



HP Velocity FAQ and Troubleshooting

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Contents

Trademarks and patents	2
Disclaimer	2

About this document 5

Purpose	5
Intended audience	5
Document styles and conventions	5
For more information.	6

HP Velocity FAQ 7

General	7
How does HP Velocity improve user Quality of Experience (QoE)?	7
Does HP Velocity introduce latency?	8
What is HP Velocity's impact on available bandwidth?	8
What is an HP Velocity accelerated session?	8
What is an HP Velocity monitored session?	8
What is the maximum number of HP Velocity sessions?	8
What is the purpose of policy filters?	9
What is the TCP Optimizer?	9
What is the WiFi Optimizer?	9
What is Burst Loss Protection (BLP)?	9
Installation and deployment	10
Which platforms and operating systems are supported by the HP Velocity server component?	10
What are the system requirements for the HP Velocity server component?	10
Where should HP Velocity be installed?	11
Which HP Velocity Server install package should be used?	11
Why does the "Another version of this product is already installed." message appear?	11
Why does the "Do you want to allow the following program from an unknown publisher to make changes to your system" message appear?	11
Why does a message about a driver that has not passed Windows Logo Compatibility testing appear?	11
What configurations need to be applied to HP Velocity?	12
Management	13
What do the colors of the HP Velocity System Tray icon represent?	13
How is HP Velocity managed?	13
Why is Log History greyed out on the Statistics tab?	14
On the Accelerated Streams tab, why are some protocol names listed and others not?	14
What do the red and green bars on the Network Monitor graph represent?	14
How are Group Policy settings applied?	14
What are the account privileges for HP Velocity?	15
Accelerated sessions	16
All HP Velocity data streams are blocked	16
Traffic between HP Velocity servers is only monitored	16

An RDP connection is not established to Microsoft Hyper-V when HP Velocity is enabled (Active or Monitor mode).....	17
No accelerated sessions are established for connections to a VMware desktop with HP Velocity installed.....	18

HP Velocity Troubleshooting **19**

VDI connectivity issue.....	20
Non-VDI connectivity issue.....	21
HP Velocity sessions not established.....	22
Quality of Experience issue.....	23
Troubleshooting procedures.....	24
Disabling HP Velocity.....	24
Enabling HP Velocity.....	25
Displaying network loss.....	27
Displaying corrected loss.....	27
Displaying Target Loss Rate.....	28
Displaying accelerated session information.....	28
Adding an IP address to the policy filter blacklist.....	29
Adding a port to the transparent policy filter.....	30
Validating HP Velocity deployment.....	30
Checking the traffic path for a security server or firewall.....	31
Generating the HP Velocity Configuration Report.....	31
Opening a ticket.....	32

About this document

Purpose

This document provides HP support with FAQ and troubleshooting information for HP Velocity.

Intended audience

This document is intended for HP support staff.

Document styles and conventions

In this document, the following styles are used.

Style	Description
Start > Edit > Cut	Any elements on screen such as menus or buttons use this format.
<i>Select directory screen</i>	A screen or dialog box name uses this format.
myfile.txt	Filenames, directory names, and command line text use this format.
Sample Product	Links to locations inside the document use this format.
Example book	References to external published documents, books, and articles use this format.

In this document, the following conventions are used

Convention	Description
<sample_name>	Replace the whole text including angle brackets with the expected value. For example, replace <exec_filename> with example.exe when entering this command.
{option1 option 2}	When entering the command, choose one of options presented.

For more information

This document is part of a set of documents about HP Velocity. For more information, visit <http://www.hp.com/support>. Select the country/region from the map and then select **Product Support & Troubleshooting**. Type the thin client model in the field and select **SEARCH**.

The following documents are part of the HP Velocity documentation set:

- **HP Velocity Overview** – This document provides a high level overview of HP Velocity technology, components, and features.
- **HP Velocity User Guide for Thin Clients** – This document describes how to start, monitor, and display information about HP Velocity. It is specific to thin clients running Microsoft Windows operating systems.
- **HP Velocity Server Side Deployment Guide** – This document describes various deployment methods for HP Velocity on the server side.
- **HP Velocity FAQ and Troubleshooting** – This document provides HP support with FAQ and troubleshooting information for HP Velocity.
- **LiveQoS Support** – This document provides HP third and fourth level support staff with information about LiveQoS and how to request support for HP Velocity.

HP Velocity FAQ

The FAQ is divided into the following categories:

- [General](#)
- [Installation and deployment](#)
- [Management](#)
- [Accelerated sessions](#)

General

This section includes:

- [How does HP Velocity improve user Quality of Experience \(QoE\)?](#)
- [Does HP Velocity introduce latency?](#)
- [What is HP Velocity's impact on available bandwidth?](#)
- [What is an HP Velocity accelerated session?](#)
- [What is an HP Velocity monitored session?](#)
- [What is the maximum number of HP Velocity sessions?](#)
- [What is the purpose of policy filters?](#)
- [What is the TCP Optimizer?](#)
- [What is the WiFi Optimizer?](#)
- [What is Burst Loss Protection \(BLP\)?](#)

How does HP Velocity improve user Quality of Experience (QoE)?

HP Velocity integrates with existing systems and addresses the underlying problems found in today's networks: packet loss, transmission latency, and jitter.

