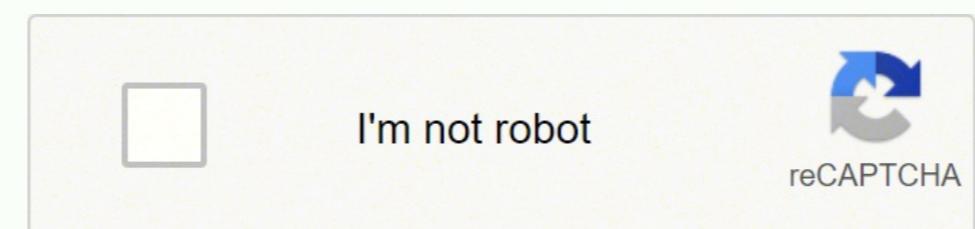


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2 / I cannot print from the Zero Client while attached to Amazon WorkSpace. Make certain you add the printers in the GCP on the printer server and then share the printers with other users. 3 / I am not able to print to Amazon Workspace with a USB connected printer. Currently AWS does not support USB devices (other than keyboard and mouse) on Zero Clients, (except regarding USB is below). Most keyboards and pointing devices are supported by the Amazon WorkSpaces client applications. This includes many different types of USB and Bluetooth input devices. If you encounter an issue with a particular device, report the problem at . Other locally attached peripherals, such as storage devices, are not supported. Please refer to the Amazon documentation for further updates on USB and printer redirection. 1 / How can I set the Team2 to take me to the logon screen of the desktop rather than sign in automatically? First step is to disable single sign-on by adding a string entry "AllowSingleSignOn" with a value of "false" in HKEY_LOCAL_MACHINE\SOFTWARE\VMware, Inc.\Vmware VDMMgmt\Configuration on the VM that you want to assign a specific client. This is done using regedit, or with a GPO. This can be done either on the source for a pool, an individual machine in a pool (but it will be overwritten with a recompose), or for a single non-linked clone vm in a pool. Create a AD user, depending on your client device's autologin requirements for the username/naming convention, and then assign that user to that VM. When the device logs in, it will get its assigned VM based on the username. Make sure you only assign that user to a single pool/vm. Since single sign on has been disabled, it does not pass the view credentials to the VM... requiring the user to log in. Then on the V1200 change the connection type to View Connection Server + Auto-Logon. You will need an AD account that has rights to that desktop and also enter the pool name to select. The pool I used only has one desktop in it so this V1200 always connects to that desktop only. 2 / What Display Port protocol do the Teradici zero clients support? PCoIP zero clients support Display Port protocol version 1.1a. If a device is certified as Display Port 1.2 then it should be backward compatible to Display Port 1.1, the key word in this statement is should. There are monitors that claim to be Display Port 1.2 certified however they are not backward compatible. 3 / I just received a PCoIP zero client and it is prompting me for a password, what is it? The newer units do prompt for a password but the default is no password. Just click on through it and you can then add a password if you choose. 4 / Where can I find the latest firmware for the V1200 - Teraz? Please contact 10ZIG Support at support@10zig.com or 866-864-5250 x0 for information on downloading firmware. 5 / Where can I download the administrator's guide for a Teraz zero client? Click here to download the administrator's guide for a Teraz zero client. 6 / I am trying to get quad monitor to work on a V1200 but only two of them display. For quad monitor to work the Virtual Machine must have enough VRAM to support all four monitors. Make certain that the pool is set for four (4) monitors and the resolution is set at the highest setting. Changing these two parameters will adjust the VRAM high enough to support the four monitors. 8 / Do PCoIP zero clients and host cards support VLAN tagging? Teradici PCoIP zero clients and host cards do not support VLAN tagging. If an environment requires VLAN tagging, the implementation of a network device's (switch / router) VLAN options such as port based VLANs or VLAN tagging is recommended. 9 / When playing a video, the audio is not in sync with the video. The driver comes as a component within the PCoIP Component Installer. The Teradici's virtual audio driver provides bi-directional analog and locally terminated USB audio support for virtual desktops using PCoIP Software such as VMware Horizon. PCoIP Component Installer 10 / I am using a card reader and it passes through but when opening in notepad and swiping a card, it usually runs a "cycle", in which it will input a line of information and stop. The information is jumbled, and only contains a portion of correct card information, perhaps the first 8 numbers of the card and bits and pieces of the Card Holders name, the rest being random characters. 11 / When connecting to a Desktop desktop we cannot get the second monitor to work. Check settings in MSCONFIG - Boot - Base video must be unchecked. 12 / Do PCoIP zero clients support pre-session smart card authentication? Yes. PCoIP zero clients support pre-session smart card authentication for sessions connected to VMware View virtual desktops that meet the system configuration requirements listed next. For deployments that meet these requirements, PCoIP zero clients can also read and process smart card information and allows SSO (single sign on) authentication of the user prior to session establishment. Please click here to read the Teradici document Impativa OneSign PCoIP zero clients deployment guide ter1204004_1.pdf. 14 / How can I remove the user's capability of changing the View Connection Server(VCS) address on the Zero Client's OSD? To remove the user's capability of changing the View Connection Server(VCS) address on the Zero Client's OSD, please follow the instructions below. Management Console 1.10.x Using the Teradici Manager Console Go to the profile that manages the ZCs you want to change. In the profile go to "Session Configuration" and click "Edit Properties" link. Check the box for "Session Cache Mode" and in the drop down list select "Read Only" Scroll to the bottom and click the "Save" button. Apply the profile. Management Console 2.2 Go to the profile that manages the Zero Clients you want to change. Click on the Session tab in the left hand pane. Change your Session from Basic to Advanced Set your Session Connection Type to View Connection Server Set your Server URIScroll down and set your Connection Server Cache Mode to Read Only from the drop down. Scroll back to the top and click save then apply your profile. 15 / Do the Zero Client supports VMware RTV? RTV is not supported on PCoIP Zero Clients 16 / How do I install a mounting bracket on the zero client? Mounting instructions can be found HERE. 17 / Which PoE Class and how much power consumption is required for the V1200-POE and 5900q series including PoE module? The V1200-POE and 5900q series including PoE module falls into PoE class 4 (12.96W-25W). Although typical usage of the clients is significantly less (i.e. 5-7 watts), you should allow for 23W per client. This is due to initial power requirements, specifically where multiple monitors are attached and the client initializes and performs boot up. 2 / Where can I find a setup guide for the 10ZIG Manager Cloud Connector Click here to download the 10ZIG Manager Cloud Connector Set Guide. 3 / How can I backup or restore an image on a thin client using a USB thumb drive? Note: Do not use a Sandisk USB. Sandisk USB drives are recognized as a basic drive rather than a USB (removable) and the program will not be able to see them. Download the Drive Imaging Utility and Guide below: 10ZIG Image Utility Image Utility Guide 4 / Is it possible for the 10ZIG Manager to automatically retrieve the latest configuration automatically before applying templates? On the 10ZIG Manager Server PC, open regedit and navigate to Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\10ZIGMgrService. Create a new Reg DWORD value under MgrService key, with Name "AlwaysRetrieveBeforeTemplate" and Value Data "1". Restart the 10ZIG Manager Service. A Service (SRV) record is a Domain Name System (DNS) resource record that is used to identify computers that host specific services. Clients query for a specific service/protocol name within a specific domain to receive the associated server hostname and port number. SRV records are added to the "Forward Lookup Zone" for the DNS domain with the name formatted as ".servicename._protocol.domain" e.g. ".tzmgr._discover._udp.example.com" With the 10ZIG Manager, our Linux v9 (9.8 or later) and Windows (XTC Agent 2.0.1.3 or later) devices can query for the manager server location and automatically