

Tech Bulletin TB00285: Operating System Image and PCoIP Host Software Drivers

Products Addressed

This technical bulletin provides instructions for creating custom operating system images for ClearCube® A6106H Blade PCs. Products addressed include:

- A6106H Blade PC
 - Teradici® Host Driver Software
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Overview and Environment

These imaging steps prevent an issue that can occur when installing an operating system image that includes Teradici® PCoIP Host Software on an A6106H blade.

If you create an operating system image for A6106H blades and the Sysprep process captures PCoIP Host Software drivers, issues can occur during the Windows out-of-box experience (OOBE). In some instances, PCoIP-related drivers are not installed, the OOBE can hang, or a fatal error (blue screen) can occur.

Resolution

When creating a custom image, make sure that the PCoIP Host Software is not *installed* when the image is sealed (the software installer package can be in the image as long as it is not installed). If you are using the default ClearCube image, uninstall the PCoIP Host Software through Add/Remove programs. The PCoIP Host Software drivers must be installed after the Windows Setup process.

Use either of the methods below to include PCoIP Host Software drivers as part of your custom imaging process.

- **Custom scripting:** Create an image that includes a script that performs a passive installation of PCoIP Host Software after Windows Setup is complete.

—OR—

- **Manual installation:** Exclude PCoIP Host Software from the operating system image, and manually install it after imaging a blade.

Note that the default A6106H operating system image includes PCoIP Host Software and an installation script. The PCoIP Host Software is in the location shown below:

```
C:\Drivers\PCoIP_Host_Software_for_Windows_xxbit_n-n
```

Where *x-x* is 32- or 64-bit and *n-n* is the PCoIP Host Software version number.

Continued on next page

Tech Bulletin TB00285: Operating System Image and PCoIP Host Software Drivers, Continued

Custom Scripting

Use a SetupComplete.cmd script to install PCoIP Host Software after Windows Setup is complete. These steps assume you are preparing a Windows 7 image and that the PCoIP Host Software installer is located on the computer in the directory specified below (change the script as appropriate if the PCoIP Host Software is in a different location). See "[Resources](#)" below for information about obtaining PCoIP Host Software.

Step	Action
1	Log on to the A6106H blade as a user with Administrator privileges.
2	Navigate to C:\Winidows\Setup\Scripts (create the Scripts directory if it does not exist).
3	Create a text file and name it SetupComplete.cmd .
4	Right-click the file and select Edit . Specify the location of the PCoIP Host Software installer and include the /passive option as shown below. Change the values of the operating system version and software version, shown in italics below, as appropriate for your installation. C:\Drivers\PCoIP_Host_Software_for_Windows_64bit_4-2\PcoipHostSoftware_x64-v4.2.2.msi /passive
5	Save the file. This command is run after Windows Setup completes.

You can now use the Sysprep tool to prepare the image for duplication and installation on A6106H blades.

Manual Installation

Install an operating system image that *does not include the PCoIP Host Software*. After image installation is complete, manually install the PCoIP Host Software.

Continued on next page

Tech Bulletin TB00285: Operating System Image and PCoIP Host Software Drivers, Continued

Resources

See the links below for more information.

PCoIP Host Software

<http://www.clearcube.com/support/controller/pcoip.php>

SetupComplete.cmd file

[https://technet.microsoft.com/en-us/library/Cc766314\(v=WS.10\).aspx](https://technet.microsoft.com/en-us/library/Cc766314(v=WS.10).aspx)

Windows installer options (/passive option)

[https://msdn.microsoft.com/en-us/library/aa372024\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa372024(v=vs.85).aspx)

Contacting Support

The table below shows how to contact ClearCube Support.

Web	www.clearcube.com/support/
Email	support@clearcube.com
Toll-free	(866) 652-3400
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