



HP Remote Graphics Software 6.0

User Guide

© Copyright 2013-2014 Hewlett-Packard
Development Company, L.P.

Microsoft, Windows, and Windows Vista are
trademarks of the Microsoft group of
companies.

Confidential computer software. Valid license
from HP required for possession, use or
copying. Consistent with FAR 12.211 and
12.212, Commercial Computer Software,
Computer Software Documentation, and
Technical Data for Commercial Items are
licensed to the U.S. Government under
vendor's standard commercial license.

The information contained herein is subject to
change without notice. The only warranties for
HP products and services are set forth in the
express warranty statements accompanying
such products and services. Nothing herein
should be construed as constituting an
additional warranty. HP shall not be liable for
technical or editorial errors or omissions
contained herein.

Sixth Edition: December 2014

First Edition: February 2013

Document Part Number: 713130-006

Acknowledgments

HP Remote Graphics Software was developed using several third party products including, but not limited to:

OpenSSL: This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>). This product includes software written by Tim Hudson (tjh@cryptsoft.com). This product includes cryptographic software written by Eric Young (eay@cryptsoft.com)

Jack Audio Connection Kit (JACK): JACK is a low-latency audio server, written for POSIX conformant operating systems such as GNU/Linux and Apple OS X. JACK is released in source code format under the GNU LESSER GENERAL PUBLIC LICENSE Version 2.1, February 1999. JACK is used in the HP Remote Graphics Software Receiver for Linux.

The HP Remote Graphics Sender for Windows uses Microsoft Detours Professional 2.0. Detours is Copyright 1995-2004, Microsoft Corporation. Portions of the Detours package may be covered by patents owned by Microsoft corporation.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

Portions of this software were originally based on the following: software copyright (c) 1999, IBM Corporation, <http://www.ibm.com>.

Where required, related source code and licenses are re-distributed with HP Remote Graphics Software.

Table of contents

1 Getting started in Windows	1
Installation	1
Creating a connection	2
User interface controls	3
Remote Display Window	3
Receiver Control Panel	4
2 Overview of HP Remote Graphics Software	5
Typical RGS configuration	6
RGS features	7
Sender and Receiver interoperability	9
RGS licensing	9
Connection topologies	10
One-to-one connection	10
Many-to-one connection	10
One-to-many connection	11
RGS login methods	12
Standard Login	12
Easy Login	13
Single Sign-on	13
Deciding between Easy Login and Single Sign-on	13
3 Installing and activating RGS	14
Installing RGS on Windows	14
Installing the RGS Receiver on Windows	14
Manual installation of the RGS Receiver on Windows	14
Automatic installation of the RGS Receiver on Windows	15
Usage	15
Command line options	16
RGS Receiver installation log file	17
Uninstalling the RGS Receiver on Windows	17
Installing the RGS Sender on Windows	17
Prerequisites for RGS Sender installation on Windows 7	17
Manual installation of the RGS Sender on Windows	17
Automatic installation of the RGS Sender on Windows	18
Usage	18

Command line options	19
RGS Sender installation log file on Windows	20
Uninstalling the RGS Sender on Windows	20
Installing RGS on Linux	20
Installing the RGS Receiver on Linux	20
Uninstalling the RGS Receiver on Linux	21
RGS Receiver audio requirements on Linux	21
Installing the RGS Sender on Linux	21
Manually disabling Easy Login on Linux	24
Uninstalling the RGS Sender on Linux	24
4 Pre-connection checklist	25
Local computer (Receiver) checklist	25
Remote computer (Sender) checklist	25
Network Interface binding on the Sender	27
Manual Network Interface reconfiguration	27
Network Interface reconfiguration using the Sender network interface binding properties	30
Using RGS through a firewall	31
Remote computer power saving states	31
5 Using RGS	32
Using the Sender	33
Starting and stopping the Sender on Windows	33
Sender command line options on Windows	34
Sender GUI on Windows	35
Setting the Windows Sender process priority	36
Setting the Sender process priority using HP PA	36
Using the RGS Diagnostics Tool on Windows	37
Using the RGS Admin Tool	38
RGS Admin Tool on Windows 7	38
Starting the Sender on Linux	39
Sender audio on Linux	39
Sender logging	40
Using the Receiver	41
Using RGS in Normal Mode	41
Receiver Control Panel	43
Creating a connection in Normal Mode	43
Collaborating	45
Creating a collaboration session	45
Collaboration notification dialog	47
Effect of low bandwidth and/or high latency networks on collaboration	48

Multi-monitor configurations	49
Changing your password	50
Setup Mode	51
Remote Display Window toolbar	53
Image quality	53
6 RGS settings	55
Connection tab	56
Audio tab	58
Performance tab	59
Network tab	61
Hotkeys tab	62
Changing the Setup Mode hotkey sequence	64
Logging tab	65
Statistics tab	66
7 Advanced capabilities	67
Remote Audio	68
Remote Audio on Windows	68
Attaching USB microphones to the remote computer using Remote USB	68
Configuring audio on Windows 7 Sender	69
Remote Audio on Linux	70
Configuring audio on Linux	71
Disabling audio on the Sender	71
Remote USB	72
Local/Remote USB overview	72
Attaching a local USB device to a remote computer	72
Auto-remoting	74
Supported USB devices	74
Unique smart card handling	75
Remote USB Access Control List	77
Determining USB device information	79
Determining USB device information for Windows	79
Determining USB device information for Linux	80
Verifying the USB data	80
Remote Clipboard	81
Remote Clipboard filtering	81
Using RGS in Directory Mode	83
Directory file format	83
Starting the Receiver in Directory Mode	84
Game Mode	86

Auto Launch	86
Sender event logging (Windows only)	87
The HPRemote log	87
Usages of the HPRemote log	89
Additional information on event logging	90
Remote Application Termination	91
RGS connection and user status	91
HPRemote log format	91
Agent design issues	95
Desktop session logout	95
Selective environment shutdown	95
Wrapping applications of interest	96
Administrator alerts	96
Anticipating user disconnects and reconnects	96
General agent design guidelines	96
Additional features for Windows systems	97
RGS Sender Service Recovery Settings	97
Microsoft Remote Desktop Recovery	98
Sample agent	99
Optimizing RGS performance	104
Advanced performance features	104
Performance tuning for all platforms	104
Performance tuning for Windows	106
Troubleshooting graphics performance	106
Graphics adapter frame buffer read performance	106
Configuring your network for optimal performance	106
Interoperability of RGS and Microsoft Remote Desktop Connection	108
RGS security features	109
Remote computer monitor blanking operation	109
Linux connection considerations	112
Full-screen crosshair cursors	112
Gamma correction on the Receiver	112
Black or blank connection session with the Linux Sender	112
8 RGS properties	113
Property syntax	113
Setting property values in a configuration file	114
Setting properties on the command line	114
Authenticator properties	114
RGS Receiver properties	115
Receiver property hierarchy	115

Restoring Receiver properties default values	115
Properties set using the Receiver Control Panel	115
Receiver command line properties	115
rgreceiverconfig file properties	116
Archive file properties	116
Receiver default properties	116
Receiver property groups	116
Receiver general properties	120
Receiver experience properties	126
Receiver browser properties	126
Receiver audio properties	126
Receiver microphone property	127
Receiver USB properties	127
Receiver network properties	129
Receiver hotkey properties	129
Receiver Remote Clipboard properties	130
Receiver logging properties	131
Receiver image codec properties	132
Auto Launch session properties	133
Window placement and size properties	133
RGS Sender properties	134
Sender property groups	135
Sender general properties	137
Microphone property group	139
Sender network timeout properties	139
Sender USB access control list properties	139
Network Interface binding properties	139
Sender clipboard property	140
Appendix A Supported hardware and software	141
RGS support matrix	141
Advanced Video Compression requirements	142
Remote Audio device support on Linux	143
Keyboard locale support	144
Application support	145
Video overlay surfaces	145
Appendix B Troubleshooting RGS	146
Potential issues and suggestions	146
Troubleshooting network timeouts	147
Receiver network timeouts	147