HP Velocity continuously monitors end-to-end network conditions to select the most appropriate data delivery mechanism. Packet loss is automatically reduced and transmission latency is minimized, thereby improving an application's QoE and throughput.

Does HP Velocity introduce latency?

HP Velocity provides zero latency loss protection.

What is HP Velocity's impact on available bandwidth?

The bandwidth control mode defines how accelerated streams are protected from network loss. Higher protection modes protect against a greater network loss but also require more bandwidth.

HP Velocity provides the following bandwidth control modes:

- **Dynamic** configures HP Velocity to dynamically maximize acceleration while optimizing bandwidth usage
- **Low** configures HP Velocity to cap the estimated protection overhead at or below 27%; this is best suited for very constrained environments
- **Medium** configures HP Velocity to cap the estimated protection overhead at or below 40%; this is best suited for moderately constrained environments
- **High** configures HP Velocity to cap the estimated protection overhead at or below 103%; this is best suited for high loss networks



NOTE: Protection overhead bandwidth refers to the amount of additional bandwidth required for the different encoding modes used by HP Velocity to protect against packet loss. See the “Packet loss protection” section of the [HP Velocity Overview](#) document for more details.

What is an HP Velocity accelerated session?

An accelerated session is formed between two HP Velocity endpoints in Active mode. In Active mode, HP Velocity continuously monitors end-to-end network conditions to activate and tune HP Velocity optimizers (such as zero latency loss protection, WiFi acceleration, and TCP flow control).

What is an HP Velocity monitored session?

A monitored session is formed between two HP Velocity endpoints in Monitor mode. In Monitor mode, HP Velocity continuously monitors end-to-end network conditions but does not activate and tune HP Velocity optimizers (such as zero latency loss protection, WiFi acceleration, and TCP flow control).

What is the maximum number of HP Velocity sessions?

HP thin clients currently support up to 16 simultaneous accelerated streams.

HP Velocity installed on a virtual desktop currently supports up to 16 simultaneous accelerated streams with one or more HP thin clients.

HP Velocity installed on a terminal services server currently supports up to 256 simultaneous accelerated streams with one or more HP thin clients.

What is the purpose of policy filters?

The policy filters define which data streams will be accelerated and the level of protection applied, based on their IP addresses and ports. See the Policy Filters section of [HP Velocity Server Side Deployment Guide](#) for more details.

What is the TCP Optimizer?

HP Velocity optimizes bandwidth utilization by minimizing TCP overhead on half-duplex links (including WiFi).

What is the WiFi Optimizer?

HP Velocity accelerates application streams by leveraging WiFi multimedia standards to minimize latency and prioritizing HP Velocity traffic.

What is Burst Loss Protection (BLP)?

Burst loss, also known as sequential loss, normally prevents HP Velocity from reconstructing the source packet at the remote endpoint. To mitigate against sequential loss, HP Velocity offers the Burst Loss Protection (BLP) feature.

The net effect of BLP is added resiliency against burst loss. Its success depends largely on the number of source packets that were HP Velocity-encoded and on the sequential loss duration.

Installation and deployment

This section includes:

- Which platforms and operating systems are supported by the HP Velocity server component?
- What are the system requirements for the HP Velocity server component?
- Where should HP Velocity be installed?
- Which HP Velocity Server install package should be used?
- Why does the “Another version of this product is already installed.” message appear?
- Why does the “Do you want to allow the following program from an unknown publisher to make changes to your system” message appear?
- Why does a message about a driver that has not passed Windows Logo Compatibility testing appear?
- What configurations need to be applied to HP Velocity?

Which platforms and operating systems are supported by the HP Velocity server component?

HP Velocity installs as a network driver on the following platforms:

- Virtual desktops
- Microsoft Terminal Services servers
- Microsoft Hyper-V servers

The HP velocity server side component is currently supported on Microsoft operating systems.

What are the system requirements for the HP Velocity server component?

Requirement	Server OS	Virtual desktop OS
CPU	Any	Any
Memory	30 MB	3 MB
Disk space	10 MB	10 MB
OS	Windows Server 2003 Windows Server 2008	Windows 7 Windows Vista Windows XP (SP3 and above)
OS variants	32-bit and 64-bit	

Where should HP Velocity be installed?

HP Velocity comes pre-installed on select HP thin client images since March 2012. HP Velocity server side deployments vary based on the virtualization architecture (see the Deployments section of the [HP Velocity Server Side Deployment Guide](#)).

Which HP Velocity Server install package should be used?

Operating system	OS variants	Install package
Windows XP	32-bit	HPVelocity_Server_32_R#.msi
Windows 7	64-bit	HPVelocity_Server_64_R#.msi
Windows Vista		
Windows Server 2008		
Windows Server 2003		

Note that R# indicates the HP Velocity release number.

Why does the “Another version of this product is already installed.” message appear?

A previous version of HP Velocity is installed. It must be uninstalled before the new installation can proceed. Recent HP Remote Graphics Software (RGS) versions also include HP Velocity. If RGS is installed, before installing HP Velocity uninstall RGS, install HP Velocity, and then reinstall RGS.

Why does the “Do you want to allow the following program from an unknown publisher to make changes to your system” message appear?

During installation, this message may appear on Windows 7 and Windows Vista systems. If this message appears, select the option to allow the changes to take place. This is expected and is required for HP Velocity installation.

