

Teradici Virtual Audio Driver Deployment Guide

PCoIP® Component Installer

This guide is intended for administrators who are responsible for installing the Teradici Virtual Audio Driver.

The PCoIP® Component Installer is a program for installing Teradici PCoIP components in VMware Horizon virtual desktops. This audio driver provides support for bi-directional analog audio and locally terminated USB audio for VMware Horizon virtual desktops. The Teradici Virtual Audio Driver must be used if microphone input is desired.

For optimal performance with Zero Clients, it is recommended that you locally terminate USB audio devices on the Zero Client, install the Teradici Virtual Audio Driver on your VM, and select this driver as the default playback device.

Note

USB audio features for locally terminated audio devices can be configured from the AWI Configuration > Audio page. For more information about how to locally terminate USB devices, please see [PCoIP® Zero Client Firmware Administrators' Guide](#).

Installing the Teradici Virtual Audio Driver

These instructions explain how to run the PCoIP Component Installer to install the Teradici Virtual Audio Driver on a Windows-based virtual desktop. You can install this driver either by running the installer setup wizard or performing a silent installation from the command line. Both procedures are explained below. This section also contains instructions for uninstalling and disabling the Teradici Virtual Audio Driver.

Whenever you run the PCoIP Component Installer, any existing Teradici Virtual Audio Driver is deleted and then installed again. An operating system reboot is required each time.

Permissions

You must be logged in with administrator permissions in order to successfully perform this installation.

Requirement for newer versions of Horizon

For deployments using Horizon Agent 8.4 or newer, use the driver installer x64 executable which uses a different install method [described here](#).

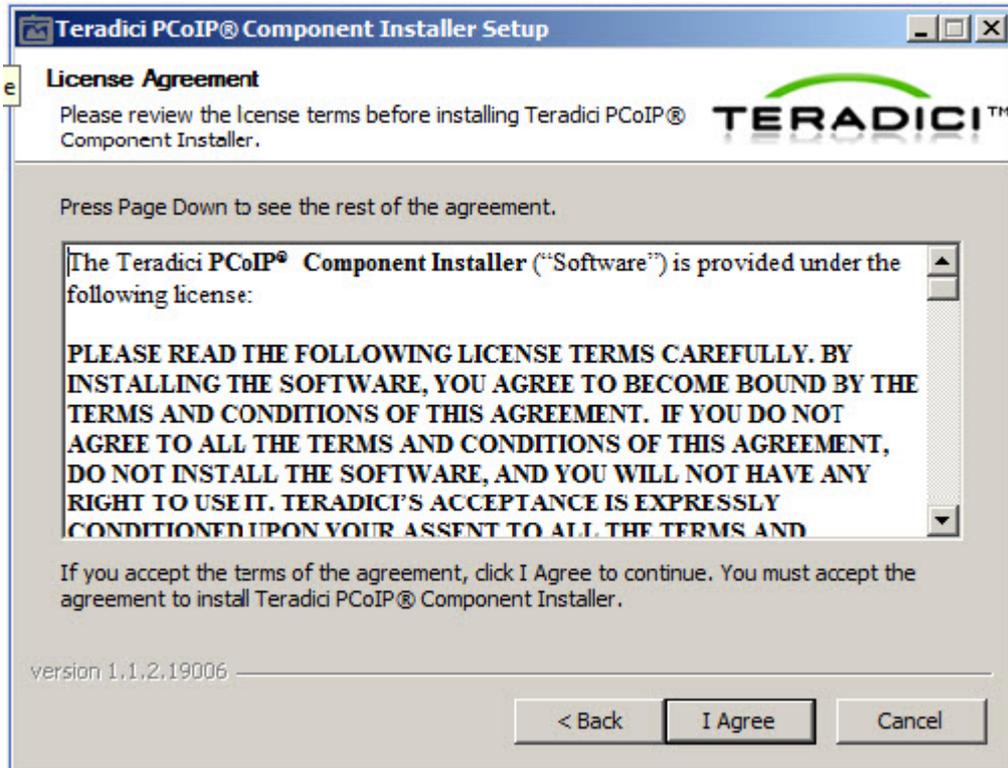
Installing the Teradici Virtual Audio Driver