Sender network timeout	149
Network timeout issues	149
Troubleshooting Remote Audio	152
Troubleshooting Remote Clipboard	153
Troubleshooting Remote USB	154
Computers supporting Remote USB	154
Supported USB devices	154
Enable Remote USB	154
Check USB cable connections	155
Reset the USB device	155
HP Remote Virtual USB Driver	155
USB device drivers and program support	155
RGS error messages	156
Appendix C Technical support	158
Obtaining HP technical support	158
Other RGS documents	158
Appendix D RGS on Windows XP	159
Easy Login and Single Sign-on	159
Setting the local security policy in Windows XP	159
Manually enabling Easy Login in Windows XP	159
Chaining custom GINA modules for Easy Login in Windows XP	160
Install time specification of the custom GINA module	160
Using the RGS Admin Tool to specify a custom GINA module	160
Manually enabling hprgina.dll to load a custom GINA module	160
Manually disabling Easy Login on Windows XP	161
Manually enabling Single Sign-on in Windows XP	161
Manually disabling Single Sign-on in Windows XP	162
RGS Admin Tool on Windows XP	164
Audio on the Windows XP Sender	166
Configuring audio on the Windows XP Sender	166
Calibrating audio on the Windows XP Sender	169
Index	172

1 Getting started in Windows

The information in this chapter is meant to provide a quick guide for Windows users to install and use RGS in common scenarios. For more detailed information or Linux-specific topics, please see the additional chapters in this document.

Installation

To install the RGS Receiver on Windows, log in to an account with administrator privileges, and perform the following steps:

- ▲ Go to the directory where you downloaded RGS, double-click **ReceiverSetup.exe** to start the installation, and follow the on-screen instructions.

Follow the prompts to accept the default settings. If you want to change, or need more information about the installation options, see [Manual installation of the RGS Receiver on Windows on page 14](#).

To install the RGS Sender on Windows, log in to an account with administrator privileges, and perform the following steps:

- ▲ Go to the directory where you downloaded RGS, double-click **SenderSetup.exe** to start the installation, and follow the on-screen instructions.

Follow the prompts to accept the default settings. If you want to change the settings or if you need more information about the installation options, see [Manual installation of the RGS Sender on Windows on page 17](#).

Creating a connection

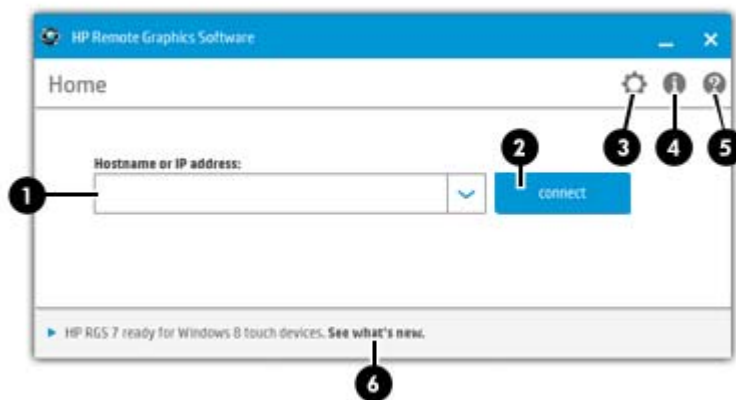
To start the RGS Receiver in Windows:

- ▲ Go to **Start > HP > HP Remote Graphics Software > HP RGS Receiver**.


To create an RGS connection:

1. In the **Hostname** dialog box, type the hostname or IP address of the remote computer that is on the same network and has the RGS Sender installed, and then press **Enter** or click **Connect**.


Figure 1-1 Receiver Control Panel



2. Type the username and password in the fields, and click **OK**.

 **NOTE:** The username and password are the same credentials that you would use to log into Windows on the remote computer.

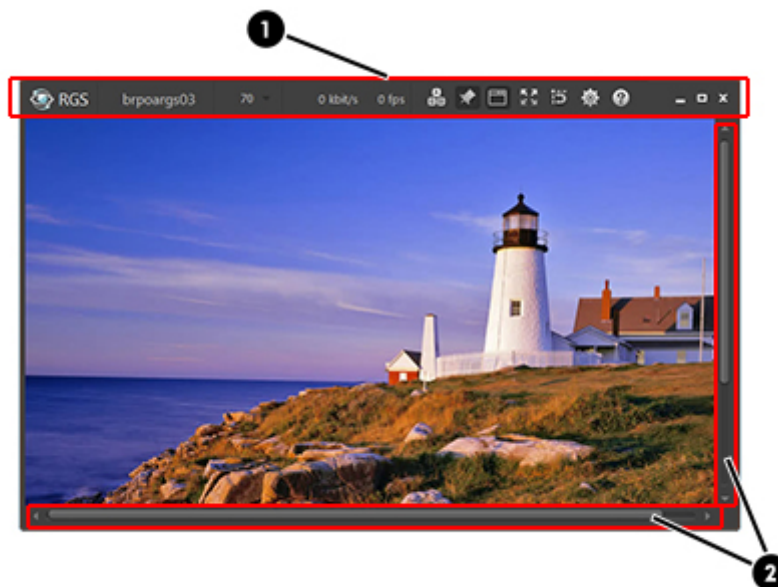
If the connection succeeds, the Remote Display Window will be displayed on the local computer, showing the desktop session of the remote computer.

 **NOTE:** If the remote desktop is locked, you will need to enter your credentials a second time to unlock it. If the prompt instructs you to press **Ctrl+Alt+Del** to initiate this process, you must instead press **Ctrl+Alt+End** to trigger the desired response on the remote computer. Pressing **Ctrl+Alt+Del** will always trigger a local computer response.

User interface controls

Remote Display Window

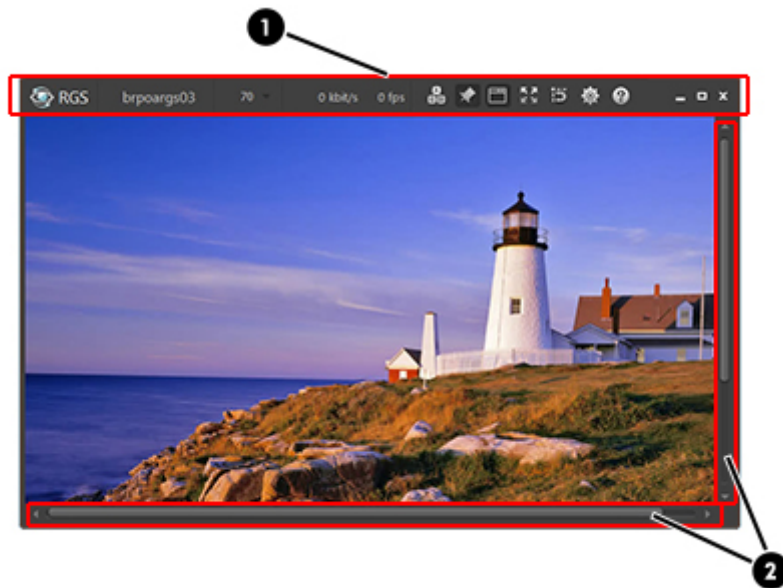
Figure 1-2 Remote Display Window user interface overview



1. **Remote Display Window toolbar**—Provides easy access to the most frequently used options. For more information about the individual toolbar items, see [Remote Display Window toolbar on page 53](#).
2. **Remote Display Window scroll bars**—Appear if the Remote Display Window is resized smaller than the remote desktop.

Receiver Control Panel

Figure 1-3 Receiver Control Panel UI overview



1. **Connection tab**—Connection, Remote USB, and Remote Clipboard options.
2. **Audio tab**—Local and Remote Audio options.
3. **Performance tab**—Performance, experience, and image options.
4. **Network tab**—Network timeout and proxy configuration options.
5. **Hotkeys tab**—Check the index or adjust the behavior of hotkeys.
6. **Logging tab**—Select the level of logging messages.
7. **Statistics tab**—View statistics about an active connection.
8. **Settings button**—Displays the settings tabs.
9. **Info button**—Displays the version number, technical information, and terms and conditions.
10. **Help button**—Displays the Help.