Why does a message about a driver that has not passed Windows Logo Compatibility testing appear?

During installation, this message may appear on Windows XP systems. If this message is displayed, allow the installation to proceed. This is expected and is required for HP Velocity installation.

What configurations need to be applied to HP Velocity?

HP Velocity is plug-and-play. It installs with a default configuration suitable for most deployments. See the Configuration section of the [HP Velocity Server Side Deployment Guide](#).





Management

This section includes:

- [What do the colors of the HP Velocity System Tray icon represent?](#)
- [How is HP Velocity managed?](#)
- [Why is Log History greyed out on the Statistics tab?](#)
- [On the Accelerated Streams tab, why are some protocol names listed and others not?](#)
- [What do the red and green bars on the Network Monitor graph represent?](#)
- [How are Group Policy settings applied?](#)
- [What are the account privileges for HP Velocity?](#)

What do the colors of the HP Velocity System Tray icon represent?

The following table describes the icon colors, operational modes, and their behaviors.

Icon	Color	Mode	Description
	Green	Active	HP Velocity is actively accelerating one or more streams.
	Blue	Active	HP Velocity is active but no accelerated streams have been established.
	Orange	Monitoring	HP Velocity is profiling present and trending network conditions. In this mode HP Velocity does not accelerate streams.
	Gray	Disabled	HP Velocity is disabled.

How is HP Velocity managed?

HP Velocity is managed using the following:

- HP Velocity Group Policy Objects
- HP Velocity Management application

See the [HP Velocity Server Side Deployment Guide](#) for more details.

Why is **Log History** greyed out on the Statistics tab?

If **Logging** is set to disabled, **Log History** will be greyed out. Enable **Logging** by selecting one of the logging intervals.

On the Accelerated Streams tab, why are some protocol names listed and others not?

The Protocol column will only display protocol names of well known default port numbers such as RGS (port 42996), ICA (port 1494), PCoIP (port 4172), and RDP (port 3389).

What do the red and green bars on the Network Monitor graph represent?

Red bars represent the packet loss in the network. Green bars represent the corrected packet loss seen by applications.

How are Group Policy settings applied?

The Group Policy Object (GPO) can be used to centrally manage and propagate new HP Velocity settings over an entire Windows Active Directory (AD) domain.

To configure the GPO with HP Velocity options, the HP Velocity Administrative Template must be applied to the GPO. The HP Velocity Administrative Template (`hpvelocity_configuration-R#.adm`) adds a set of options to the GPO and specifies which registry keys will be set for each option.



NOTE: Policy Engine configuration changes will be applied immediately to HP Velocity endpoints that have the HP Velocity Management application running. If the management application is not running, the Policy Engine changes will be applied to that endpoint after a system reboot.

What are the account privileges for HP Velocity?

HP Velocity provides the following access based on user account privileges. Refer to the tables below.

Administrator:

Information	Read	Write	Export
Accelerated Stream information	X		
Network Monitoring graphs	X		
Statistics	X	X	X
Configuration values	X	X	X
Policy Filters configuration values	X	X	X

Non-administrator:

Information	Read	Write	Export
Accelerated Stream information	X		
Network Monitoring graphs	X		
Statistics	X		X
Configuration values	X		X
Policy Filters configuration values	X		X

Accelerated sessions

This section includes:

- All HP Velocity data streams are blocked
- Traffic between HP Velocity servers is only monitored
- An RDP connection is not established to Microsoft Hyper-V when HP Velocity is enabled (Active or Monitor mode)
- No accelerated sessions are established for connections to a VMware desktop with HP Velocity installed

All HP Velocity data streams are blocked

HP Velocity uses an Internet Protocol (IP) ID of `0x880477FB` and an IP option of `0x420B` in IP headers. Intrusion Detection Systems (IDS) and firewall systems may require configuration to support HP Velocity-enabled traffic. Failure to do so may result in these devices blocking HP Velocity-enabled traffic. Consult your device manuals to configure these settings.

Traffic between HP Velocity servers is only monitored

HP Velocity only accelerates streams between HP thin clients and HP Velocity-enabled servers (virtual desktops or terminal services). In the case of server-to-server connections, HP Velocity will display the green icon but will only be monitoring the sessions.

An RDP connection is not established to Microsoft Hyper-V when HP Velocity is enabled (Active or Monitor mode)

If HP Velocity is installed directly on Microsoft Hyper-V and there is a “Local Area Connection - Virtual Network” entry as shown in [Figure 1](#), ensure that the LiveQoS NDIS 6 Filter Driver is disabled for the physical network adapter, as shown in [Figure 2](#).