initiate registration. The manager now has the capability to automatically register an SRV record with a local Microsoft DNS server, assuming the user has the appropriate privileges. However, if the automatic SRV record creation fails, use the following instructions to manually add the record. A DNS Service Location record can be created to provide the host name of the computer and port to which the 10ZIG Manager server is located allowing thin clients to "check-in" when they come online or notify when they go offline. This mitigate the need for the Manager server to poll addresses to discover new clients or to re-send the status of existing clients. The following steps detail how to create this record type. Launch the Microsoft System Manager from the Administrative Tools Start menu folder or from the Start menu. The Resource Record Type dialog window will appear. Scroll down list to find and select Service Location (SRV), then click the Create Record... button. Specify the record details as pictured below. Service: _tzmgr._discover._Protocol: _tcpPort Number: 52500 Host offering this service is the host name of the 10ZIG Manager console. Finally, click OK to create the new record. The new UDP SRV record will appear as follows when done. TCP SRV Record A TCP SRV record can also be created in your DNS infrastructure to provide Cloud-Agent-enabled thin clients location information of the Manager server. The process is similar to creating the UDP record except for a couple of key differences. The procedure is detailed as follows. Launch the Microsoft DNS Manager on your DNS server from the Administrative Tools Start menu folder or from the Server Manager console. Expand the DNS domain tree to navigate to the _tcp subdomain in the Forward Lookup Zones of your domain as pictured below. Click the New Record toolbar button to begin creating a record. The Resource Record Type dialog window will appear. Scroll down list to find and select Service Location (SRV), then click the Create Record... button. Specify the record details as pictured below. Service: _tzmgr._discover._Protocol: _tcpPort Number: 52500 Host offering this service is the host name of the 10ZIG Manager console. Finally, click OK to create the new record. The new TCP SRV record will appear as follows when done. 6 / How can I query the 10ZIG Manager DNS UDP SRV record from a PeakOS / Repurpos / NOS client? Open a bash shell using CTRL + ALT + SHIFT + 0 (Do Not Use Numeric Keypad), Type "host -t SRV _tzmgr._discover._udp.yourdomain.local" Where 'yourdomain.local' is the domain suffix assigned to the client via DHCP. 7 / How can I query the 10ZIG Cloud Connectors DNS TCP SRV record from a PeakOS / Repurpos / NOS client? Open a bash shell using CTRL + ALT + SHIFT + 0 (Do Not Use Numeric Keypad), Type "host -t SRV _tzmgr._discover._tcp.yourdomain.local" Where 'yourdomain.local' is the domain suffix assigned to the client via DHCP. 8 / What ports are used by the 10ZIG Manager? The 10ZIG Manager communicates with the various thin clients on several network ports that will conflict with existing DHCP or Active Directory functionality; therefore, it is recommended that the Manager not be installed on computers that already host these services such as domain controllers. Following are the associated ports for the 10ZIG Manager: Network Ports and Purpose TCP 3306 - Used in the PXELinux image for authentication to the ImageStore share. Client Discovery and Communication Ports UDP/TCP 52500 - Broadcast discovery port for Windows (XTC Agent) and Linux 9 thin clients. TCP 52510 - This RPC port is used by Manager Server to perform remote operations and queries on Windows (XTC Agent) clients. TCP 52511 - This RPC port is used by Manager Server to perform operations on Linux 9 (LTC Agent) clients. UDP 1680 or TCP 1680 - Depending on whether TCP discovery is enabled, one of these ports is used to discover of Linux 8 and Windows CE thin clients. TCP 21(FTP) - The port is used by Manager Server to query information from and perform operations on Linux 8 (Browsed Agent) clients. TCP 8001 - The Manager Server publishes firmware update packages for Linux clients on this port. 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A working example should look like this UDP/DHCP/BOOTP 0.0.0.0.67[GMrService.exe]UDP[TFTP]0.0.0.0.67[GMrService.exe] 10 / After updating my firmware can I apply my older template? 11 / Where can I download the old BIOSManager and the quick start guide? To download the BIOSManager click here. To download the BIOSManager manual click here. 12 / How do I update the firmware on a Linux thin client using the 10ZIG Manager? Make certain the Image Store path is set in the 10ZIG Manager setupCopy the image file (.tar) to the image store folder. If the thin client is on the network the 10ZIG Manager service is running will it will displayed in the 10ZIG Manager console. Right click on the thin client to be updated and select Firmware update. Select Install if you do not see the firmware you are looking to use to update the firmware. Highlight the firmware to install and select open. This process extracts the tar into the 10ZIG Manager hidcos folder. 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There are two options: restore the binary image using the 10ZIG Manager or use a thumb drive created by TZMngtUtil (See Question 3 under 10ZIG Manager). 21 / How can I enable logging for the 10ZIG Manager server? Right click on the 10ZIG Manager icon in the notification area (lower right) and select Settings. 2. Go to the server tab and then Advanced on the left side and change the logging level at the bottom to debug and save settings. The manager should prompt you to restart but if it does not, restart manually after this change. 3. From the Windows Application Menu, select 10ZIG Syslog. 4. Double click on the log icon in the notification tray. 5. Then click on View Log. The image below is the log view. If you have email set up on this server

XenDesktop4. Below is a zip file containing the hotfixes from CitrixCPR252751.zip The fix needs to be applied to the Xenserver VM that XenDesktop is handing out, it does NOT go on the thin client. Import the .reg file into the VM's registry and the 2 files go here:C:\Program Files\Citrix\ICAService\PseudoServerInproc.dll C:\Program Files\Citrix\ICAService\CtxFlashSvc.dll 16 / How can I get my ELO Touch Screen to work with the WES 7 build? There are a couple of issues with Touch Screens in WES 7 If the touch screen requires a driver and does not take advantage of the native dll's in Windows 7's tablet pc support then it will work. For example the DT Tablet 312 & 362 use the Penmount driver which works in WES 7. If the touch screen does not require a driver, it will not work in our build of WES 7 even if the touch screen works in Windows 7. There is a component called Tablet PC support in Windows 7 and one of its functions is to provide touch screen support. This component cannot be put into the 10ZiG Technology WES 7 image because it requires a higher license. ELO Touch Screens will not work in 10ZiG Technology WES 7 builds. We are checking with ELO to see if all models require this component and if they do, ELO will only work in XPe. Once we have a better understanding as to which Touch Screens will work with WES 7 we will provide a list of recommended touch screens. 18 / I just received a WES 7 thin client and it is set to auto logon as a limited user, how do I get out of it and log in as the administrator? Press CTRL+ALT+DEL - take the option to LOGOFF. While logging off hold the right shift key and continually tap the left shift key until you are presented with a logon box. Log on as administrator. 19 / My WES 7 units are losing their domain membership. The reason why this occurs is that domain and PC exchange a secret key behind the scenes and the default time limit on this exchange is 30 days. When EWF is enabled and the PC gets rebooted and the change that has occurred is not saved in the registry. The work around for this is: Start|RunType regedit Go to key[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Netlogon\parameters] Locate parameter on right side Disable passwordchange it is set to 0 Change it to a 1 Save changes 20 / RDP is running extremely slow, is there anything I can do to improve the speed? Disable the following services IIS - Microsoft's Internet Information