NOTE: For more information on the individual settings tabs, see [RGS settings on page 55](#).

2 Overview of HP Remote Graphics Software

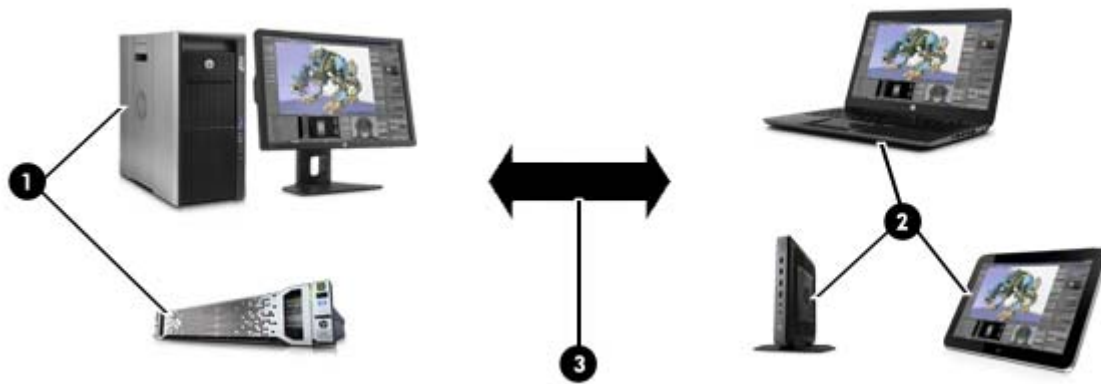
Remote workstations are breaking free of network limitations with HP Remote Graphics Software (RGS). HP RGS is the collaboration and remote desktop solution for serious workstation users and their most demanding applications. All applications run natively on the remote workstation and take full advantage of its graphics resources. The desktop of the remote workstation is transmitted over a standard network to a window on a local computer using advanced image compression technology specifically designed for digital imagery, text, and high frame rate video applications. A local keyboard and mouse are supported, as well as redirection of most USB devices to provide an interactive, high-performance workstation experience.



NOTE: Devices that adhere to the USB standard should work; however, devices that are sensitive to timing may not work or performance may be impacted. HP recommends thoroughly testing any USB device needed for RGS deployments. Remote USB to Linux senders is not supported. USB 3 is not supported.

Typical RGS configuration

Figure 2-1 Typical RGS configuration





-
1. **Remote computer**—Hosts the user's applications and the RGS Sender, which transmits graphics, audio, and USB data to the RGS Receiver on the local computer. The Sender receives and processes keyboard events, mouse events, and USB data from the Receiver.
NOTE: The RGS Sender operates independently of whether or not a monitor is actually connected to the remote computer.
 2. **Local computer**—Hosts the RGS Receiver, which establishes a connection to the remote computer and displays the desktop of the remote computer inside a window on the local computer. The Receiver transmits keyboard and mouse events to the Sender, allowing the user to interact with their applications remotely.
 3. **TCP/IP network**—Serves as the communication link between the remote computer and local computer.
-

RGS features


RGS supports a number of features designed to optimize performance, security, and functionality:

- **3D application support**—Users can interact with OpenGL 3D applications running on the remote computer. Direct3D applications can be used as well, provided they are not in full-screen mode. 3D applications use the full power of graphics acceleration hardware on the remote computer.
- **Advanced Video Compression**—This option uses a modern video codec to greatly reduce the bandwidth needed for high-quality video streams. You can choose to have the compression done by either the graphics card or the CPU.

 **IMPORTANT:** CPU consumption will be much higher on both the Sender and Receiver systems when using Advanced Video Compression. This feature is not recommended for customers who do not require reduced network bandwidth consumption. If using Advanced Video Compression, be sure the Sender and Receiver systems meet the requirements described in [Advanced Video Compression requirements on page 142](#).

 **NOTE:** Advanced Video Compression is not supported on multi-monitor configurations.

- **Application transparency**—RGS supports application transparency, which enables applications to be run on the remote computer, and accessed from the local computer, without modifications.
- **Audio follows focus**—In Directory Mode, the RGS Receiver can be configured to enable audio for the session displayed in the Remote Display Window that currently has focus, and is muted for all other remote sessions/windows.
- **Collaboration**—Multiple users can simultaneously connect to the same remote computer, allowing the users to view and interact with the same desktop session and applications.
- **Compression/decompression algorithms**—Proprietary, high-performance HP image compression/decompression algorithms enable real-time remote visualization that is visually lossless and highly interactive.
- **Directory Mode**—Directory Mode enables the user to connect to multiple remote computers at the same time. The remote computers are specified in a configuration file on the local computer.
- **Graphics acceleration hardware**—Performance is enhanced because the applications running on the remote computer use its graphics acceleration hardware.
- **HP Velocity**—This option improves RGS performance over poor network connections.

 **NOTE:** HP Velocity may increase network bandwidth usage.

- **Interactive Experience Controls**—Allow the user to adjust for a better interactive experience when operating across low bandwidth and/or high latency networks.
- **Login methods**—In addition to the Standard Login method, which may require you to enter your credentials twice, there are two additional login methods available that simplify the process.
 - **Easy Login**—Allows users to establish an RGS connection without credentials; however, the remote system will require authentication once you are connected. Easy Login is available for supported Windows and Linux operating systems.
 - **Single Sign-on**—Prompts for credentials in RGS and forwards them to the remote computer so that you are not required to sign in twice. Single Sign-on is available for supported Windows operating systems.
- **Remote Audio**—Smooth, continuous, low-latency, high-quality Remote Audio is transmitted from the RGS Sender to the RGS Receiver.

- **Remote USB**—Many USB devices connected to the local computer can be virtually attached to and accessed by the remote computer. Some USB devices, such as webcams, are not supported.



NOTE: Remote USB is not supported when the remote computer is running Linux.

- **Selective screen updates**—When Advanced Video Compression is not selected, only the portions of the screen that change are captured, compressed, and transmitted from the remote computer to the local computer, further improving performance.
- **Security**—RGS supports many security features, including encryption of the pixel data sent from the remote computer to the local computer.
- **Windows Event Logging**—Network outages or loss of connectivity between a Receiver and Sender can leave a desktop session running without supervision. To safeguard running applications, customer-designed agents can monitor the status of connections to determine if termination of applications is required. Windows event logging provides a mechanism for agents to determine the status of the connection between the Receiver and Sender.



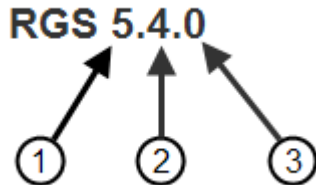
NOTE: For a description of new features and other late-breaking topics, see the *README.txt* file in the installation directory of either the RGS Receiver or RGS Sender.

Sender and Receiver interoperability


RGS provides interoperability between versions of RGS Senders and Receivers that have the same primary version number. A connection between a Receiver and a Sender should only be attempted when their primary version numbers are the same.

See below for a description of the RGS version number components.

Figure 2-2 RGS version numbering



- 1. Primary version number**—A primary release contains sufficient changes such that interoperability with the prior primary release is not guaranteed. For example, Sender version 5.4 is not guaranteed to interoperate with Receiver version 6.0. A major release introduces significant new RGS features and functionality. They will also include (roll up) the changes in any prior minor and patch releases.
- 2. Minor version number**—Minor releases introduce new RGS features and functionality. Minor releases will also include (roll up) the changes in any prior patch releases. RGS 5.4.0 is a minor release.
- 3. Patch version number**—Patch releases are generated only for a security issue or for a major defect in a feature. A patch release is indicated by this number being non-zero. Therefore, RGS 5.4.0 would not be a patch release. RGS 5.4.1 would be a patch release.

 **NOTE:** Each patch release is a complete release of the entire RGS product, regardless of what components have changed. For example, if a patch release is needed to make an RGS Sender security fix available, the entire RGS product (including both the RGS Sender and Receiver) would be included in the patch release.

RGS licensing

For information about RGS licensing, refer to the *HP Remote Graphics Software Licensing Guide*, available at <http://www.hp.com/support/rgs>.