Figure 1. Microsoft Hyper-V network connections

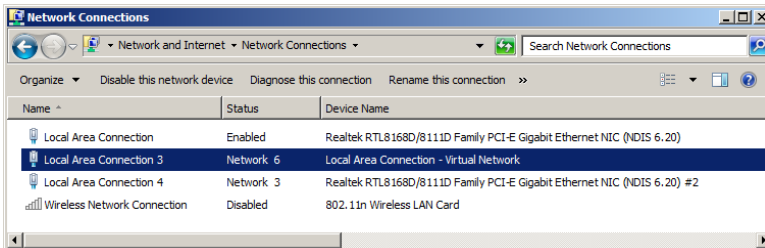
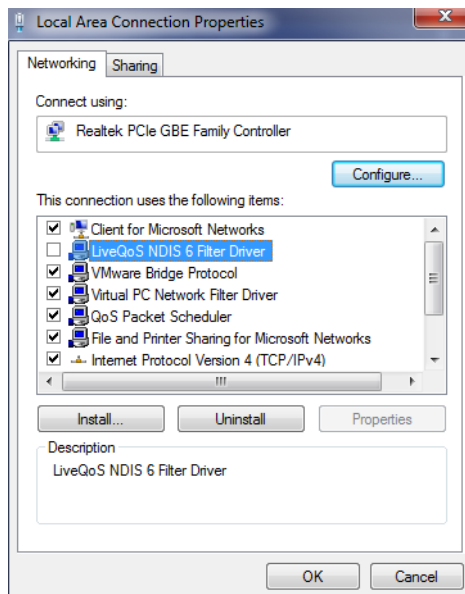


Figure 2. HP Velocity NDIS driver filter uninstalled



No accelerated sessions are established for connections to a VMware desktop with HP Velocity installed

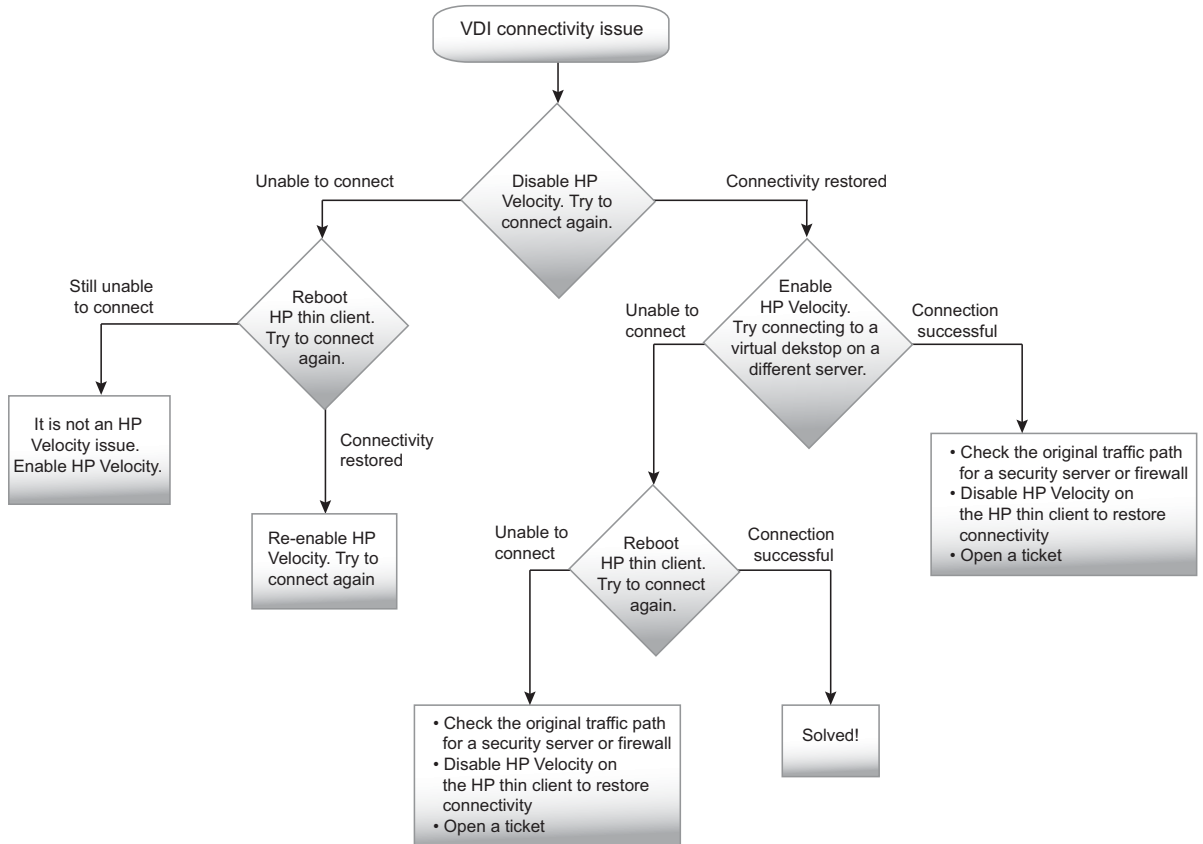
Virtualization architectures that require HP thin clients to access virtual desktops via a proxy service provided by a connection broker (such as VMware View Manager) must install HP Velocity on the connection broker. See the Deployments section of the [HP Velocity Server Side Deployment Guide](#).