regedit key:HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\NetMeeting\parameters\Locate parameter on right sideDisable password change it is set to 0Change it to 1Save changes 20 / RDP is running extremely slow, is there anything I can do to improve the speed? Disable the following services 21 / Microsoft's Internet Information Services provide the capabilities of a Webserver for your computer.NetMeeting Remote Desktop Sharing — NetMeeting is primarily a VoIP and videoconferencing client for Microsoft Windows, but this service is in particular necessary to remote desktop access.Remote Desktop Help Session Manager – This service is used by the Remote Assistance feature that you can use to allow others remote access to the system to help you troubleshoot problems.Remote Registry – The capabilities provided by the Remote Registry service are frightening to consider from a security perspective. They allow remote users (in theory, only under controlled circumstances) to edit the Windows Registry.Routing and Remote Access – This service bundles a number of capabilities together, capabilities that most system administrators would probably agree should be provided separately. It is rare that any of them should be necessary for a typical desktop system such as Microsoft Windows XP, however, so they can all conveniently be turned off as a single service. Routing and Remote Access provides the ability to use the system as a router and NAT device, as a dialup access gateway, and a VPN server.Simple File Sharing – When a computer is not a part of a Microsoft Windows Domain, it is assumed by the default settings that any and all filesystem shares are meant to be universally accessible. In the real world, however, we should only want to provide shares to very specific, authorized users. As such, Simple File Sharing, which only provides blanket access to shares without exceptions, is not what we want to use for sharing filesystem resources. It is active by default on both MS Windows XP Professional and MS Windows XP Home editions. Unfortunately, this cannot be disabled on MS Windows XP Home. On MS Windows XP Professional, however, you can disable it by opening My Computer -> Tools -> Folder Options, clicking the View tab, and unchecking the Use simple file sharing (Recommended) checkbox in the Advanced settings: pane.SSDP Discovery Service – This service is used to discover UPnP devices on your network, and is required for the Universal Plug and Play Device Host service (see below) to operate.Telnet – The Telnet service is a very old mechanism for providing remote access to a computer, most commonly known from its use in the bad ol' days of security for remote command shell access on Unix servers. These days, using Telnet to remotely manage a Unix system may be grounds for firing, where an encrypted protocol such as SSH should be used instead.Universal Plug and Play Device Host – Once you have your "Plug and Play" devices installed on your system, it is often the case that you will not need this service again.Windows Messenger Service – Listed in the Services window under the name Messenger, the Windows Messenger Service provides "net send" and "Alerter" functionality. It is unrelated to the Windows Messenger IM network.Here is a link for more info Turning Off Unnecessary Service on Windows XP 22 / I am trying to get dual HDMI monitors to work on the 58XX (L800) model, each will work but not both at the same time. Please contact tech support for a BIOS update that will support dual HDMI monitors. 23 / How can I set up a shared network drive for the limited user ThinClientUser? Log on to the thin client as administratorChange the ThinClientUser profile to an administrator.Move the DOS prompt into the startup for ThinClientUserType regedit at the DOS prompt and modify the following entries setting them to 0[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Policies\Explorer]"NoNetConnectDisconnect"=dword:00000001"NoNetworkConnections"=dword:00000001"NoStartMenuNetworkPlaces"=dword:00000001[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Policies\Network]"NoEntireNetwork"=dword:00000001 Map the network drivesOnce the drives are mapped remove the DOS prompt from the ThinClientUser startup and revert the user priviledgesIf EWF is on make certain you save changes 24 / Which models of 10ZiG Thin and Zero Clients are effected by Spectre and Meltdown and are we protected by this vulnerability? As of January 2018, 10ZiG Technology is aware of the recent outbreak surrounding Spectre and Meltdown. 10ZiG Technology is working with their upstream suppliers to confirm which models are affected, in addition to patching levels available for the appropriate models. Further information on this topic will be posted as made available and can be requested by contacting 10ZiG Technical Support. support@10zig.com 866-864-5250 ext. 1 / support@10zig.eu +44 (0) 116-2148650 1 / I am trying to get dual HDMI monitors to work on the 58XX (L800) model, each will work but not both at the same time. Please contact tech support for a BIOS update that will support dual HDMI monitors. 2 / How can I set up Windows 8 so that when the unit automatically logs in as ThinClientUser it starts an RDP connection and does nothing else? Click Here for step by step instructions on how to lock down your Embedded Windows 8 thin client.Once you have performed the necessary registry edit explained in the pdf, the following video demonstrates the lock down process. 4 / Where can I download a Win 8 Quick Start Guide? 5 / Which models of 10ZiG Thin and Zero Clients are effected by Spectre and Meltdown and are we protected by this vulnerability? As of January 2018, 10ZiG Technology is aware of the recent outbreak surrounding Spectre and Meltdown. 10ZiG Technology is working with their upstream suppliers to confirm which models are affected, in addition to patching levels available for the appropriate models. Further information on this topic will be posted as made available and can be requested by contacting 10ZiG Technical Support. support@10zig.com 866-864-5250 ext. 1 / support@10zig.eu +44 (0) 116-2148650 2 / Since I cannot uninstall Citrix, is there a way to get the Citrix Secure access ICON off the desktop? Go to: start|run regedit key:HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Desktop\NameSpace\10995051-69E9-4dd-A8AE-326C588F0FF0 Remove that last key the 10995051.... Just right-click and choose remove.That will remove it from the desktop. 3 / How do I lock out Internet Explorer so my users cannot access it? Click Start, then click Run or go to Start>All Programs, Administrative Tools/Local Security Policy. Type secpol.msc and then click OK.Go to software restriction policies, right-click on Additional Rules.Left-click New Path Rule...Under Path, enter the path to Internet Explorer (default path is C:\Program Files\Internet Explorer\IEXPLORE.EXE)Under Security Level, be sure that Security Level is set to Disallowed.Click Apply.Lock down Internet Explorer on Windows XP 4 / PCCR 7000 PSC Scanner will not work with some Thin Clients. The issue is the USB port. The scanner will work on USB ports lower than 2.0 but if the unit has a 2.0 USB port a USB hub is needed for the scanner to work. 5 / We have a monitor that has native resolution of 1920x1200 but the thin client doesn't seem to support that resolution. The on-board video chip may handle a wide screen but maximum resolution is based both monitor and video chip. Contact sales to find out which models support higher resolutions. There are a couple of options and on some models you can purchase a PCI video card that handles wide screen (10ZiG Technology sells PCI video cards that can do wide screen). 