Connection topologies

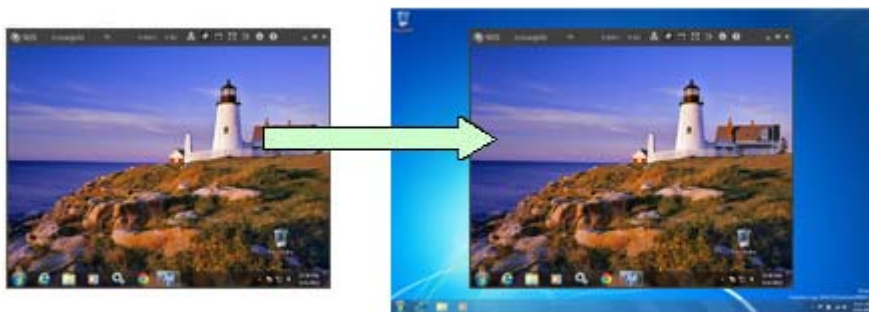
This section describes the connection topologies supported by RGS, such as how a single local computer may connect to multiple remote computers.


After making a connection between a local computer and a remote computer, the remote computer Sender transmits its complete frame buffer to the local computer. The frame buffer is the memory on the remote computer video adapter that holds the bitmapped image that is typically displayed on a monitor. The monitor itself is optional on the remote computer.

One-to-one connection

The simplest RGS connection is a single local computer making a connection to a single remote computer. The entire frame buffer of the remote computer is displayed in a window on the local computer (see [Figure 2-3 Display of the remote computer frame buffer on the local computer on page 10](#)). The window on the local computer is called the Remote Display Window.

Figure 2-3 Display of the remote computer frame buffer on the local computer




 **NOTE:** RGS does not provide a scale-to-fit capability to allow the contents of the remote computer frame buffer to be scaled to fit the local computer monitor. If the remote computer frame buffer is larger than the local computer monitor, the Remote Display Window will simply extend beyond the edges of the monitor. If the Remote Display Window is resized to fit on the monitor, scroll bars will be added.

Many-to-one connection

The RGS Receiver supports a many-to-one connection, allowing a single local computer to connect to multiple remote computers. The frame buffer of each remote computer is displayed in a separate Remote Display Window on the local computer.

Figure 2-4 A local computer displaying two remote desktop sessions



 **NOTE:** Starting up two (or more) instances of the RGS Receiver to achieve a many-to-one connection is not supported. Achieving a many-to-one connection is only supported by [Using RGS in Directory Mode on page 83](#).

The many-to-one connection capability allows implementation of a virtual KVM (keyboard, video, and mouse) switch. The virtual KVM switch emulates the functionality of a standard KVM switch in software to provide a convenient method to connect a single monitor, keyboard, and mouse (all on the local computer) to multiple remote computers. Using the RGS Setup Mode (see [Setup Mode on page 51](#)) you can switch the local monitor to display each of the remote computer frame buffers. The Receiver can also switch audio between active sessions as described in the Controlling Receiver Settings section using the audio follows focus option.

One-to-many connection

RGS also supports a one-to-many connection, allowing the frame buffer of a remote computer to be displayed on multiple local computers.

The one-to-many configuration is ideal for collaboration because each user can interact with the applications running on the remote computer (subject to RGS policies which arbitrate which user is able to provide keyboard and mouse inputs to the remote computer at any particular time). As one user interacts with the applications on the remote computer, all other users can view these interactions. See [Collaborating on page 45](#), for details.

RGS login methods

RGS provides three methods for the local user to log into a remote computer:

- **Standard Login**—supported on Windows and Linux Senders.
- **Easy Login**—supported on Windows XP, Windows 7, and Linux Senders.
- **Single Sign-on**—supported on Windows XP and Windows 7 Senders.

The login method that is used is dependent on how the Sender was installed. If neither Easy Login nor Single Sign-on was enabled during installation, Standard Login is used.

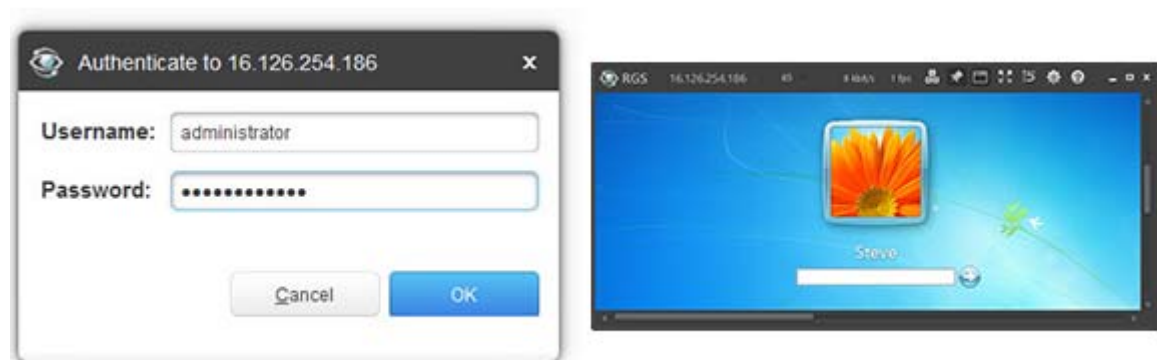
Standard Login


Standard Login is the process by which a local user attempts to connect to a remote computer that has neither Single Sign-on nor Easy Login enabled.

In normal operation, users are required to authenticate twice when establishing an RGS connection from a local computer to a remote computer. This is the Standard Login process—the two steps are:

1. The first authentication step is from the RGS Receiver to the RGS Sender. The dialog for this authentication step is generated and displayed by the RGS Receiver on the local computer.
2. The second authentication step is when logging into or unlocking the remote computer desktop session. The login or unlock dialog is generated by the remote computer and is displayed in the Remote Display Window on the local computer.

Figure 2-5 Standard Login authentication dialogs



 **NOTE:** If another user is already logged into the remote computer, the second authentication step is replaced by an *authorization step*, in which the currently logged-in user receives an authorization prompt to allow or disallow the new user to join (connect to) the existing desktop session (see [Collaborating on page 45](#) for more information).

Easy Login

With Easy Login, the user is pre-connected to the system and standard Windows or Linux login screens are used to log in to the desktop or unlock the screen. If authentication is successful, the user will immediately see the desktop session without needing to be first authenticated by the RGS Receiver/Sender.



NOTE: There are several Sender setup issues that can prevent an Easy Login connection to the RGS Sender. The RGS Diagnostics Tool programmatically detects several of these issues, and suggests possible solutions. See [Using the RGS Diagnostics Tool on Windows on page 37](#) for more details.

Single Sign-on

With Single Sign-on, the RGS connection authentication process is used (see step 1 in [Standard Login on page 12](#)). If authentication is successful, the user will immediately see the Windows desktop session without needing to explicitly log into Windows or unlock the desktop.

If the user “locks” the screen on Windows 7, they may see an additional user profile tile named HP RGS SSO. The user must click the “user” tile to log in, not the HP RGS SSO tile

Deciding between Easy Login and Single Sign-on

When selecting between Easy Login and Single Sign-on, there are some factors to consider:

- **Windows XP**

Easy Login on Windows XP supports GINA (Graphical Identification and Authentication) chaining, allowing custom 3rd-party login mechanisms to be integrated into RGS. Single Sign-on does not support chaining of 3rd-party GINA modules.

For example, a 3rd-party fingerprint reader will typically install a custom GINA module. The GINA module will allow the user to be authenticated through their standard username/password mechanism (because the GINA modules are chaining) or with their fingerprint. The fingerprint reader would be physically attached to the local computer but would be logically connected to the remote computer using Remote USB. If Easy Login is used, only a single login step is required—the fingerprint reader will provide the credentials for logging into the remote computer.

- **Windows 7**

Easy Login on Windows 7 uses credential providers to allow the user to be authenticated through their standard username/password mechanism or using smart card or ActivKey technologies. Single Sign-on does not support smart card or ActivKey technologies. The only credential providers supported when using Easy Login are the Microsoft Password Credential Provider and the Microsoft Smartcard Credential Provider.