HP Velocity Troubleshooting

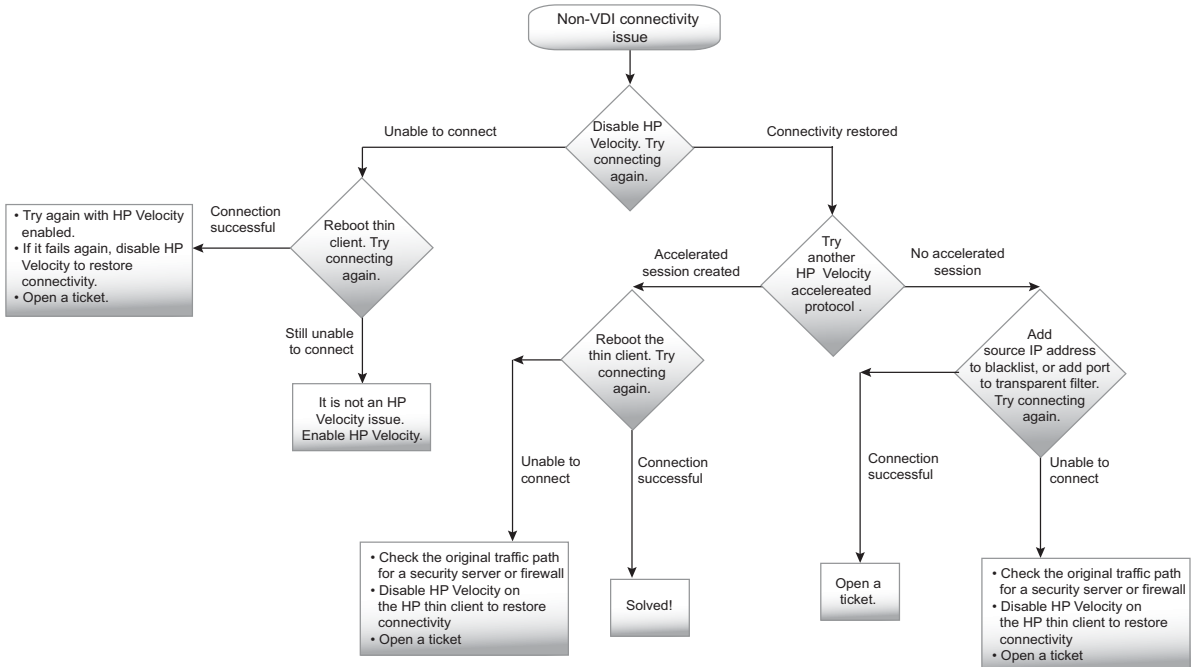
This section includes:

- [VDI connectivity issue](#)
- [Non-VDI connectivity issue](#)
- [HP Velocity sessions not established](#)
- [Quality of Experience issue](#)
- [Troubleshooting procedures](#)

