

Tech Bulletin TB00287: A6106D Blade and PCoIP Zero Client USB Loss after Login

Products Addressed

This technical bulletin identifies a known issue. Products addressed include:

- A6106D Blade PC
- BIOS version MKQ7710H.86A.0061.2013.0820.1035
- Any PCoIP Zero Client and Host Card

Overview and Environment

After using a zero client to connect to an A6106D Blade, USB devices connected to the zero client stop working after logging in to the operating system. This USB-related issue is inconsistent, and does not occur at every login.

Resolution

Upgrade the BIOS to version MKQ7710H.86A.0070.2015.0626.1554 to resolve this issue. Use this link to download the BIOS from the ClearCube Support site (the download contains instructions about how to upgrade the BIOS):

<http://www.clearcube.com/support/controller/downloads.php?id=756>

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
Direct	(512) 652-3400