For example, if a smart card or ActivKey is not connected to the system, the user will be authenticated through their standard username/password mechanism. However if a smart card or ActivKey is connected to the system, Easy Login will use that device to authenticate the user.

- **Linux**

Easy Login is supported on Linux Senders. Single Sign-on is not supported on Linux senders.

3 Installing and activating RGS

This chapter describes the following aspects of installing RGS:

- [Installing RGS on Windows](#)
- [Installing RGS on Linux](#)

Installing RGS on Windows

This section describes installation of the RGS Receiver and RGS Sender on Windows. See [Supported hardware and software on page 141](#) for a list of the Windows operating systems that support the RGS Receiver and Sender.

If you plan to use Advanced Video Compression, see [Advanced Video Compression requirements on page 142](#). Meeting these requirements is essential to having a quality experience when using this feature.

Although the manual method is not the preferred method to enable Easy Login, it is provided so that administrators will know exactly what parts of the operating system are being modified. To manually enable WinLogon to load the hprgina.dll module, perform the following steps:

Installing the RGS Receiver on Windows

This section describes manual and automatic installation of the RGS Receiver on Windows.

Manual installation of the RGS Receiver on Windows

To install the RGS Receiver on Windows, log in to an account with administrator privileges, and perform the following steps:

1. Go to the directory where you downloaded RGS, double-click **ReceiverSetup.exe** to start the installation, and follow the on-screen instructions.
2. During the installation, the Remote USB Configuration dialog is displayed.

The three Remote USB Configuration options are:


- **USB devices are Local**—All USB devices will remain local and will be accessible only by the local computer. None of the USB devices will be accessible by a remote computer.
- **USB devices are Remote**—All USB devices can be accessed by the remote computer, and none of the USB devices can be accessed by the local computer.
- **USB devices are Local/Remote**—Whether USB devices are locally or remotely accessible depends on when they are plugged into the local computer relative to establishment of an RGS connection (see [Auto-remoting on page 74](#) for more information).


Select the USB configuration option that meets your needs, and click **Next**.

To see additional information, select **I'm not sure, I want more information**, and click **Next**.




NOTE: The Remote USB configuration cannot be changed after installation of the Sender and Receiver. To select a different USB configuration option, the Sender or Receiver must be uninstalled and reinstalled.


 **NOTE:** The "auto" option described in [Auto-remoting on page 74](#) alters the behavior you select during installation. It will re-enumerate any device marked as auto on connect and disconnect. For instance, you have a USB key device that you have marked "auto". Until the Receiver is started it will be attached to the local system. Once the Receiver is started and makes a connection to a Sender, it will then be taken away from the local system and remoted to the Sender system. Upon disconnect, it will be given back to the local system.

 **NOTE:** For many USB devices, the Windows operating system provides default USB drivers. While these default drivers may, in fact, work with your USB devices, it is recommended that you install the manufacturer supplied USB drivers to optimize functionality and performance of your USB devices. The manufacturer supplied driver should be installed on the computer, Local or Remote, where the USB devices will be *logically* (not physically) attached.


3. The Remote Clipboard Configuration dialog is displayed next. To see additional information, select **I'm not sure, I want more information**, and click **Next**. Select the desired Remote Clipboard Configuration option, and click **Next**.

 **NOTE:** Selecting "Yes" will cause the hprclipboard.dll library to be installed with the RGS Receiver. If you select "No", this DLL won't be installed and you won't be able to use Remote Clipboard. To enable Remote Clipboard later, you would need to reinstall the RGS Receiver, and select "Yes" in the above dialog.

4. The WAN Improvement Configuration dialog is displayed next and allows you to install HP Velocity:
 - **Yes**—This option installs the HP Velocity network driver, which improves data communication to/from a remote computer for better performance over a wide area network.

 **NOTE:** HP Velocity may increase network bandwidth usage.

- **No**—This option leaves the current network setting as is.
 - **I'm not sure. I want more information**—This option displays more information about the Wan Improvement configuration.
5. Next, you may be prompted to configure proxy settings. If you access the Internet through a proxy server, these settings are required to activate advanced RGS features such as Advanced Video Compression and HP Velocity.

 **NOTE:** If Windows already has proxy settings configured in Internet Explorer, those settings will be used and this installation step will be skipped.

6. The final installation step will normally prompt you to restart your computer.

Automatic installation of the RGS Receiver on Windows

The RGS Receiver can be installed or removed in automatic mode. Automatic mode allows the RGS Receiver to be installed or removed without any user interaction. Automatic mode will also restart the computer, if required, after the installation process completes.

Should an illegal combination of command line options be specified, or if an error occurs during the install process, the install will abort and the error will be logged to the RGS Receiver installation log file. Setup will exit without making any changes if automatic installation of the same version currently installed is attempted.

Usage

RGS command line options must be preceded by a `/z` flag and be enclosed in double quotes, with no space before or after the opening double quote and no space before the closing double quote. If using multiple commands, separate them with a single space. See the example below:

```
ReceiverSetup.exe /z"/autoinstall /agreetolicense"
```

If you need to include a double quote as part of a parameter (such as for a folder path), then you should precede each of those double quotes with a backwards slash like in the following example:

```
ReceiverSetup.exe /z"/autoinstall /agreetolicense /folder=\"C:\Program Files\Hewlett-Packard\Remote Graphics Receiver\""
```



NOTE: Command line options intended for the MSI installer should precede the /z flag, be separated by a space, and not be enclosed in quotes. MSI command line options should be used by advanced users only. The only suggested option is /s, which hides prompts and dialogs.

Command line options

Table 3-1 RGS Receiver installation command line options

Command	Description
/autoinstall	This option performs one of the following: <ul style="list-style-type: none">• Installs the RGS Receiver if it is not currently installed.• Updates the RGS Receiver if a prior version is currently installed.• Exits without changes if the version being installed is the same as the version that is currently installed. The RGS Receiver will not be reinstalled if the version being installed is older than the version currently installed.
/agreetolicense	Use of this option indicates that the user agrees to the license for use of this software. This option is required when doing an installation.
/autoremove	Removes the RGS Receiver.
/folder=\"<folder>\"	Specifies the destination folder, default is C:\Program Files\Hewlett-Packard\Remote Graphics Receiver.
/usb=local	Installs USB in Local Mode.
/usb=remote	Installs USB in Remote Mode. The system will automatically restart after the installation completes.
/usb=localRemote	Installs USB in Local/Remote Mode. The system will automatically restart after the installation completes. This is the default if none of /usb=local, /usb=remote, and /usb=localRemote are specified.
/clipboard	Enables Remote Clipboard.
/noreboot	Causes the system to not reboot after an installation or uninstallation.
/viewlicense	Displays the EULA (End User License Agreement) for use of this software. NOTE: Using this option will negate all other options used.
/help	Displays usage text. NOTE: Using this option will negate all other options used.
/proxy=<address>:<port>	Configures proxy settings to allow RGS to establish an HTTP session during Advanced Features registration.
/wanimprovement	Installs the HP Velocity network driver.

RGS Receiver installation log file

Installation of the RGS Receiver creates the following log file:

```
%TEMP%\rgreceiverInstaller
```


This log file can be viewed by the user to obtain details about what operations were performed and errors that occurred during the installation process.


The log file is especially useful for automatic installs because installer errors are not displayed on the screen and are only viewable using the log file. If the log file already exists when the installer is run, the installer will remove the current contents of the log file before writing to it.

Uninstalling the RGS Receiver on Windows

To uninstall the RGS Receiver:


▲ Go to the Windows **Control Panel > Programs and Features**, and uninstall **Remote Graphics Receiver**.


 **IMPORTANT:** After the RGS Receiver is uninstalled, you may be prompted to restart your computer. This restart is very important—if it is not performed, installation of a later version of the RGS Receiver may not succeed.

 **TIP:** On certain client computers, simply rerun the installation program to uninstall the RGS Receiver.

Installing the RGS Sender on Windows


This section covers the manual and automatic installation of the RGS Sender on Windows.

