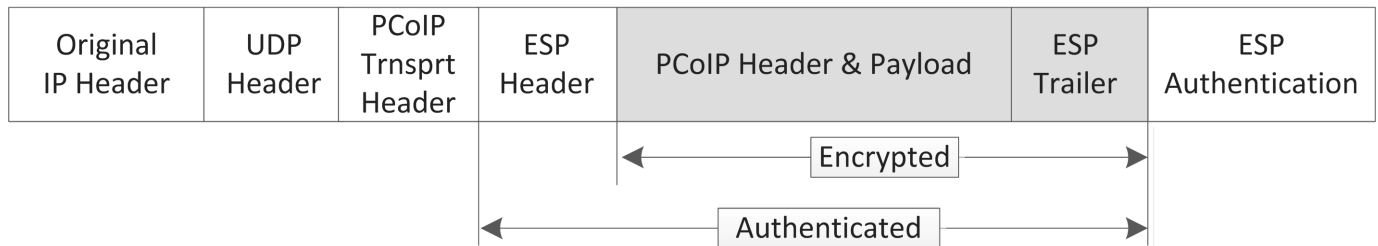
### Port 4172

TCP/UDP port 4172 is the Internet Assigned Numbers Authority (IANA) port assigned to the PCoIP protocol. UDP port 4172 is used for the session data, and TCP port 4172 is used for the session handshake. For more information about TCP/UDP ports that are used for PCoIP technology, see [KB 1351](#) on the Support Site.

## UDP-encapsulated ESP Packet Format

UDP-encapsulated ESP is the default packet format for Tera2 devices with firmware 4.1.0 installed. It is also used for Tera1 devices with firmware 3.x+ installed that connect remotely via a View Security Gateway.

The UDP-encapsulated ESP packet format is illustrated in the figure below. This figure also shows the location of the PCoIP transport header in a UDP-encapsulated ESP packet.

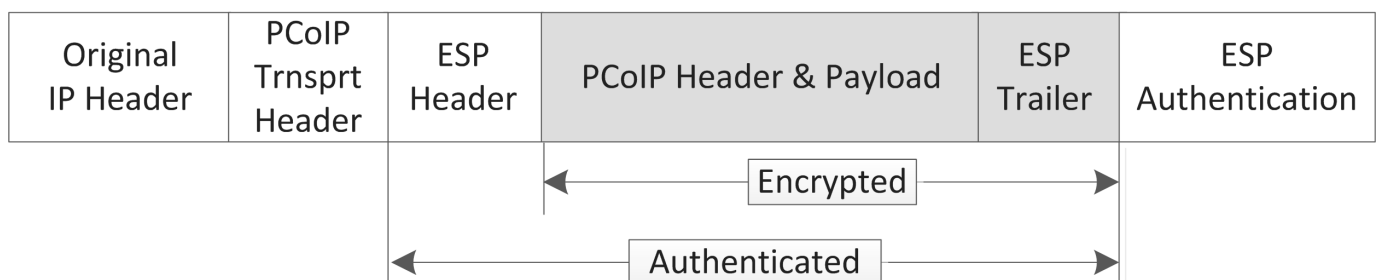


UDP-encapsulated ESP Packet Format

## IPsec ESP Packet Format

IPsec ESP encapsulation is the default packet format for direct connections that involve a Tera1 PCoIP Zero Client and/or Tera1 Remote Workstation Card.

The IPsec ESP packet format is illustrated in the figure below. This figure also shows the location of the PCoIP transport header in an IPsec ESP packet.