To install the Teradici Virtual Audio Driver:

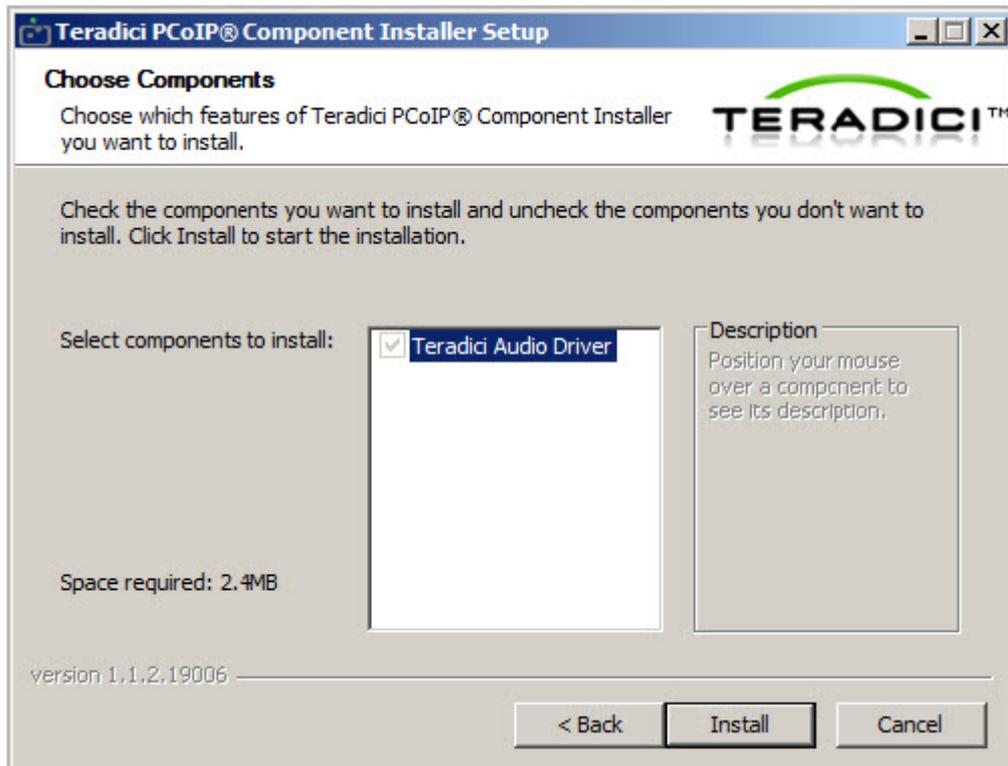
1. Download the Teradici Virtual Audio Driver installer (**PCoIP_ComponentInstaller.exe**) to the virtual desktop.
2. Double-click on the file to launch the setup wizard.
3. Click **Next** at the welcome dialog.