 **NOTE:** The RGS Sender can only be installed on the computers and operating systems shown in [Supported hardware and software on page 141](#). Installing the RGS Sender on a non-supported computer will prevent an RGS connection from being established.


 **NOTE:** Installation of the RGS Sender on Windows may be performed remotely using Remote Desktop Connection.

Prerequisites for RGS Sender installation on Windows 7

Prior to installing the RGS Sender on Windows 7, if an NVIDIA driver is not currently installed and is required, the NVIDIA graphics driver must be installed first. The latest NVIDIA driver for your product is available at <http://www.hp.com/support>. Select **Download drivers and software**. Enter the product to search for. Select the OS. Scroll down to **Driver — Graphics — NVIDIA**. Download the driver. Windows 7 systems require driver version 191.56 and later.

 **NOTE:** For some features, it is recommended to have an NVIDIA Quadro 2000 or better graphics card with driver version 305.29 or greater.

Install the NVIDIA graphics driver following the instructions in the download package.

 **NOTE:** Installing the NVIDIA graphics driver after the Sender has been installed may prevent the use of Windows Aero on Windows 7.

Manual installation of the RGS Sender on Windows

To install the RGS Sender on Windows, log in to an account with administrator privileges, and perform the following steps:

1. Go to the directory where you downloaded RGS, double-click **SenderSetup.exe** to start the installation, and follow the on-screen instructions.
2. During the installation, the Remote Graphics Sender Configuration dialog is displayed. Check the boxes appropriate to your requirements, as follows:
 - **Enable Remote USB**—Check this box if USB devices attached to the local computer need to be accessible by the remote computer. For further information, see [Remote USB on page 72](#).
 - **Enable Remote Clipboard**—Check this box if your Local Users will need Remote Clipboard capability. For further information, see [Remote Clipboard on page 81](#)
 - **Enable WAN Improvement**—Check this box to install the HP Velocity network driver, which improves data communication to/from a remote computer for better performance over a wide area network.



NOTE: HP Velocity may increase network bandwidth usage.

- **I'm not sure, I want more information**—For further information, check this box, and click **Next**.
3. If you are installing the RGS Sender on HP workstations running Windows XP or Windows 7, you will be presented with a dialog to enable either Single Sign-on or Easy Login. If you're not sure, you will be able to configure them later using the rgadmin.exe tool.
 4. If you are on an HP Z series workstation, HP EliteBook mobile workstation, or HP ZBook mobile workstation, skip to the next step. If not, the RGS Sender installer will prompt you for an RGS Sender license. If you have an RGS Sender license file, click the appropriate radio button, click **Next**, and provide the requested information. If you don't yet have a license file, click **I do not yet have a license file**, and click **Next**. You can install your license file later.



NOTE: Absent a license file, the RGS Sender will still function correctly, and you'll be able to establish a connection from the RGS Receiver. However, an error dialog will be displayed in the Remote Display Window. Installation of the license file is described in detail in the *HP Remote Graphics Software Licensing Guide*, available at <http://www.hp.com/support/rgs>

5. You will be prompted to restart your computer after the RGS Sender installation is complete. Select **Yes** when asked to restart the system.

Automatic installation of the RGS Sender on Windows

The RGS Sender can be installed or removed in automatic mode. Automatic mode allows the RGS Sender to be installed or removed without any user interaction. Automatic mode will also restart the computer, if required, after the installation process completes.

Should an illegal combination of command line options be specified, or if an error occurs during the install process, the install will abort and the error will be logged to the RGS Sender installation log file. Setup will exit without making any changes if automatic installation of the same version currently installed is attempted.

Usage

RGS command line options must be preceded by a /z flag and be enclosed in double quotes, with no space before or after the opening double quote and no space before the closing double quote. If using multiple commands, separate them with a single space. See the example below:

```
SenderSetup.exe /z"/autoinstall /agreetolicense"
```

If you need to include a double quote as part of a parameter (such as for a folder path), then you should precede each of those double quotes with a backwards slash like in the following example:

```
SenderSetup.exe /z"/autoinstall /agreetolicense /folder="C:\Program Files
\Hewlett-Packard\Remote Graphics Sender\""
```



NOTE: Command line options intended for the MSI installer should precede the /z flag, be separated by a space, and not be enclosed in quotes. MSI command line options should be used by advanced users only. The only suggested option is /s, which hides prompts and dialogs.

Command line options

Table 3-2 RGS Sender installation command line options

Command	Description
/autoinstall	<p>This option performs one of the following:</p> <ul style="list-style-type: none"> • Installs the RGS Sender if it is not currently installed. • Updates the RGS Sender if a prior version is currently installed. • Exits without changes if the version being installed is the same as the version that is currently installed. <p>The RGS Sender will not be reinstalled if the version being installed is older than the version currently installed.</p>
/agreetolicense	Use of this option indicates that the user agrees to the license for use of this software. This option is required when doing an installation.
/autoremove	Removes the RGS Sender.
/folder="<folder>"	Specifies the destination folder, default is C:\Program Files\Hewlett-Packard\Remote Graphics Sender.
/usb	Enables Remote USB.
/remotemic	Enables Remote Microphone.
/clipboard	Enables Remote Clipboard.
/sso	Enables Single Sign-on. Only one of /sso and /el can be used.
/el	Enables Easy Login. Only one of /sso and /el can be used.
/gina="<filename>"	Specifies the chaining GINA module to use and can only be specified if /el is used. The default is msgina.dll.
/rgslicensserver=<port>@<host>	The license to run the RGS Sender is acquired from a license server listening on the specified port and host. The port and the trailing @ symbol are optional, in which case the default port is used for the given host. Only one of /rgslicensserver= or /rgslicensefile= may be specified.
/rgslicensefile="<filename>"	The license to run the RGS Sender is acquired from the specified file. The filename may be omitted by specifying the option as /rgslicensefile=, in which case the RGS Sender will be installed without a license. The license file can be manually copied to the installation folder at a later time. Only one of /rgslicensserver= or /rgslicensefile= may be specified. If neither /rgslicensserver= nor /rgslicensefile= is specified, the installation will proceed as if this option was specified without a filename.
/noreboot	Causes the system to not reboot after an installation or uninstallation.
/viewlicense	Displays the EULA (End User License Agreement) for use of this software.
	NOTE: Using this option will negate all other options used.
/help	Displays usage text.
	NOTE: Using this option will negate all other options used.

RGS Sender installation log file on Windows

Installation of the RGS Sender creates the following log file:

```
%TEMP%\rgsenderInstaller
```

This log file can be viewed by the user to obtain details about what operations were performed and errors that occurred during the installation process.

The log file is especially useful for automatic installs because installer errors are not displayed on the screen and are only viewable using the log file. If the log file already exists when the installer is run, the installer will remove the current contents of the log file before writing to it.

Uninstalling the RGS Sender on Windows

To uninstall the RGS Sender:

- ▲ Go to the Windows **Control Panel > Programs and Features**, and uninstall **Remote Graphics Sender**.



TIP: **Retain User Settings** will leave user-specific settings in the registry.



IMPORTANT: After the RGS Sender is uninstalled, you will be prompted to restart your computer. This restart is very important—if it is not performed, installation of a later version of the RGS Sender may not succeed.

Installing RGS on Linux

This section describes installation of the RGS Receiver and RGS Sender on Linux. See [Supported hardware and software on page 141](#) for a list of the Linux operating systems that support the RGS Receiver and Sender.

If you plan to use Advanced Video Compression, see [Advanced Video Compression requirements on page 142](#). Meeting these requirements is essential to having a quality experience when using this feature.



NOTE: The RGS Sender uses TCP/IP port 42966. The Linux installer adds an iptables entry to open this port.

Installing the RGS Receiver on Linux



NOTE: The Linux RGS Receiver is available in both 32-bit and 64-bit versions. The Xlib version 1.1.5 is not supported.

RGS only supports multi-head displays on Linux systems that have NVIDIA cards in TwinView mode. ATI dual-head is not supported.