6 / How do I determine what BIOS my thin client has installed? Windows OS To determine the BIOS version, edit the registry and check the BIOSVersion key - example below: Linux Access a console(shell) using SHIFT+CTRL+ALT+0 (do not use 0 on keypad) or settings/terminal properties - system - advanced - console. From a shell type # dmidecode |more - the top of the file will include the BIOS version - example below: 7 / How do I get a Plantronics headset from Pegasus or any USB audio device to work on the XPe thin client? Do the following process without the headset plugged in.Download the zip file below and extractPlease copy the information file, wdma_usb.inf, to the C:\windows\inf folder.Right click on it and install it.Copy the system file, usbaudio.sys, to c:\windows\system32\drivers folder.Commit the changes.Plug in the headset and if you are prompted for the file go to drivers sectionMake sure in sounds the default device indicates the headsetPlantronics.zip 8 / How can I get BOSaNOVA TCP/IP to work with Real Vision software, particularly the scanning part? Go to Control PanelSelect SystemSelect Advanced Select ENVIRONMENT VARIABLES Highlight Path and select Edit Go to the end of the variable value and after the ; add C:\PROGRA~1\BOS\BOSANO~1 Select OKOn the Real Vision software select bosanova under host hllapi 9 / Using RDP I am getting a random Microsoft Licensing Error? Edit the registry Find the registry key under HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSLicensingNote:This works with local and domain admin only and not domain user. Right click on MSLicensing and select Permissions Select Advanced Highlight Users(Local Computer Name) Select Edit Make certain the permissions are set as below: Right click on Hardware ID and select Permissions Select Advanced Highlight Users(Local Computer Name) and select Edit Make certain the permissions are set as below: Select OK all the way back to the registry key.Right click on Store and select Permissions Select Advanced Highlight Users(Local Computer Name) and select Edit Make certain the permissions are set as below: Save all the way out, close registry editor and you should no longer get the error. 10 / I cannot VNC into the XTC thin client. Turn off prompt local user to accept incoming connections in VNC Server Properties (Service-Mode) and in VNC Server Properties (User-Mode). 12 / How do I install a Bluetooth device on the XP embedded thin client? When installing Bluetooth devices on xp embedded there are a list of steps that must be taken.Do not plug in the Bluetooth device.Install the wincomm drivers they are located in the product folder under Bluetooth – WinncommAfter installing the drivers insert the Bluetooth deviceUpdate the driver for Generic Bluetooth radio use the INF folder in the Bluetooth – Winncomm folder (ONLY FOR USB DEVICES) otherwise skip this stepRight click on the Bluetooth icon in the system tray and start bluetoothThen walk through the wizards (There is help files in the Bluetooth – Winncomm directory under user guides. Please review themThen connect the Bluetooth deviceIf it is a WASP scan gun install the utility located in the Bluetooth – Winncomm folderStart that program up and connect to the appropriate com port.!! You must install the Bluetooth a certain way or it will not work !!Bluetooth Wireless Scanner.doc 13 / I do I set the XP Thin client to log on automatically as a specific user? Go to Start - Runtype control userpasswords2 - press Enter or OKuncheck the Users must enter a user name and password to use this computerEnter the user name and password associated.Save the changesReboot the system 14 / How can I set the 7916 to boot to LAN (PXE)? In the BIOS go to Integrated Peripherals -> Onboard PCI Devices -> LAN Boot ROM set to enable 15 / How do I keep the default wallpaper from loading? 16 / I have an XP thin client with XenDesktop loading automatically, how can I get to a desktop? CTRL SHIFT F12 - will log you off - log back in as administrator with password admin. 17 / How can I manually set up the 56XX (model U800) to PXE(LAN) boot? Press DEL as thin client is booting to enter the BIOSEnter password 10ZIGSelect Integrated PeripheralsChange Onboard LAN Boot ROM to EnabledPress F10 - Save and ExitThen:Enter BIOS againSelect Advanced BIOS FeaturesChange First Boot Device to LAN or RealtekThin client will attempt to PXE bootAfter changing the Integrated Peripherals - press F10 to save and exit. Press F12 while booting to access the boot menu and select the LAN option 18 / Can I PXE boot to the 10ZiG Manager using the wireless connection? No, PXE is part of BIOS and the BIOS only knows about the built in NIC. 19 / The IP information on the bottom right of my screen is not right, it is all zeros, how do I fix that? Go to C:\BGINFO and run the BOS.BGI, just run it and select OK and it will update. 21 / How can I improve the performance of Flash and Video on the RBT616v when using RDP 7 and Windows 2008R2? Disabling the local sounds on the device helps sync the voice with the images.The graphics card settings improve the videoGraphics properties- 3D settings- buffering- DEPTH, BUFFER, BIT DEPTH» Change to +24 bit depth buffer.Tripple buffer » ONChange screen resolution to 16 bit.Turn off windows sounds.Turn to classic windows themeDeleted every non essential program and client (RDP 7.0 essential) to free up as much RAM as possible. 22 / Will my XPe Unit's clock adjust itself automatically for Daylight Saving Time this year? The patch that fixes daylight saving time is below. Sign on to the thin client as administrator. After downloading the zip file make certain you extract the file and save it as an exe file. After running the program make certain changes are committed or they will be lost.Daylight Saving Time Fix 23 / Why does my XPe thin client periodically shut down on its own? When the thin client is shipped it has the power options set to Portable/Laptop as below: 24 / How do I set up my XTC thin client to use two monitors? NOTE: Not all models support dual monitor.When trying to use a second monitor the DVI connected one will be the primary and the VGA connected monitor will be the extended. A real DVI connection is needed to make this work, using a DVI to VGA converter will confuse the hardware and make it act though both are the VGA port and send the extended desktop to both monitors. 25 / Using RDP 7 and it is extremely slow. Uncheck all options in the RDP experience tab. 26 / How can I hide the EWF tray ICON? Please obtain the new XTC Agent package from here: disable the startup of the tray application altogether, as well as the ability to disable the context menu and hide the EWF tray ICON follow the steps below:In the Windows Registry: (Make certain to either disable EWF prior to doing the following or commit the changes afterwards.)Navigate to the "HKEY_LOCAL_MACHINE\SOFTWARE\10ZiG\XTC Agent" key.To disable the tray application from starting on system startup, add a REG_DWORD value named " ShowTrayOnStart" and set the value to 0 (zero)Note: If the above is not done, the following values will have no effect.To disable the tray context menu, add a REG_DWORD value named "DisableTrayMenu" and set the value to 1.To disable the EWF tray ICON, add a REG_DWORD value named "HideEWFTray" and set the value to 1.Stop the XTC Agent service and exit the Agent tray applicationRestart the service 27 / How do I restore an image by booting to a USB thumb on my 362XP Tablet? You will need to use a USB hub and attach a keyboard and the USB thumb drive to the tabletSelect Hard Drive as the first boot device which will take you to a screen where you can move the USB thumb drive to the top using the + keyReboot with the USB thumb drive still in the USB hub attached to the tabletRestore the image 28 / Is there a way to disable the Windows search in the registry? I want to disable the Start button "Search Programs and Files". You have to log in as that user so the hive is loaded for that user and you have to add the registry hacks.Below is a link that tells you where and what searches to use if applicable close attention to:NoSearchCommInStartMenu : If enabled Start Menu search will not search for Communications.NoSearchProgramsInStartMenu : If enabled Start Menu search will not search for Programs.NoSearchInternetInStartMenu : If enabled Start Menu search will not search for Internet HistoryNoSearchFilesInStartMenu : If enabled Start Menu search will not search for Files 29 / Is there a way to enable NUM LOCK ON in the registry? Enable num lock at startupClick Start, click Run, and type regedit to open the Windows registry editor.In the registry, open the below folders.HKEY_CURRENT_USER\Control Panel\Keyboard\Within the keyboard folder, you should have a string value named "InitialKeyboardIndicators" with a value of 0, 1, or 2. Below is the explanation of each of these values.0 = Num Lock is turned OFF after the logon.1 = Disable Num Lock.2 = Numlock is turned ON after the logon.Set it to 2To default any new user to have it automatically set to ONClick Start, click Run, and type regedit to open the Windows registry editor.In the registry, open the below folders.HKEY_CURRENT_USER\DEFAULT\Control Panel\Keyboard\Within the keyboard folder, you should have a string value named "InitialKeyboardIndicators" with a value of 0, 1, or 2. Below is the explanation of each of these values.0 = Num Lock is turned OFF after the logon.1 = Disable Num Lock.2 = Numlock is turned ON after the logon.Set it to 2 30 / When using RDP how do I get the domain name saved so that it only prompts for user name and password not the domain? I want to avoid any chance of a user editing or deleting the domain. ORResolution:CREDSSP must be enabled in the RDP fileOpen the rdp file with notepad and add the following