4. Accept the license agreement by clicking **I Agree**.



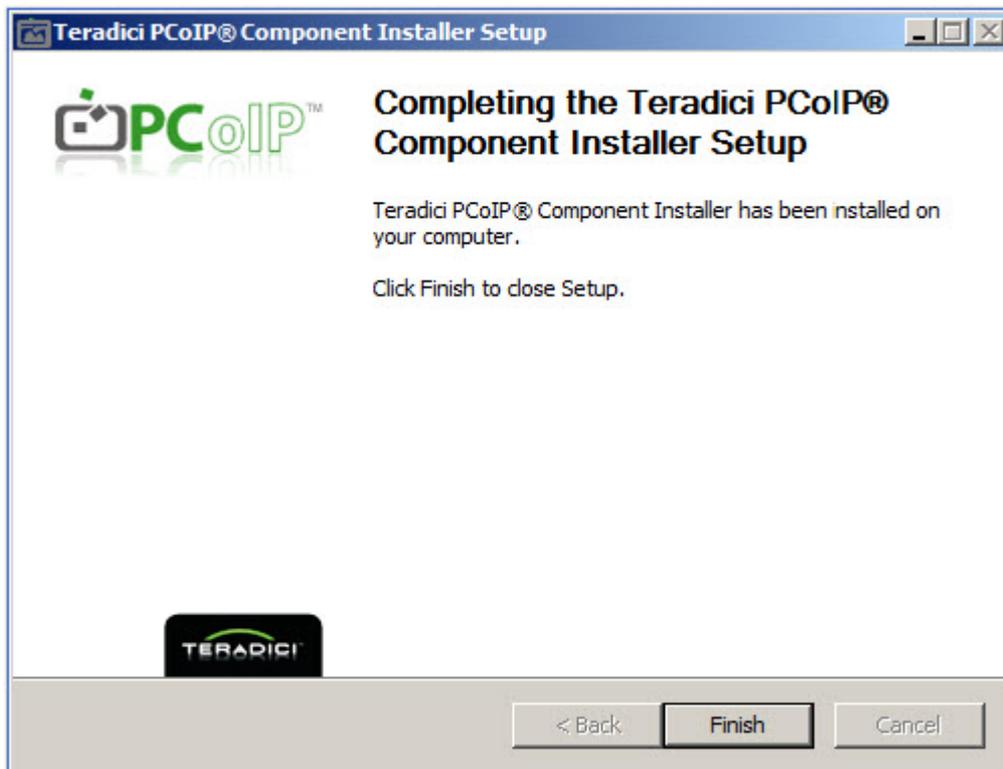
5. Click **Install** to install the Teradici Virtual Audio Driver component.



6. This dialog appears when the installation successfully completes. Click **OK** to continue.



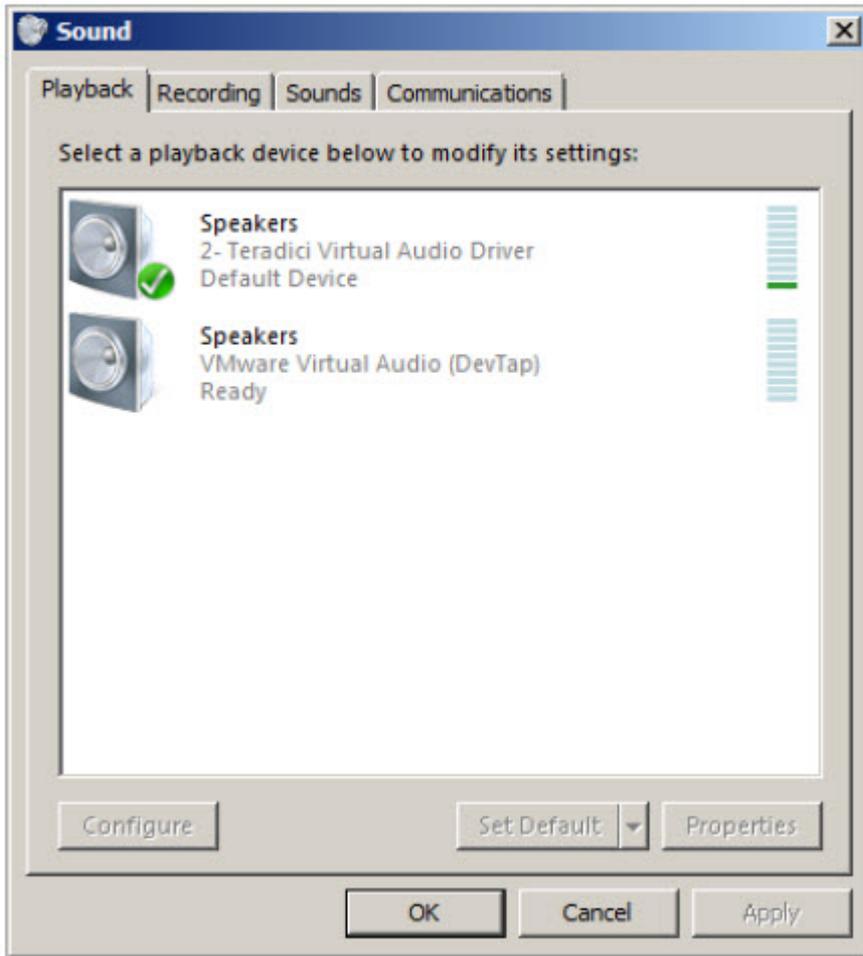
7. Click **Finish** to exist the setup wizard.