To install the RGS Receiver on Linux, perform the following steps:

1. Log in as root.
2. Go to the directory where you downloaded RGS, and navigate to the directory `lin32/receiver` (32-bit version) or `lin64/receiver` (64-bit version).
3. Execute the following command:

```
./install.sh
```

The RGS Receiver will be installed into `/opt/hpremote/rgreceiver`.

4. You may be prompted to configure proxy settings. If you access the Internet through a proxy server, these settings are required to activate advanced RGS features such as Advanced Video Compression and HP Velocity.

 **NOTE:** If the Linux operating system already has proxy settings configured, it will be suggested to use the settings from the operating system.

5. Optionally, add the directory `/opt/hpremove/rgreceiver` to your PATH environment variable.

 **NOTE:** Starting the RGS Receiver on Linux is described further in [Using RGS in Normal Mode on page 41](#).

Uninstalling the RGS Receiver on Linux

To uninstall the RGS Receiver on Linux find the name of the RedHat RPM package for the Remote Graphics Receiver, by typing:

```
rpm -q -a | grep -i rgreceiver
```

If the RGS Receiver is installed on the system, you will see `rgreceiver_linux_32-5.1-0` or a similar package. To remove the RGS Receiver's RPM package, become root and type:

```
rpm -e --allmatches rgreceiver_linux_32
```


RGS Receiver audio requirements on Linux

The RGS Receiver installer will install a version of JACK Audio Connection Kit if one is not already installed on the system. JACK is a low-latency sound server that works in conjunction with an ALSA sound driver to mix and direct audio on the RGS Receiver system. The version of JACK provided with the RGS Receiver installer is the version that is expected to be started by the script in `/opt/hpremove/rgreceiver/hprgsaudio`. A different version may require adjustments to this script to provide different options for the JACK daemon.

The JACK Audio Connection Kit is installed as an RPM package. The RGS Receiver will run on systems without audio hardware, but the RGS Receiver will not run without the libraries provided by the JACK RPM package. If the RGS Receiver is being removed from the system, JACK can also be removed using the following command.

```
rpm -e jack-audio-connection-kit
```

Installing the RGS Sender on Linux

 **NOTE:** The Linux RGS Sender can only be installed on the computers and Linux operating systems shown in [Supported hardware and software on page 141](#). Installing the Sender on a non-supported computer will prevent an RGS connection from being established.

The RGS Sender requires a license key to establish an RGS connection (except on HP Z series workstations, HP EliteBook mobile workstations, and HP ZBook mobile workstations). For information on RGS Sender licensing on Linux, see the *HP Remote Graphics Software Licensing Guide*, available at <http://www.hp.com/support/rgs>

To install the RGS Sender on Linux, perform the following steps:

1. Log in as root.
2. Install the accelerated NVIDIA graphics driver. This is required prior to installing the RGS Sender. The NVIDIA driver install creates the file `/etc/X11/xorg.conf` used by the RGS Sender installation.



NOTE: For some features, it is recommended to have an NVIDIA Quadro 2000 or better graphics card with driver version 305.29 or greater.

The minimum NVIDIA driver version for RHEL6 is 256.53. The latest NVIDIA driver for your product is available at <http://www.hp.com/support>. Select **Download drivers and software**. Enter the product to search for. Select the OS. Scroll down to Driver — Graphics — NVIDIA. Download the driver.

Install the driver using the Linux **rpm** command.



NOTE: The **rpm** command must be executed as the user **root**.



TIP: Installing the driver while the system is at **run level 3** should allow the installation to complete without a reboot. Installing while at **run level 5** will require a reboot.

3. Go to the directory where you downloaded RGS, and change to the directory `lin64/sender`.
4. Execute the following command:

```
./install.sh
```

This command will give you a choice of performing a manual installation or a partially automated installation (automating steps 5 and 6). The RGS Sender will be installed to `/opt/hpremote/rgsender`.

5. This last step of the install is optional and will ask if you would like to automatically customize the following files to enable proper function of the RGS Sender:
 - a. `/etc/X11/xorg.conf`—The configuration file for the X server will be modified to load the `rge` extension in the “Modules” section.
 - b. `/etc/pam.d/rgsender`—This configuration file will be modified to allow the RGS Sender to interact with the currently supported PAM authentication.
 - c. `/etc/pam.d/gdm*`, `/etc/pam.d/kdm*`, `/etc/pam.d/xdm*`—These configuration files will be modified to ensure proper PAM authentication window manager support for the RGS Sender process. If a different window manager is in use, that file must be manually configured.

The `rgsender_config_64-*.rpm` provides an automated way to handle the standard customizations described below. This is especially useful for network or unattended installations requiring default PAM authentication settings. The `rpm` can also be run independently of the install script.



NOTE: This automated step must be performed after any actions that install their own X server configuration files because, in step (a) above, these files are modified to load the `rge` module required for proper RGS Sender functionality. If these files are replaced or modified later, the modules modifications described below must be correctly executed.

6. If you choose not to use the customization described in step 5, perform the following steps to update the respective configuration:
 - a. Add the “`rge`” extension to the X Server configuration file (`/etc/X11/xorg.conf`). In the Modules section of this file, add the following line:

```
Load "rge"
```

The Module section should now read as follows:

```
Section "Module"
```

```
...
```



```
Load "rge"
```

```
...
```

```
EndSection
```

Next, you need to disable the Composite extension. To do this, add this text just below the Section "Module" that you just edited to add the rge extension:

```
Section "Extensions"
```

```
Option "Composite" "Disable"
```

```
EndSection
```

The RGS Sender will be installed to `/opt/hpremote/rgsender`, and will be started automatically when the X Server or system is restarted.

- b.** The Linux RGS Sender uses the **Pluggable Authentication Module (PAM)** for authentication. If you are using the GNOME Desktop Manager or KDE Desktop Manager, add the following line to the files listed below:

```
session optional pam_rg.so
```

Files (and all related derivatives):

```
/etc/pam.d/gdm
```

```
/etc/pam.d/kdm
```

```
/etc/pam.d/xdm
```

- c.** Some Linux distribution versions utilize newer or older PAM support modules and support conventions. The `rgsender_config_64*-rpm` performs configuration analysis to determine types of `pam_unix*.so`, `pam_env*.so`, `common-auth`, and `pam_stack.so` may apply to your configuration for the `/etc/pam.d/rgsender` configuration file. If you choose to do all of your own customizations manually, please run the `rgsender_config_64*-rpm` at least once on a test system to determine an example of any customizations that you might need in your current environment.
- 7.** If another desktop manager, such as Enlightenment, is being used, you will need to make similar changes to the PAM configuration file used by it. Consult your Linux and Desktop Manager documentation for further information.
- 8.** If the PAM system has been configured to use custom PAM authentication modules, then you may need to manually configure the PAM module that is used by the RGS Sender. You should consult your Linux documentation when configuring PAM. If you are using a custom PAM authentication module called "libpam_custom.1" you may need to edit the PAM configuration file `/etc/pam.d/rgsender` to specify the PAM authentication module to be used by the RGS Sender. For example, you may need to add the following line to the file `/etc/pam.d/rgsender`.

```
auth optional /lib/security/pam_custom.1
```

- 9.** The RGS Sender will not accept remote connections when a DNS name inquiry does not resolve to a valid/active IP address—it expects to fully resolve the machine name to an active network connection IP. To test this, the command `hostname -i` should report an active IP address for the qualified hostname. Failure to resolve this address from a qualified hostname may result in remote connection errors. One way to address the hostname/IP name resolution is to edit the `/etc/hosts` file, and bind the machine name to its proper IP address as follows:

```
127.0.0.1 localhost localhost.localdomain
```

```
88.1.89.122 blade2 blade2.datacenter.com
```

Manually disabling Easy Login on Linux

Easy Login can be disabled on Linux by adding the following properties to the `rgsenderconfig` file:

```
Rgsender.IsAnonymousConnectionForceEnabled=0
```

```
Rgsender.IsClassicEasyLogonEnabled=0
```

Uninstalling the RGS Sender on Linux

To uninstall the RGS Sender on Linux, perform the following steps:

1. Log in as root.
2. If the default `install.sh` was used, then the following command should report some variation of the following packages:

```
# rpm -qa | grep -i rgsender
```

```
rgsender_linux_64-5.4.8-1
```

```
rgsender_config_64-5.4.8-1
```


3. To remove the `rgsender` package (and corresponding configuration rpm if used), execute the command:


```
rpm -e --allmatches rgsender_linux_64 rgsender_config_64
```

4. If the `rgsender_config_64-*.rpm` was installed, it must be removed first (or together as demonstrated above) before removing the `rgsender_linux_64-*.rpm` package. This resolves dependencies between the packages, and undoes the previous customizations performed by this rpm. If you are upgrading your system from a previous version of RGS, it is suggested that you remove both packages, and then apply the new software rpms for supported results.

