

**Topic:** Settings for 24-bit Color Not Available in Grid Center Client  
**Component(s) Affected:** Eon e100 and Capio One I/Ports, Grid Center Client  
**Date:** August 30, 2005

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## OVERVIEW / ENVIRONMENT

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24-bit color is not available in the current Grid Center I/Port clients on the Eon e100 and Capio One I/Ports. ClearCube has issued an update for the Grid Center I/Port clients to enable 24-bit color within RDP sessions.

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## DETAILED DESCRIPTION

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24-bit color is not available in the current Grid Center I/Port clients on the Eon e100 and Capio One I/Ports. ClearCube has issued a set of software updates that enable 32-bit color depth on the I/Port. These updates should be applied to all Eon e100 and Capio One I/Ports using the Grid Center client for which 24-bit color support on RDP is desired. The updates can be applied as local installations, or remotely as snap-ins. ezRemote Manager software is required to install this snap-in remotely.

**Note:** Do not use these patches on I8010 or I8800 I/Ports.

This patch is available on the ClearCube Support Website as:

```
GridCenter_client_24_bit_change.zip
```

This file contains the following:

- A folder titled **ezRM\_patch** that contains the following:
  - A subfolder named **Linux** that contains the ezRemote Manager snap-in for Linux
  - A subfolder named **XPe** that contains the ezRemote Manager snap-in for XPe
- A folder titled **Standalone\_patch** that contains the following:
  - A subfolder named **Linux** that contains the patch and a `.sh` file that installs it
  - A subfolder named **XPe** that contains the patch and a `.bat` file that installs it
- This Technical Bulletin.

To install the patch using ezRemote Manager:

For XPe, do the following:

1. Download and unzip the `GridCenter_client_24_bit_change.zip` file.
2. Copy the **ezRM\_patch** folder to the ezRemote Manager server.
3. Start ezRemote Manager and select the I/Port(s) to be patched.
4. Click the **Snapin Manager** icon in the menu bar.
5. Browse to the `\\ezRM_patch\XPe\` folder, select the `install.2do` file, and click **OK**.

The snap-in is installed and the I/Port reboots when the installation is complete.

**Note:** Before pushing the patch to an XPe I/Port, please see Technical Bulletin *TB0149, ezRemote Manager Patch for XPe Write Filter*.

For NeoLinux, do the following:

1. Download and unzip the `GridCenter_client_24_bit_change.zip` file.
2. Copy the **ezRM\_patch** folder to the ezRemote Manager server.
3. Start ezRemote Manager and select the I/Port(s) to be patched.
4. Click the **Snapin Manager** icon in the menu bar.
5. Browse to the `\\ezRM_patch\Linux\` folder, select the `install.2do` file, and click **OK**.

The snap-in is installed and the I/Port reboots when the installation is complete.

To install the patch locally:

For XPe, do the following:

1. Download and unzip the `GridCenter_client_24_bit_change.zip` file.
2. Copy the **Standalone\_patch\XPe** folder to a USB mass storage device such as a key drive.
3. Insert the key drive at the I/Port.
4. Browse to the **Standalone\_patch\XPe** folder on the key drive, and double-click the `deploy.bat` file.

The patch is installed and the I/Port reboots when the installation is complete.

For NeoLinux, do the following:

1. Download and unzip the `GridCenter_client_24_bit_change.zip` file.
2. Copy the `install.sh` and the `gc.tgz` files to a USB mass storage device such as a key drive.
3. Insert the key drive at the I/Port.
4. Log in as `root` using the `su` command and the password `clearcube`.
5. Change to the `/usr/tmp` directory with the following command:  

```
cd /usr/tmp
```
6. Copy the installer files from the key drive to the `/usr/tmp` directory. Use the following commands:  

```
cp /usb/usb-drive/install.sh /usr/tmp/  
cp /usb/usb-drive/gc.tgz /usr/tmp/
```
7. Run the following command:  

```
bash install.sh
```
8. When prompted, hit enter. The installation copies a rather lengthy set of files to the I/Port and then reboots twice. Following the second reboot, the ClearCube client window is displayed, indicating that the patch has been successfully installed.

**Note:** This update modifies the color depth to 32-bit on the I/Port. To obtain 24-bit color depth within an RDP session, the I/Port and the remote Blade both need to have their color depth set to 32-bit color. Unless you set the Blade to 32-bit color, you will not be able to create a 24-bit color depth RDP session.

For more information, please contact ClearCube technical support.

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