

Tech Bulletin: I9440 Quad Zero Client Auto-Reconnect

Products Addressed This Tech Bulletin addresses I9440 Quad zero clients and all COMM firmware versions.

Overview and Environment ClearCube I9440 Quad zero clients that have the *auto-reconnect* option enabled can fail to automatically reconnect to a peer hostcard when a PCoIP® session is lost. This behavior is sporadic and is easily corrected.

Workaround If a zero client does not automatically reconnect, click the **Connect** button in the zero client's on-screen display (OSD) to establish a session with a peer.

For more information The auto-reconnect option requires additional zero client configuration options, including disabling the **Enable Host Discovery** and the **Enable Connection Management** options.

For more information, see “Setting Devices to Automatically Reconnect” in *PCoIP System User's Guide* on the Support site.

Contacting Support The table below shows how to contact ClearCube Support.

Web	www.clearcube.com/support/
E-mail	support@clearcube.com
Toll-free	(866) 652-3400
Direct	(512) 652-3400