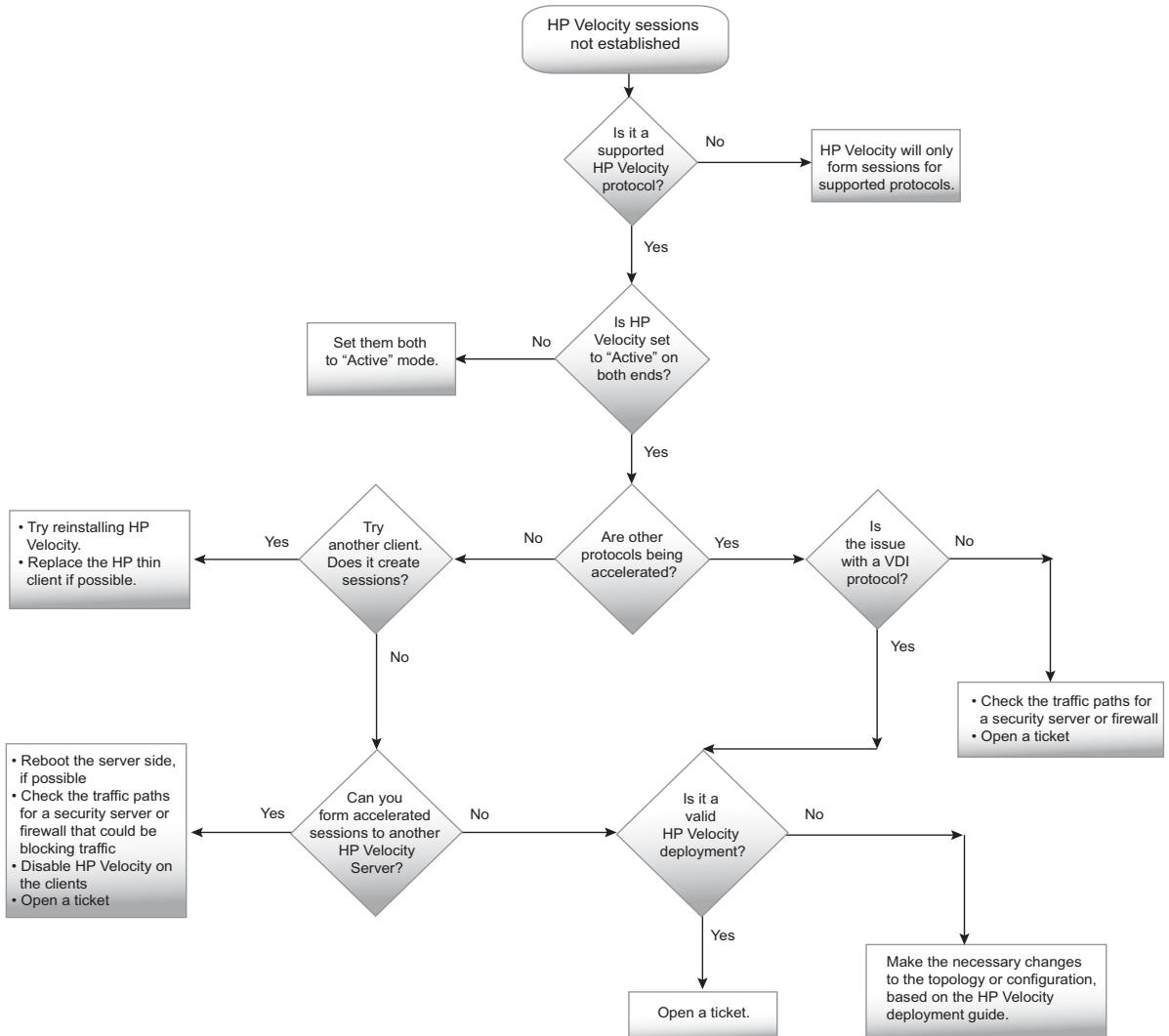
VDI connectivity issue



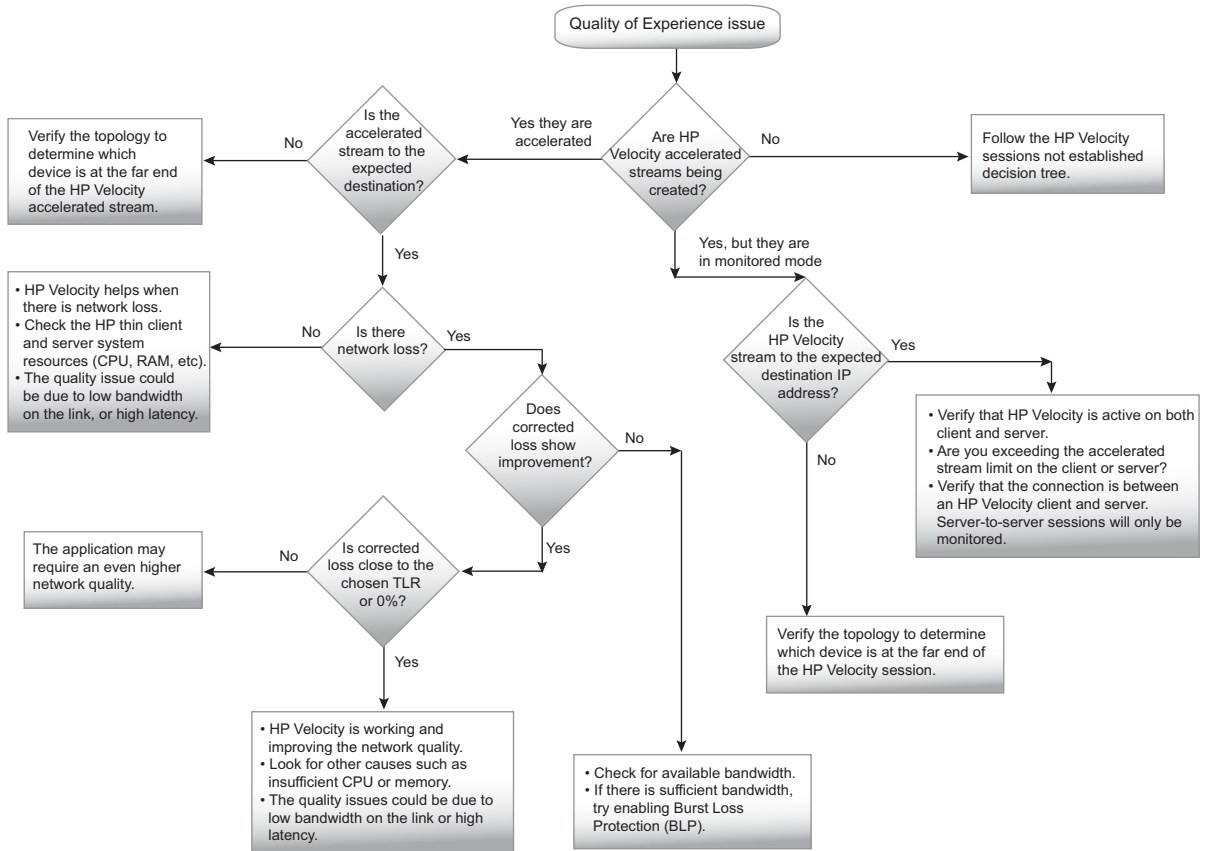
Non-VDI connectivity issue



HP Velocity sessions not established



Quality of Experience issue



Troubleshooting procedures

This section includes:

- [Disabling HP Velocity](#)
- [Enabling HP Velocity](#)
- [Displaying network loss](#)
- [Displaying corrected loss](#)
- [Displaying Target Loss Rate](#)
- [Displaying accelerated session information](#)
- [Adding an IP address to the policy filter blacklist](#)
- [Adding a port to the transparent policy filter](#)
- [Validating HP Velocity deployment](#)
- [Checking the traffic path for a security server or firewall](#)
- [Generating the HP Velocity Configuration Report](#)
- [Opening a ticket](#)

Disabling HP Velocity

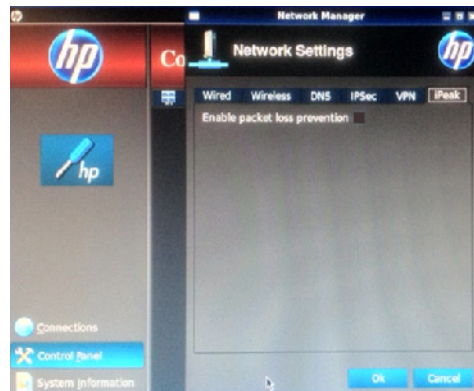
To disable HP Velocity - Windows:

1. Start the HP Velocity System Tray Application from the start menu.
2. Left-click on the HP Velocity system tray icon.
3. Move the HP Velocity mode slider to **Off**.
4. Select **OK**.