8. From the bottom left of the Windows desktop, select the magnifying glass icon, type **sound**, press enter, and select the **Manage audio devices** option.
9. Ensure that **Teradici Virtual Audio Driver** is selected as the default device in the **Playback** tab, as shown below.

Horizon desktop

The following screen shot comes from a Windows-based VMware Horizon desktop which includes the VMware Virtual Audio DevTap driver.



10. Reboot the virtual desktop operating system so the new audio driver can take effect.

Performing a Silent Installation

You can perform a silent installation of the Teradici Virtual Audio Driver by using the following case sensitive command where **<location>** is the full path to the folder containing the installer.

```
<location>\PCoIP_ComponentInstaller.exe /S
```

Uninstalling the Teradici Virtual Audio Driver

To uninstall the Teradici Virtual Audio Driver:

1. Select the search icon on the bottom left of the taskbar and type **Device Manager** and select the device manager option.
2. Expand the **Sound, video and game controllers** node.
3. Right-click on **Teradici Virtual Audio Driver**, and then select **Uninstall**.
4. Close the Device Manager.
5. Reboot the virtual desktop operating system.

If you want to install an earlier version of the Teradici Virtual Audio Driver, you must uninstall the existing version first.

Disabling the Teradici Virtual Audio Driver

Note

If you disable and then re-enable the Teradici Virtual Audio Driver from the Device Manager, you will need to restart the PCoIP session by logging off and back on again, or by rebooting the operating system.

To disable the Teradici Virtual Audio Driver:

1. Select the search magnifying icon on the bottom right of the taskbar and type **Device Manager** and select the device manager icon.
2. Expand the **Sound video and game controllers** node.
3. Right-click on Teradici Virtual Audio Driver, and then click **Disable**.
4. Close the Device Manager.
5. Reboot the virtual desktop operating system.

Identifying the Audio Driver Version

In order to identify the version of the installed Teradici Virtual Audio driver for Windows, you can review the information available via the properties dialog of either the audio drive or the component installer. You can also view the component installer version during the install process.

To identify the installed Teradici Virtual Audio Driver version:

1. Open Device Manager.
2. Expand **Sound, video and game controllers** option.
3. Right click on Teradici Virtual Audio Driver.
4. Select Properties.
5. Select the Driver tab and confirm the **Driver Version** and **Digital Signer** as shown in the following example.

Example

Driver Version: 1.2.0.17470 Digital Signer: Microsoft Windows Hardware Compatibility
Publisher

Virtual Audio Properties

If your Teradici Virtual Audio Driver version is not 1.2.0.17470, then download the latest release from the [support site](#).

Identify the Audio Driver Version during Install

During the installation of the audio driver, the version of the component installer will be displayed in the lower left corner of the active screen as seen below.

```
![Virtual Audio Properties](/Images/virtual-audio-install-component-id.png)
```

If your component installer version is not 1.1.3.38313, then stop the installation and download and install the latest Teradici Virtual Audio Driver from the [support site](#).

Identify the Audio Driver Version Prior to Install

If you already have a copy of the Teradici Virtual Audio Driver in your inventory, you can identify the version of the component installer via its properties dialog.

To identify the component installer from its zip file:

1. Unzip the Audio driver to a known location.
2. Right click the installer executable and select **Properties**.
3. Click the **Details** tab and identify the file version as noted in the red circle in the diagram above.

Component Installer Properties

If your component installer version is not 1.1.3.38313, then download and install the Teradici Virtual Audio Driver from the [support site](#).