

## Tech Bulletin TB00282: Teradici Host Driver Software Does Not Install

### Products Addressed

This tech bulletin addresses a Teradici® Host Driver Software installation issue. Products addressed include:

- Teradici Host Driver Software (Host Driver from this point forward)
- All Tera2-based PCoIP host cards (V5400-series and above)

### Overview and Environment

When installing any operating system image that includes the Host Driver, the Host Driver can fail to install on a blade or VM.

Resolve this issue as shown below.

### Resolution

To resolve this issue, disable and then enable the Host Driver function from the host card Administrative Web Interface (AWI). A host system restart is required after disabling and enabling the Host Driver.

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 <b>Configuration &gt; Host Driver Function</b> to display the Host Driver Function page.
4	Clear the <b>Enable Host Driver Function</b> option and click <b>Apply</b> . A success message is displayed.
5	Click <b>Reset</b> to reset the host card PCoIP processor. Firefox® and Internet Explorer® browsers display a message indicating that the host system (blade or VM) will apply the changes only after the system is restarted.
6	Restart the remote host system. Wait for several moments for the host to restart.

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### Resolution (continued)

Step	Action
7	After the system restarts, log in to the host card's AWI and click <b>Configuration &gt; Host Driver Function</b> to display the Host Driver Function page again.
8	Select <b>Enable Host Driver Function</b> and click <b>Apply</b> . A success message is displayed.
9	Click <b>Reset</b> to reset the host card PCoIP processor, then restart the host system. The Host Driver is now enabled.

### Contacting Support

The table below shows how to contact ClearCube Support.

<b>Web</b>	<a href="http://www.clearcube.com/support/">www.clearcube.com/support/</a>
<b>E-mail</b>	<a href="mailto:support@clearcube.com">support@clearcube.com</a>
<b>Toll-free</b>	(866) 652-3400
<b>Direct</b>	(512) 652-3400