line:enablecredssp support:i:0 Save the rdp file 31 / The vWorkspace Client will not connect when using vWorkspace RDP but it will connect with Microsoft RDP. The KB below is for Quest using MR1 and the RDP connection provided by Quest Provision Networks VWorkspace. If the VM you are attaching to is WIN 7 SP1 or 2008 R2 SP1 you need this KB installed on the VM.KB Article Number(s): 2526946 32 / When trying to connect to a 2008 R2 server I am getting a certificate error but I know it is valid. Make certain the date is correct on the thin client. 33 / What devices are supported by RDP with RemoteFX USB redirection? Some devices in this table are supported by RemoteFX USB redirection. Other devices in this table are supported by high-level device redirection mechanisms. Devices not listed in the table will be processed by using RemoteFX USB redirection; they may work, but are not considered officially supported. 34 / RDP is running extremely slow, is there anything I can do to improve the speed? Disable the following servicesIIS – Microsoft's Internet Information Services provide the capabilities of a Webserver for your computer.NetMeeting Remote Desktop Sharing — NetMeeting is primarily a VoIP and videoconferencing client for Microsoft Windows, but this service in particular is necessary to remote desktop access.Remote Desktop Help Session Manager – This service is used by the Remote Assistance feature that you can use to allow others remote access to the system to help you troubleshoot problems.Remote Registry – The capabilities provided by the Remote Registry service are frightening to consider from a security perspective. 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As such, Simple File Sharing, which only provides blanket access to shares without exceptions, is not what we want to use for sharing filesystem resources. It is active by default on both MS Windows XP Professional and MS Windows XP Home editions. Unfortunately, this cannot be disabled on MS Windows XP Home. On MS Windows XP Professional, however, you can disable it by opening My Computer -> Tools -> Folder Options, clicking the View tab, and unchecking the Use simple file sharing (Recommended) checkbox in the Advanced settings: pane.SSDP Discovery Service – This service is used to discover UPnP devices on your network, and is required for the Universal Plug and Play Device Host service (see below) to operate.Telnet – The Telnet service is a very old mechanism for providing remote access to a computer, most commonly known from its use in the bad ol' days of security for remote command shell access on Unix servers. These days, using Telnet to remotely manage a Unix system may be grounds for firing, where an encrypted protocol such as SSH should be used instead.Universal Plug and Play Device Host – Once you have your "Plug and Play" devices installed on your system, it is often the case that you will not need this service again.Windows Messenger Service – Listed in the Services window under the name Messenger, the Windows Messenger Service provides "net send" and "Alerter" functionality. It is unrelated to the Windows Messenger instant messaging client, and is not necessary to use the Windows Messenger IM network.Here is a link for more info Turning Off Unnecessary Service on Windows XP 35 / How do I access the user control panel on the XTC? 36 / Why are none of my changes being saved? Make certain after any changes are made that you double click on the ICON that says Flash Disk Write Protection. Click on Commit changes ORRigth click on the and select commit changes 37 / In Flash Disk Write Protection, why is the commit changes button is dimmed? 38 / After XX amount of days I cannot log my XPe thin client into the domain. The computer name must be deleted out of the active directory and then re-joined to the domain. The reason why this occurs is that domain and PC exchange a secret key behind the scenes and the default time limit on this exchange is 30 days. When EWF is enabled and the PC gets rebooted and the change that has occurred is not saved in the registry. The work around for this is:Start|RunType regeditGo to key[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Netlogon\parameters]Locate parameter on right sideDisablepasswordchange it is set to 0Change it to a 1Save changes 39 / I cannot log into Citrix or RDP as a domain user and launch published applications. The keyclass="answer" modified to get Citrix or RDP to work with the XPe thin client is located at:HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSLicensingModify the security on this key and the three subkeys. Right click on each key, then click on permissions on the menu. Click on "Advanced" for special permissions. Click on "Edit" to the the Users group. Click the checkbox to enable the "Set Value" and "Create Subkey" security settings. Enable those settings on the MSLicensing key and the HardwareID, Store, and LICENSE000 subkeys. 40 / The XTC-1000, XTC-1300, XTC-500 or XTC-600 boots up but the monitor does not come on. The LED light is amber and I can VNC into it. Reset the CMOS - with the power off, remove the cover and find the battery. Next to the battery you will find a yellow or orange jumper. Move it from the middle and end to the middle and opposite end for approximately 10 seconds then move back to the original position. 41 / I get a message indicating my registry is corrupt and asks if I want to revert to a previous one, how should I answer it? You may get this with bad memory. Always answer NO, shut down unit, put correct memory in unit and it will come up fine. If you answer YES, you will corrupt the DOM. 42 / How do I get the RDP session to start automatically? Create an RDP profile and add it to the start-up menu/start-up folder. 43 / I am having problems connecting to the thin client using RDP. The XPe thin client image is built with a blank administrator password and RDP requires a password and will not connect without one. 44 / When I configure the TS Gateway Server Settings in Windows 2008 and check Bypass TS Gateway for local address, I get an error. When checked it uses Remote HTTP but that is not in the virtual build. Copy the rhttppaa.dll (zip file below) to the windows\system32 folder and save the changes. When this box is unchecked, it does not use remote HTTP when connecting.rhttppaa.zip 45 / How can I limit what my users can do and see on the XP Thin Client? Select File - Add/Remove Snap-InSelect Group Policy Object Editor and select AddSelect FinishDouble click on the desired setting on the right.Select OK - Save and Exit 46 / How do I force users to have to log on rather than log on automatically? Go to Start - RunType control userpasswords2 - press Enter or OK Check the Users must enter a user name and password to use this computer.To force the user to press control alt delete to log on go to the Advanced tab and check Require users to press Ctrl+Alt+Delete. Save the changesReboot the systemIt now prompts to login 47 / How do I set the XP Thin client to log on automatically as a specific user or to force users to enter a user name and password? Go to Start - RunType control userpasswords2 - press Enter or OKCheck "Users must enter a user name and password to use this computer"Save the changesReboot the systemFor Automatic Log onGo to Run and type control userpasswords2 Uncheck the users must enter a username and password to use this computer Enter the user name and password that will automatically log in on boot Save the changesReboot the systemNOTE: If the