Topic: **Multi-Monitor Video Support on Quick KVM**
Component(s) Affected: **Quick KVM, MVX, Quadro4 Graphics Cards**
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OVERVIEW / ENVIRONMENT

Quick KVM supports multi-monitor-capable Blades and user ports, with some limitations.

DETAILED DESCRIPTION

Quick KVM supports switching for multi-monitor-capable Blades (Blades with Quadro4 video cards) and the Multi-Video Extender (MVX) used with a Fiber or Universal C/Port.

Best results are achieved when all desktops and Blades in a Quick KVM-equipped Cage have the same configuration. For example, all Blades have a single-video adapter (such as a GeForce 2 or Intel Extreme Graphics) and all desktops have only a C/Port. A C/Port with an MVX would provide full single-video capabilities, but the extra usability of the MVX could not be available.

Another compatible combination is to have all Blades equipped with a quad-video card and all desktops equipped with an MVX and C/Port, plus more than one monitor.

With an unequal combination of single-video and quad-video cards, these limitations apply:

- When a user with a multi-monitor desktop switches to a Blade with a single-monitor video card, video is output only to Monitor 1.
- When a user with a single-monitor desktop switches to a Blade with a multi-monitor video card, the user sees only the video output to Monitor 1 of the multi-monitor output, regardless of the video driver settings.
- When a user with a multi-monitor desktop switches to a Blade with a multi-monitor video card, with different monitor settings than the Blade from which he switched, the displayed video matches the video settings of the last user on that Blade. If the user has fewer monitors than the last user, video is displayed on his monitors in the order they were configured by the last user.
- When a user switches to a Blade set to output video at a resolution or scan rate his monitor cannot support, video may not be displayed, or may not be viewable. In this case, the best bet is to restart the Blade (using the Reset button on the back of the C/Port) and allow Windows and the monitor to negotiate a compatible setting. In a worst case, the user can boot into Safe Mode and adjust the video settings, then reboot.

In all these cases, users always see the video for Monitor 1 on their Monitor 1. In the case of a single-video adapter, only one monitor's worth of video is available, regardless of the capabilities at the desktop. In the case of a C/Port without an MVX, video is displayed only on Monitor 1, regardless of the capabilities of the video card.

ClearCube Dual-Monitor C/Ports and Dual-Port video adapters, both of which have been end-of-lifed, are not supported on Quick KVM but may function in a compatible fashion when all Blades and desktops are configured the same.

RESOLUTION

If the Blades used in your Quick KVM installation have multi-monitor video cards installed, set the display configuration to 1x1 (via the nVidia Display control panel) before switching to a different Blade. This gives the greatest chance that whoever switches to that Blade next (including the original user returning to the

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Blade) will have a compatible setting. In Quick KVM environments with mixed video and desktop configurations, end user testing is recommended.

For more information, please contact ClearCube technical support.

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