See the [HP Velocity User Guide](#) for more details.

To disable HP Velocity - Linux Graphical User Interface (GUI):

1. Login as an administrator.
2. Select **Control Panel**.
3. Select **Setup > Network**.
4. Select the **iPeak** tab.
5. Uncheck **Enable packet loss protection**.
6. Select **OK**.

Figure 3. Disabling HP Velocity on Linux GUI**To disable HP Velocity - Linux Command Line Interface (CLI):**

1. Login as an administrator.
2. Select **Control Panel**.
3. Select **Setup > X Terminal**.
4. Enter the following command:

```
echo globalFilter=1 > /proc/net/ipeak{0|1}/config/core
echo commit > /proc/net/ipeak{0|1}/config/commit
```

Select `ipeak0` for the wired or `ipeak1` for the wireless network interface in the above command.



Note: Disabling HP Velocity using `globalFilter` is not persistent over a reboot. To permanently disable HP Velocity, comment out `ipeak` and `ipeak-wireless` in `/etc/modules`.

Enabling HP Velocity

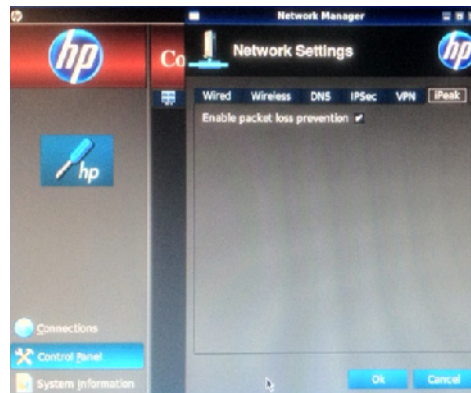
To enable HP Velocity - Windows:

1. Start the HP Velocity System Tray Application from the start menu.
2. Left-click on the HP Velocity system tray icon.
3. Move the HP Velocity mode slider to **Active**

See the [HP Velocity User Guide](#) for more details.

To enable HP Velocity - Linux GUI:

1. Login as an administrator.
2. Select **Control Panel**.
3. Select **Setup > Network**.
4. Select the **iPeak** tab.
5. Check **Enable packet loss protection**.
6. Select **OK**.

Figure 4. Enabling HP Velocity on Linux GUI**To enable HP Velocity - Linux CLI:**

1. Login as an administrator.
2. Select **Control Panel**.
3. Select **Setup > X Terminal**.
4. Enter the following command:

```
echo globalFilter=0 > /proc/net/ipeak{0|1}/config/core
echo commit > /proc/net/ipeak{0|1}/config/commit
```

Select `ipeak0` for the wired or `ipeak1` for the wireless network interface in the above command.



Note: To re-enable HP Velocity if it is permanently disabled, uncomment `ipeak` and `ipeak-wireless` in `/etc/modules`.

Displaying network loss

To display network loss - method 1:

1. Start the HP Velocity System Tray Application from the start menu.
2. On the HP Velocity server system, right-click the system tray icon.
3. Select **Management**.
4. Select **Statistics**.

The **Network Loss** row indicates packet loss in the network seen by applications (see the Statistics section of [HP Velocity Server Side Deployment Guide](#)).

To display network loss - method 2:

1. Start the HP Velocity System Tray Application from the start menu.
2. On the HP Velocity server system, right-click the system tray icon.
3. Select **Management**.
4. Select **Network Monitor**.

Red bars indicate packet loss in the network seen by applications (see the Network Monitor section of [HP Velocity Server Side Deployment Guide](#)).

Displaying corrected loss

To display corrected loss - method 1:

1. Start the HP Velocity System Tray Application from the start menu.
2. On the HP Velocity server system, right-click the system tray icon.
3. Select **Management**.
4. Select **Statistics**.

The **Corrected Loss** row indicates corrected packet loss seen by applications (see the Statistics section of [HP Velocity Server Side Deployment Guide](#)).

To display corrected loss - method 2:

1. Start the HP Velocity System Tray Application from the start menu.
2. On the HP Velocity server system, right-click the system tray icon.
3. Select **Management**.
4. Select **Network Monitor**.

Green bars indicate the corrected packet loss seen by applications (see the Network Monitor section of [HP Velocity Server Side Deployment Guide](#)).

Displaying Target Loss Rate

To display the currently configured Target Loss Rate (TLR):

1. Start the HP Velocity System Tray Application from the start menu.
2. On the HP Velocity server system, right-click the system tray icon.
3. Select **Management**.
4. Select **Configuration**.

TLR displays the target loss rate that HP Velocity will attempt to achieve (see the Configuration section of [HP Velocity Server Side Deployment Guide](#)).