thin client has been joined to a domain, the option "Users must enter a user name and password to use this computer" will no longer be displayed.To use the Registry Editor to add your log on information follow the steps below:Click Start, click Run, type regedit, and then click OK.Locate the following registry key:HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\WinlogonUsing your account name and password, double-click the DefaultUserName entry, type your user name, and then click OK.Double-click the DefaultPassword entry, type your password under the value data box, and then click OK.If there is no DefaultPassword value, create the value. To do this, follow these steps:In Registry Editor, click Edit, click New, and then click String Value.Type DefaultPassword as the value name, and then press ENTER.Double-click the newly created key, and then type your password in the Value Data box.Note: If the DefaultPassword registry entry does not exist, Windows XP automatically changes the value of the AutoAdminLogonregistry key from 1 (true) to 0 (false) to turn off the AutoAdminLogon feature after the computer is restarted.Double-click the AutoAdminLogon entry, type 1 in the Value Data box, and then click OK.If there is no AutoAdminLogon entry, create the entry. To do this, follow these steps:In Registry Editor, click Edit, click New, and then click String Value.Type AutoAdminLogon as the value name, and then press ENTER.Double-click the newly created key, and then type 1 in the Value Data box.Exit Registry Editor.Click Start, click Restart,

and then click OKIn all cases if EWF is enabled changes must be committed before rebooting - if EWF is not enabled then no saves are required. 48 / How can I determine what build date I have on my XP thin client? Three ways:#1#2 From the registry information Folder Options --> Offline Files --> Uncheck Offline Files and apply the changes. 51 / How can I remove the system information from the lower right hand side of the desktop? Edit the registry:My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\RunDelete BGInfoClose registry editor and commit changes. 52 / I am installing a printer and it is prompting me for the Windows installation CD. When installing a printer, windows may prompt you for the installation CD. We provide 2 CDs when the units are shipped, the XP recovery CD and the Thin Client Management Software CD. The Thin Client Management Software CD contains the cab file that you will need in the Utils\prtdrv folder. The name of the file is DRIVER.CAB file. 53 / How do I stop the Citrix Neighborhood Agent from starting on boot? p>To remove the automatic load of Change Server—Citrix Neighborhood Agent on boot, right click on START and select EXPLORE. Click to expand local disk C —> click to expand Documents and Settings —> click to expand All Users —> click to expand Start Menu —> click to expand Programs —> click to expand Startup —> delete Program Neighborhood Agent. If write protected please commit changes! 54 / How do I install and configure Ramdisk driver? The Ramdisk driver we use for this guide is almost identical and based on the Microsoft sample driver described here: Microsoft KB 257405. The version we use in this article fixes a bug with Windows XP and NTFS partitions (described in the MS KB article) and adds the ability to change drive letter and disk size in a more user-friendly way, using the Device Manager.We can install/configure the Ramdisk in three simple steps:Download and uncompress the Ramdisk driver in an empty directory you can remember: Ramdisk DriverIn Control Panel -> Add/Remove Hardware, select Add a new device -> select hardware from a list -> Other(All) devices -> Have Disk, then point to the folder that contains the RAMDisk.inf file you extracted in step 1. Click next/finish to complete the driver installation.You can change the size / drive letter of your new Ramdisk from the Device manager: Right-click on My Computer, select Properties -> Hardware -> Device Manager -> expand the RAM Disk -> PropertiesAt this point you have successfully installed and configured a RAM Disk drive on your system. Keep in mind that the contents of the RAM disk are lost when changing its size and/or drive letter in Device Manager! They are also lost if power is lost, computer rebooted, etc. You might want to reboot and copy some files to your new RAM disk from within Windows Explorer to ensure it's operating properly.Notes: In Windows XP, you might have to go to Control Panel -> System to access the device manager. Depending on your OS, you might be prompted to reboot after the drive is installed. Keep in mind that the size of your Ramdisk is subtracted from the available RAM, so don't use any wild values. Depending on the intended use, 1 - 16 MB should be the enough, even in systems with plenty of RAM. 55 / I need to PXE boot every time but it keeps getting disabled in the BIOS. If the XPe thin client has the 10ZiG agent installed on the image, it needs to be disabled in the registry.Edit the registry using regeditFind HKEY_LOCAL_MACHINE\SOFTWARE\10ZiG\XTC AgentFind the dword value name EnablePXEBy default it is set to 0. Change it to a 1Exit the registry editorIf write protection is enabled, commit the the changes. 56 / When using Citrix with Desktop Application Software and USB wireless, the thin client reboots continuously when it gets to the log on screen. It is the auto USB redirection caused by the Citrix desktop appliance lock, to get round it you have to add a registry key:[HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\GenericUSB\Devices\VID148F PID2770] (vid and pid in this tcs case, this will vary depending on the wireless device used – you can get the VID and PID from device manager, wireless card properties and hardware ID)Under that key, create a DWord called 'Autoredirect' and set the value to 0.This stops it from attempting to redirect the wireless device to the Citrix session and restarting the thin client.The original article is here: 57 / Will the red ATI7000 64MB 64Bit PCI DVI CRT card work in the 67xx series box? Yes it will work. The problem that still exists is that when you do a warm boot (restart) the fourth monitor does not come up, however if you power down completely and then do a cold boot or a normal power up the fourth monitor will initialize. 58 / I am running an older XPe image and am having certificate issues with Flash and Shockwave. Older images in XPe SP2 and SP3 will have an issue since the Flash and Shockwave installer certificates have changed.Updated Flash and Shockwave no longer use the Verisign Class 3 Root GA Certificate. Newer images will have the current certificate in them, however, customers who have the older images and want to update Flash or Shockwave will have an issue - the browser will show the .cab file trying to run from the website which will be untrusted and will not be allowed to install.The certificates can be found in the zip file below:VeriSign Class 3 Public Primary Certification Authority - G5.zipBoth certificates are needed. To install unzip the files and double click on each certificate and follow the prompts.NOTE: WES 7 will not have this issue 60 / I just received a WES thin client and it is set to auto logon as a limited user, how do I get out of it and log in as the administrator? Press CTRL+ALT+DEL - take the option to LOGOFF. While logging off hold the right shift key and continually tap the left shift key until you are presented with a logon box. Log on as administrator. 