

Tech Bulletin: Configuring Dual-Monitor Systems for Single-Monitor Use

Products Addressed This Tech Bulletin addresses configuring dual-monitor host cards and blades to use a single monitor. This procedure resolves a `Source signal on other port` message that can be displayed on monitors.

Overview and Environment You can configure PC Blades and dual host cards for use with only one monitor connected to a dual-monitor zero client.

To do so

- enable the Host Driver Function from the host card's Administrative Web Interface (AWI), and
- install a supported version of Teradici® Host Driver Software on the PC Blade containing the host card.

Configuration Steps The steps below show how to enable the Host Driver Function and install the Host Driver Software.

NOTE: The Teradici firmware on a host card must be compatible with Teradici Host Driver Software installed on the host PC Blade. Release notes in each Teradici Host Software download specify the firmware versions with which the software is compatible.

Host Driver Function

Step	Action
1	From a Web browser, enter the host card's IP address (if the browser displays a warning about the security certificate, you can safely dismiss the message). Result: The Log In screen is displayed.
2	Enter a password if one is specified for the device, and then click Log In . Result: The PCoIP® Host Card page is displayed.
3	From the menu, click Configuration > Host Driver Function . Result: The Host Driver Function page is displayed.
4	Click Enable Host Driver Function and then click Apply . Result: A Success page is displayed. Click Reset .

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Configuration Steps (continued)

Step	Action
5	A message is displayed about resetting the processor and the PC Blade. Click OK . Result: The message disappears and the Success page is displayed again. Click Continue .
6	Restart the PC Blade. Result: When the blade powers on again, two PCI-E devices are displayed in the Device Manager. After installing the Host Driver Software in the next procedure, these will function normally.

Continue by installing PCoIP Host Driver Software.

PCoIP Host Driver Software

Be sure that you have the 32- or 64-bit installer appropriate for your operating system.

Step	Action
1	Double-click the PCoIP Host Software installer (.msi file). Result: The Wizard starts. Click Next .
2	Accept the license agreement and click Next .
3	Accept the default installation location or specify one and click Next .
4	Click Install . Result: progress messages are displayed.
5	Click Finish .

You can now deploy the zero client for use with one monitor. Note that PCoIP Host Software application is located in the Teradici folder in the Start menu, and the Unknown device icons associated with the Host Driver are no longer displayed in the Device Manager.

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