To display the TLR of each accelerated stream:

1. Start the HP Velocity System Tray Application from the start menu.
2. On the HP Velocity server system, right-click the system tray icon.
3. Select **Management**.
4. Select **Accelerated Streams**.

The TLR column displays the target loss rate that HP Velocity will attempt to achieve (see the Accelerated Streams section of [HP Velocity Server Side Deployment Guide](#)).

Displaying accelerated session information

To display accelerated session information:

1. Start the HP Velocity System Tray Application from the start menu.
2. Right-click the HP Velocity system tray icon.
3. Select **Management**.
4. Select **Accelerated Streams**

The Accelerated Streams tab displays detailed information for each unique HP Velocity accelerated stream.

Statistic name	Description
Destination IP	The destination IP address for the accelerated stream.
Destination Port	The destination TCP or UDP port number for the accelerated stream. If the port number is a recognized protocol, the protocol name will be displayed as well.
Local IP	The local IP address for the accelerated stream.
Local Port	The local TCP or UDP port number for the accelerated stream. If the port number is a recognized protocol, the protocol name will be displayed as well.
Protection Mode	Specifies whether the accelerated stream is active (protection enabled) or simply monitored. The field will read Active for streams which are accelerated and Monitored for streams which are monitored.
Protocol	The protocol (such as TCP or UDP) used by the accelerated stream.
TLR	The Target Loss Rate (TLR) applied to the accelerated stream that HP Velocity will attempt to achieve.

Adding an IP address to the policy filter blacklist

To add an IP address to the policy filter blacklist:

1. Start the HP Velocity System Tray Application from the start menu.
2. Right-click the HP Velocity system tray icon.
3. Select **Management**.
4. Select **Configuration > Policy Filters**.
5. Select **Advanced**.
6. In the **IP Filters Blacklist** field, enter the IP address and netmask in the format `xxx.xxx.xxx.xxx/xx`. Separate entries with a space.
7. When done, select **Apply** and close the window.

For more information, see the Policy Filters section of [HP Velocity Server Side Deployment Guide](#).

Adding a port to the transparent policy filter

To add a port to the transparent filter:

1. Start the HP Velocity System Tray Application from the start menu.
2. On the HP Velocity server system, right-click the system tray icon.
3. Select **Management**.
4. Select **Configuration > Policy Filters**.
5. Select either **Transparent TCP Ports** or **Transparent UDP Ports** as appropriate.
6. Enter the port number. Separate entries with a space.
7. When done, select **Apply** and close the window.

For more information, see the Policy Filters section of [HP Velocity Server Side Deployment Guide](#).

Validating HP Velocity deployment

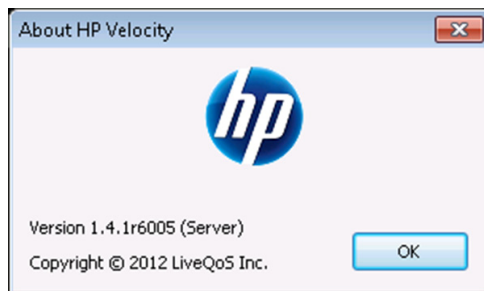
Valid HP Velocity deployments are explained in the deployment chapter of the [HP Velocity Server Side Deployment Guide](#).

To validate the version of HP Velocity:

1. Start the HP Velocity System Tray Application from the start menu.
2. Right-click the HP Velocity system tray icon.
3. Select **About**.

In [Figure 5](#) below, HP Velocity is version 1.4.1. The release number is 6005, and it is a server install.

Figure 5. HP Velocity About



To validate the version of HP Velocity - Linux CLI:

1. Login as administrator.
2. Select **Control Panel**.
3. Select **Setup > X Terminal**.
4. Enter the following command:

```
cat /proc/net/ipeak{0|1}/config/system | grep coreVersion
```

Select `ipeak0` for the wired or `ipeak1` for the wireless network interface in the above command.

Checking the traffic path for a security server or firewall

HP Velocity uses an Internet Protocol (IP) ID of `0x880477FB` and an IP option of `0x420B` in IP headers. Intrusion Detection Systems (IDS) and firewall systems may require configuration to support HP Velocity-enabled traffic. Failure to do so may result in these devices blocking HP Velocity-enabled traffic. Consult your device manuals to configure these settings.

Generating the HP Velocity Configuration Report

To generate the HP Velocity Configuration Report:

1. Start the HP Velocity System Tray Application from the start menu.
2. Right-click the HP Velocity system tray icon.
3. Select **Management**.
4. Select **Configuration > Export**.

The report will be automatically displayed using Windows Notepad or other application associated with .txt files.

5. Save the (HPVelocityConfig.txt) plain text file to your system. The default location is the current user's temporary folder.

The HP Velocity Configuration Report includes the following information:

- Driver configuration
- Operating system
- Registry configuration
- Statistics
- Accelerated streams

For more information, see the Configuration section of the [HP Velocity Server Side Deployment Guide](#).

Opening a ticket

Once HP support has performed the initial Third Level and Fourth Level support services and the issue has been isolated to HP Velocity, the responsibility will shift to LiveQoS Third Level support.

LiveQoS Third Level support professionals will promptly address the Technical Support Request (TSR). Each TSR is assigned a unique case number for tracking purposes throughout the resolution cycle.

For more information, see the [LiveQoS Support Guide](#).