61 / How can I install a RAM drive in XPe? The Ramdisk driver we use for this guide is almost identical and based on the Microsoft sample driver described here: Microsoft KB 257405. The version we use in this article fixes a bug with Windows XP and NTFS partitions (described in the MS KB article) and adds the ability to change drive letter and disk size in a more user-friendly way, using the Device Manager.We can install/configure the Ramdisk in three simple steps:Download and uncompress the Ramdisk driver in an empty directory you can remember: Ramdisk DriverIn Control Panel -> Add/Remove Hardware, select Add a new device -> select hardware from a list -> Other(All) devices -> Have Disk, then point to the folder that contains the RAMDisk.inf file you extracted in step 1. Click next/finish to complete the driver installation.You can change the size / drive letter of your new Ramdisk from the Device manager: Right-click on My Computer, select Properties -> Hardware -> Device Manager -> expand the RAM Disk -> PropertiesAt this point you have successfully installed and configured a RAM Disk drive on your system. Keep in mind that the contents of the RAM disk are lost when changing its size and/or drive letter in Device Manager! They are also lost if power is lost, computer rebooted, etc. You might want to reboot and copy some files to your new RAM disk from within Windows Explorer to ensure it's operating properly.Notes: In Windows XP, you might have to go to Control Panel -> System to access the device manager. Depending on your OS, you might be prompted to reboot after the drive is installed. Keep in mind that the size of your Ramdisk is subtracted from the available RAM, so don't use any wild values. Depending on the intended use, 1 - 16 MB should be the enough, even in systems with plenty of RAM. 62 / I am getting an SSL alert message about a certificate that cannot be verified up to a trusted certification authority. Oracle (Java) recently changed their Certificate Authority resulting in an message that the certificate cannot be verified. We will be updating XPe (WES09) builds with the new certificate but for now the options to stop the SSL warning are as follows: Remove it out of the registry HKLM\Software\Microsoft\windows\current version\run Remove Sunjavaupdates this needs to be done to every machine. However, when a website uses java it may bring the error message back by adding the Sunjavaupdates back into the registry. Install the cert above new trusted root for UserTrust it is like a GoDaddy and GeoTrust - java.cer MMC – computer account and import again to all thin clients If Java is not needed it can be removed from the thin client 63 / How can I uninstall RAMDISK? Right click on Computer and go to properties – from the Advanced Tab select Environment VariablesSelect the TEMP variable under user variables and edit itChange to the User Profile Temp DirectoryMake certain the system variable TEMP is set to the C Drive and not to the RAMDISKOnce all this is changed you can remove the RAMDISK folder 65 / Which models of 10ZiG Thin and Zero Clients are effected by Spectre and Meltdown and are we protected by this vulnerability? As of January 2018, 10ZiG Technology is aware of the recent outbreak surrounding Spectre and Meltdown. 10ZiG Technology is working with their upstream suppliers to confirm which models are affected, in addition to patching levels available for the appropriate models. Further information on this topic will be posted as made available and can be requested by contacting 10ZiG Technical Support. support@10zig.com 866-864-5250 ext. 1 / support@10zig.eu +44 (0) 116-2148650 2 / Do PCoIP zero clients and host cards support VLAN tagging? Teradici PCoIP zero clients and host cards do not support VLAN tagging. If an environment requires VLAN tagging, the implementation of a network device's (switch / router) VLAN options such as port based VLANs or VLAN tagging is recommended. 3 / The message "No source signal" appears as an overlay at the start of a PCoIP session to indicate no video source. There are three common causes for seeing this message in a host card environment:Cabling To troubleshoot, first check the DVI connection between the GPU and the PCoIP host card. If the cable(s) appears to be connected properly, confirm that there is a video output by connecting the DVI port of a monitor directly to the GPU's DVI output port. In order for this diagnostic step to be valid, you must not use any adapters (ie: DVI-to-VGA) between the GPU and monitor. Note: PCoIP host cards support DVI inputs only. They don't support VGA inputs, but can support VGA signals through DVI-I connectors. While host cards support DVI input only, VGA can still be supported on the client. See client product specifications to determine if VGA output is supported. Software settings This message may appear for a few minutes when the host PC/workstation OS turns off the monitor due to power management settings, screen saver timeout, or monitor shut down settings. The overlay appears shortly after the monitor is turned off and remains active for a couple minutes before it is eventually removed at which time the monitor is turned off. No OS installed on the host This message will appear if there is no operating system installed on the host PC. 4 / I am getting the message "No PCoIP devices detected. Please ensure the hardware is installed and the Host Driver Function is enabled on the PCoIP Host card prior to installing software. This error can appear for the following reasonsThe PC does not have a PCoIP Host Card installedThe "Host Driver Function" checkbox is not checked on the host SW configuration -> Host Driver Function page In the second case you MUST reboot the PC and reattempt to install the software as directed below: Go to the web address of the host card itself by entering it into a web browser. Click on the log in button, go to configuration and then Host Driver function.Check the box to "Enable Host Driver Function" and then click apply, you will then see a message asking you to reset the PCoIP Processor, click on the Reset button. You will get a message saying your host card will be reset next time you restart the workstation.Reboot the workstation and you should now be able to install the software on that workstation without the error message about no PCoIP devices detected. 3 / Where can I find the status and serial number of the APEX card? Please see the APEX_install document in the previous FAQ. 4 / How do I get started with the Teradici APEX 2800 Server Offload Card (Teradici KB:15134-760)? The Teradici APEX 2800 Server Offload Card provides hardware accelerated image encoding for virtual desktops. The card will automatically detect which desktop displays will benefit most from hardware acceleration and seamlessly switch image encoding from the server's CPU to the APEX 2800 card.From a high-level, the installation steps are as follows, for more detailed information read the Quick Start Guide available on this page.Download the latest APEX 2800 drivers and softwareInstall the APEX 2800 in the serverInstall the ESXi driver packageReboot the ESXi serverVerify virtual machine pool/global policy settingsShutdown the virtual machine and power on again (VM reboot/reset is not sufficient)Verify APEX 2800 statusVerify hardware offload for virtual machine. 5 / Download the APEX 2800 Dashboard and Simulation Tools to Evaluate and Test the Server Offload Card Please create a free account on or log in to and view the KB listed below: APEX 2800 Dashboard and Simulation Tools to Evaluate and Test the Server Offload Card (15134-761) 1 / Where can I find the latest firmware for the V9000 or TERA1? NOTE: Do not use Google Chrome to update as it will error with an upload already in progress messageThe zip file below contains the latest firmware for the Tera1 zero clients. Tera1_Firmware_4.7.3_GA.zip 2 / When playing a video, the audio is not in sync with the video. The driver comes as a component within the PCoIP Component Installer. The Teradici's virtual audio driver provides bi-directional analog and locally terminated USB audio support for virtual desktops using PCoIP Software such as VMware Horizon. PCoIP Component Installer 3 / A password has been set on the V9000 but we don't know what it is - how can we reset it? To reset the password from the zero client click on Options -> Password -> Reset. This will present you a Challenge, send this to support@10zig.com and we can get you the response. 4 / Is there any way to set both monitors to position 0 to allow them to mirror? No, only the Tera2 will allow you to set the monitors to mirror - OSD - Options - Display - Enable Display Cloning. 5 / Do PCoIP zero clients and host cards support VLAN tagging? Teradici PCoIP zero clients and host cards do not support VLAN tagging. If an environment requires VLAN tagging, the implementation of a network device's (switch / router) VLAN options such as port based VLANs or VLAN tagging is recommended. 