

Tech Bulletin TB00281: 1920 x 1200 Resolution on 2560 x 1600 Displays

Products Addressed

This tech bulletin addresses:

- V5430 host cards with Tera firmware 4.2.0
 - AND—
 - zero clients using dual-link DVI cables connected to 2560 × 1600 monitors
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Overview and Environment

Zero clients with 2560 × 1600 monitors can have display resolution issues when connected to hosts (blades or VMs) configured as described above. In some cases, the host operating system limits the maximum resolution to 1920 × 1200 rather than 2560 × 1600.

Resolve this issue as shown below.

Resolution

Display issues can occur because of monitor emulation issues with Teradici Host Driver Software. To resolve this, disable monitor emulation on video ports 3 and 4 from the host card's Administrative Web Interface (AWI).

Step	Action
1	Ensure that Teradici Host Driver Software is installed on the remote device (blade or VM). Host Driver Software is available in ClearCube blade driver downloads.
2	Log in to the remote host card's AWI.
3	From the AWI, click Configuration > Monitor Emulation to display the Monitor Emulation page.
4	Clear the monitor emulation option for video ports 3 and 4.
5	Click Apply . A success message is displayed.

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Resolution (continued)

Step	Action
6	Click Reset to reset the host card PCoIP processor. A message is displayed indicating that the host system (blade or VM) will apply the changes only after the system is restarted.
7	Restart the remote host system.

Contacting Support

The table below shows how to contact ClearCube Support.

Web	www.clearcube.com/support/ .
E-mail	support@clearcube.com
Toll-free	(866) 652-3400
Direct	(512) 652-3400