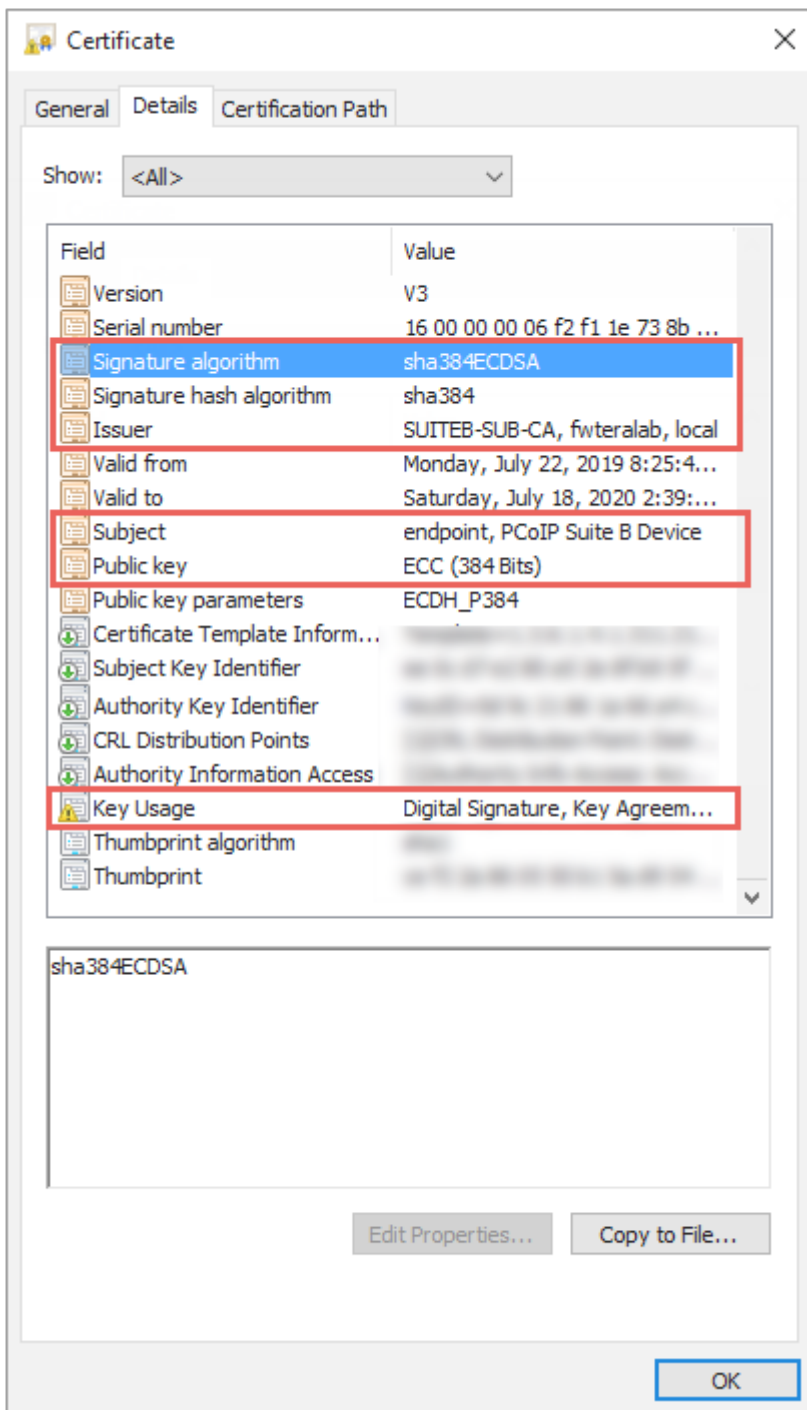


IPsec ESP Packet Format

## Creating and Applying Custom Certificates

In order to securely connect your PCoIP Zero Client to a Remote Workstation Card, the certificates must meet PCoIP Zero Client and PCoIP Remote Workstation Card Suite B requirements and both devices must be configured correctly.

This reference provides the Suite B certificate requirements so that you can create your own custom certificate to securely connect your PCoIP Zero Client to a Remote Workstation Card. It also provides the configuration steps to connect your endpoints using the Suite B: TLS 1.2 with Suite B compliant 192-bit elliptic curve encryption TLS Security Mode parameter.



Required Certificate Parameters

## All Certificate Requirements (Root/Client/Server)

- Subject and Issuer name must be valid (both the CN and O and cannot be empty).
- Signature algorithm must be SHA-384ECDSA.
- Signature hash algorithm must be SHA-384.
- Public key needs to be an 384 bit elliptic curve key that was generated from the secp384r1 curve (commonly known as the P-384 curve).
- Must be generated as unencrypted .pem files.

## Client Certificate Specific Requirements

- Key Usage must be Digital Signature or omitted.
- Self signed certificates are not allowed.

## Server Certificate Specific Requirements

- Key Usage must be Key Agreement, Key Encipherment or omitted.
- Self signed certificates are not allowed.

### Notes

- The validity period is optional.
- The Certificate Revocation List (CRL) lookup and Online Certificate Status Protocol (OCSP) is not used.
- If certificate key usage has both Digital Signature and Key Agreement (or if certificate has no Key Usage), then it is possible to use the same certificate on both host and client.
- See [Samples\\_v2](#) for PCoIP Zero Client (client), Remote Workstation Card (server), and Root CA certificates. The example\_suite\_b\_client\_server\_combo\_cert sample certificates provided can be used as either a client or server certificate.
- The [Generate\\_Certificate\\_Script](#) package has been provided to demonstrate how to generate custom certificates. Unzip and run the example\_suiteb\_all\_gen.sh script (certificates will be created in the certificates folder).

Perform the following configuration steps on the Remote Workstation Card and PCoIP Zero Client to establish a secure connection with your custom certificates.

## Remote Workstation Card Configuration

1. Login to the Remote Workstation Card AWI.
2. Browse to Upload > Certificate and Upload both the issuer (example\_suite\_b\_root\_ca\_cert.pem) and server (example\_suite\_b\_client\_server\_combo\_cert.pem) certificates.
3. Browse to Configuration > Session.
4. Select Suite B: TLS 1.2 with Suite B compliant 192-bit elliptic curve encryption for TLS Security Mode parameter.
5. Select the correct Server certificate for the Peer-to-Peer Certificate parameter.
6. Click on Apply and then Continue.

## PCoIP Zero Client Configuration

1. Login to the PCoIP Zero Client AWI.
2. Browse to Upload > Certificate and Upload both the issuer (example\_suite\_b\_root\_ca\_cert.pem) and client (example\_suite\_b\_client\_server\_combo\_cert.pem) certificates.
3. Browse to Configuration > Session.



4. Select Direct to Host for the Session Connection Type and enter the IP address of the Remote Workstation Card that you are connecting to for the DNS Name or IP Address parameter.
5. Select Show Advanced Options and select Suite B: TLS 1.2 with Suite B compliant 192-bit elliptic curve encryption for the TLS Security Mode parameter.
6. Select the correct Client certificate for the Peer-to-Peer Certificate parameter.
7. From the OSD connect to your Remote Workstation Card.

 **Notes**

- If a custom peer to peer certificate is applied and a connection is made, and the custom certificates are removed from the certificate store on either device, a subsequent connection will not establish.
- A connection reset is required before changes will take affect.