1 / Where can I get the Teradici Management Console? Create or Sign into Teradici account Download the PCoIP Console 1.10.x and release notes – This console can be used with devices using firmware version 4.8 or below which is the default for 10ZiG Zero Client evaluation products. Download the PCoIP Console 2.x and release notes – This is for users on Firmware 5.0 and higher and is free for up to 2000 users. If you have any additional questions you can contact support.10zig.com 1 / Where can I find the official 10ZiG NoTouch Wiki? 2 / Where can I find the NTD firmware updates packages? Please contact support@10zig.com for a link to download NoTouch PC Repurposing Packages. 3 / Where can I find the NoTouch Center update package? Please contact support@10zig.com for a link to download NoTouch PC Repurposing Packages. 4 / Where can I find the NoTouch Center Virtual Appliance packages? Please contact support@10zig.com for a link to download NoTouch PC Repurposing Packages. 5 / How can I change the desktop background? To change the wallpaper in NoTouch log into the configuration either locally, via browsing to the IP or using the Manager and configure the settings under Management, Display settings. You will need to have a URL of a jpg, bmp etc. So if you have an internal webserver, (or use the NoTouch Center Manager to host images and use the following folder @IP.AD.DR.ES/bg) or as most companies have an intranet portal with a company logo on it, you can enter the url as seen below 6 / Does NoTouch support dual monitors that are independent such as one landscape and one portrait? Dual extended and mirrored monitors are supported but not independent monitors. 7 / If I plan to change the IP address of my NoTouch Center Management server, how do I relicense it? 8 / I have an older PC or thin client that seems to be missing some peripherals or not displaying correctly on my monitor. Used by our legacy NoTouch Desktop customers with older equipment, K206 includes as much support as possible for your oldest hardware but should still run reasonably well on existing business PCs that are around two years old (from their manufacturing date). 9 / I have a brand new netbook or professional class PC that was manufactured this year, K206 and K305 does not seem to detect my monitors or wireless properly. K313 is only used in rare cases when other editions (K206 or K305) experience anomalies with the graphics output or other hardware peripherals. A broad spectrum of devices range from very new graphics chips to a selection of very low-priced new netbooks, and occasionally we have found that the K313 is also a good fit for new business or professional level PCs.Click Here to Download your NoTouch Desktop K313 update file. 11 / How can I get a USB thumb drive to pass through to 2008RS server? To do this on the NoTouch Client go into the Configuration, then to Drives/Printer then click on Shared Drives. Add a shared drive and set:"Windows Drive letter" to Z"Path" /tmp/devshares"Read Access" on"write Access" onClick Change and then save changes 12 / I am unable to VNC as my version of Chrome has blocked the Java plugin. The later versions of Chrome have blocked certain plugins until they are manually enabled using the following. More information can be found on an article from Java. NPAPI in Chrome Version 42 and laterAs of Chrome Version 42, an additional configuration step is required to continue using NPAPI plugins.In your URL bar, enter: chrome://flags/#enable-npapiClick the Enable link for the Enable NPAPI configuration option.Click the Relaunch button that now appears at the bottom of the configuration page.As of Chrome 45, the override and NPAPI was permanently removed. Installed extensions that require NPAPI plugins will no longer be able to load those plugins. 1 / Where can I find a keyboard map to use a 10ZiG 122 keyboard with Client Access? 2 / Using Client Access with a 10ZiG 122 keyboard - is there a key that is equivalent to the Windows Key? The Apps Key simulates the Windows Key 2 / iSeries printing - my print job is not going to my printer - why? The job initiation phase begins and if there is no OVRPRTF, the system looks at the following values:The output queue value in the job description.The output queue value in the user profile.The output device value in the workstation description.The system value Default printer (QPRTRDEV). If the printer identified in the system value does not exist, the output goes to the QPRINT output queue. 4 / How can I get the latest version of BNW to work with Java 7 Manually create three folders under the Users folder, example below:C:\Users\brobinson.BOSANOVA\AppData\LocalLow\Sun\Java\Deployment\cache\javapiv1.0\fileCache is there but you just have to manually create the rest.NOTE: AppData is a hidden folder. To unhide from Windows Explorer select Organize -> Folder and Search Options. Under the View Tab check Show hidden files, folders, and drives. AppData will now be available. 6 / I can no longer run the BNW plugin in Chrome what changed? As of April 2015 NPAPI support is disabled in Google Chrome and all browser extensions that require NPAPI plugins will be unpublished from the Chrome Web StorePrevious to September 2015 there is a work around by going to chrome://flags/#enable-npapi in your Chrome browser. Find Enable NPAPI Mac, Windows Enables the use of NPAPI plugins #enable-npapi and Enable it. 1 / iSeries printing - my print job is not going to my printer - why? The job initiation phase begins and if there is no OVRPRTF, the system looks at the following values:The output queue value in the job description.The output queue value in the user profile.The output queue value in the workstation description.The printer device value in the job description.The printer device value in the user profile.The system value Default printer (QPRTRDEV). If the printer identified in the system value does not exist, the output goes to the QPRINT output queue. 4 / How do I update my evaluation of Version 8 BOSANOVA Secure to a licensed copy. Once you have received your CD key from 10ZiG you will need to run the original executable again. when you get to the screen to enter the CD key, enter your key including dashes then select next. Continue selecting next until you come to the modification screen. Select Modify and highlight the evaluation install and check Update License - select Next and follow through to the end. Your BOSANOVA Secure is now licensed. 1 / My XPe thin client is running ThinLaunch Thin Desktop™ and periodically it shuts down on its own? Previously when the thin client was shipped it had the power options set to Portable/Laptop and if Thin Desktop™ was installed without making any changes, the user ThinLaunch Thin Desktop creates will have the same power setting. Please contact Tech Support for further assistance on correcting the power setting. 2 / When using Thin Desktop™, how can I regain access to the Windows desktop? To regain access to the windows desktop, press CTRL+ALT+DEL and select logoff from the dialog. Upon logoff, hold down the SHIFT key to allow Windows to display the logon dialog. At this point, any local or domain user who has the appropriate permission can logon to the system and see a normal Windows desktop. See the below figures on how to complete After pressing CTRL+ALT+DEL click on Log Off. Confirm by clicking Log Off and hold down the shift keyChange the ThinDesktopUser to another valid user and the desktop interface will reappear 3 / How do I Configure Thin Desktop™ with the Citrix ICA client, also known as XenApp, it is

figures on how to complete. After pressing CTRL-ALT-DEL click on Log Off...Confirm by clicking Log Off and hold down the Shift key. Change the ThinDesktopUser to another valid user and the desktop interface will reappear. 3 / How do I Configure Thin Desktop™ with Citrix ICA? To use Thin Desktop™ with the Citrix ICA client, also known as XenApp, it is necessary to configure Thin Desktop™ to launch wfica32.exe directly instead of using Program Neighborhood (pn.exe). To do this requires an ICA file: Create an ICA file from the Citrix published application manager tool. Copy the ICA file to the client where Thin Desktop™ is installed. Be sure to place the ICA file in an area where the local Users group has read access rights. Configure Thin Desktop™ to launch wfica32.exe with the path of the ICA file passed as a parameter. The following is an example: "C:\Program Files\Citrix\ICA Client\wfica32.exe" c:\myfile.ica Log off the machine to

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