4 Pre-connection checklist

Establishing an RGS connection from a Receiver to a Sender requires that the Local and remote computers be in the correct state. This chapter provides a checklist of items that should be verified before attempting an RGS connection.

 **NOTE:** This chapter can also be used as a troubleshooting aid. If a connection attempt fails, the checklists below can be used to help diagnose the problem.

 **NOTE:** The port used by the RGS Receiver is assigned by the local computer OS and can vary. The RGS Sender listens on TCP/IP port 42966 by default, but you can change the port number using the `Rgsender.Network.Port` property. If this property is used to change the Sender port number from its default value of 42966, the Sender port number must then be specified in establishing an RGS connection from the Receiver to the Sender.

Local computer (Receiver) checklist

Verify the following items on the Receiver computer before attempting to establish a connection.


1. If using Advanced Video Compression, ensure the Receiver system meets the requirements described in [Advanced Video Compression requirements on page 142](#) (essential for a quality experience when using this feature).
2. Ensure that you are on the same network as the remote computer.
3. **Verify the hostname or IP address of the remote computer**—Verify that you have the correct hostname or IP address of the remote computer. If the remote computer hostname fails to resolve to the correct IP address, address this problem before continuing.
4. **Verify that, from the local computer, you can ping the remote computer**—If you're unable to ping the remote computer, you won't be able to establish an RGS connection. Ping the remote computer using the same computer designator you'll be using to establish an RGS connection, either the hostname or the IP address of the remote computer. Open a Command window and execute either:

```
ping hostname
```

or

```
ping <IP address>
```

If no ping reply is received, the Sender computer is unreachable or is not running—resolve this problem before continuing. If a ping reply is received, the Sender computer is reachable by RGS.

 **NOTE:** Ensure that firewall settings are not preventing the ping command from working.

Remote computer (Sender) checklist

Modification and verification of the Sender state can be performed either by connecting a keyboard, mouse, and monitor directly to the remote computer, or by using Remote Desktop Protocol to log in remotely to the remote computer. In either case, verify each of the following items:

1. If using Advanced Video Compression, ensure the Sender system meets the requirements described in [Advanced Video Compression requirements on page 142](#) (essential for a quality experience when using this feature).
2. **OPTIONAL: Ensure RGS Sender licensing is set up**—For detailed information on RGS licensing, see the HP Remote Graphics Software Licensing Guide, available at <http://www.hp.com/support/rgs>.



NOTE: Step 1 is optional because you can establish a connection from the Receiver to the Sender without a Sender license. However, an error dialog will be displayed in the Remote Display Window if the Sender license file is missing or invalid. If you don't set up RGS licensing now, you can do it after you've verified you can establish an RGS connection.

3. **Ensure you have a login account on the remote computer**—When establishing an RGS connection, the remote computer will prompt you for a user name and password. Ensure that you have a login account on the remote computer.
4. **Verify the remote computer login account does not have a blank password**—The remote computer will not allow a connection for any account with a blank or undefined password. Any accounts on the remote computer used for connection by the local computer must have password protection.
5. **OPTIONAL: Disable Guest login access**—By default, Windows allows any user who can access a computer over the network to log in with Guest access. Because this is a potential security issue, HP recommends that you disable Guest logins on the remote computer. To disable this policy, open the "Control Panel", selecting "Administrative Tools", selecting "Local Security Policy", expanding the "Local Policies", expanding "Security Options", and setting "Network access: Sharing and security model for local accounts" to "Classic – local users authenticate as themselves". For more information on this topic, go to:
<http://support.microsoft.com/kb/103674>
6. **Ensure that the RGS Sender is running on the remote computer**—This can be done on Windows as follows:
 - a. Click **Start**
 - b. Right-click **My Computer**
 - c. Select **Manage** from the menu.
 - d. In the **Computer Management** console, click the **+** sign to expand **Services and Applications** and select **Services**. The service **Remote Graphics Sender** should be listed as **Started**.
7. **Verify that the rgdiag.exe diagnostics tool passes all tests on the RGS Sender on Windows**—This tool may be run any time after Sender installation. Refer to [Using the RGS Diagnostics Tool on Windows on page 37](#) for information on running this tool.
8. **Network Interface binding**—The Sender defaults to listening to multiple network interfaces if the computer is so equipped. If the remote computer has multiple network interfaces, the Sender will dynamically add or remove network interfaces without restarting the Sender. This topic is expanded considerably in [Network Interface binding on the Sender on page 27](#).
9. **Linux Sender machine name and IP address**—The default on Linux is to bind the machine name to the following loopback interface in the /etc/hosts file:

```
127.0.0.1 blade2 localhost.localdomain
```

The RGS Sender will not accept remote connections with this configuration. Edit the /etc/hosts file and bind the machine name to its proper IP address as follows:

```
127.0.0.1 localhost localhost.localdomain
```

```
88.1.89.122 blade2 blade2.datacenter.com
```

For Linux systems with multiple network interfaces, each IP address must be listed in the `/etc/hosts` file for example:

```
192.168.89.122 blade2 blade2.datacenter.com
192.168.90.111 blade2b blade2b.datacenter.com
```

- 10. User-started X environments do not reliably support outside connections**—Users who manually start X desktops (such as with `startx`) from the console command line will find that outside access attempts may not properly connect or be authenticated. This stems primarily from incomplete PAM session management and permissions to the console. Users should avoid this condition, and achieve login management through the display manager launched in `init-level 5` of the system.
- 11. Windows APIPA (Automatic Private IP Addressing)**—APIPA can cause the RGS Sender to open sockets on private IP addresses. This can occur, for example, if the Sender computer is unable to connect to a DHCP server. Because the private IP addresses are not visible to the RGS Receiver, RGS connections will not work. You can verify if the Sender is using private IP addresses by typing the following in a command window:

```
netstat -n -a
```

If the IP address associated with the Sender port (listening port 42966) is private, APIPA is the likely cause. For more information on this topic, go to:

<http://support.microsoft.com/kb/220874>

- 12. Log out**—If you do log into the remote computer to verify any of the above items, ensure that you log out when you're done.

Network Interface binding on the Sender

If the remote computer has multiple network interfaces, the Sender defaults to “listening” on all network interfaces. If this is undesirable, the previous behavior can be restored by manually configuring the network interface binding properties.

There are four methods to deal with multiple network interfaces:

1. Allow the Sender to listen on all network interfaces and dynamically add and remove network interfaces, the default behavior.
2. Manually reconfigure which of the two network interfaces RGS binds to—see [Manual Network Interface reconfiguration on page 27](#).
3. Use the RGS Sender network interface binding properties to explicitly specify which network interface RGS binds to—see [Network Interface reconfiguration using the Sender network interface binding properties on page 30](#).
4. Disable one of the network interfaces and restart the Sender—the Sender will then bind to the enabled network interface. The disadvantage of this method, of course, is that one of the network interfaces will no longer be usable.

Methods 2 and 3 are described in the next two sections.

Manual Network Interface reconfiguration

To manually configure which network interface the Sender binds to, set the Sender property `Rgsender.Network.IsListenOnAllInterfacesEnabled=0` overriding the default which is to listen on all interfaces. See [Network Interface binding properties on page 139](#), for more detail. If the Sender property `Rgsender.Network.IsListenOnAllInterfacesEnabled=0` then the RGS Sender binds to the network interface

specified by the `Rgsender.Network.Interface.<x>.IsEnabled=1` property. To determine the IP address of a network interface, perform the following steps on the remote computer:

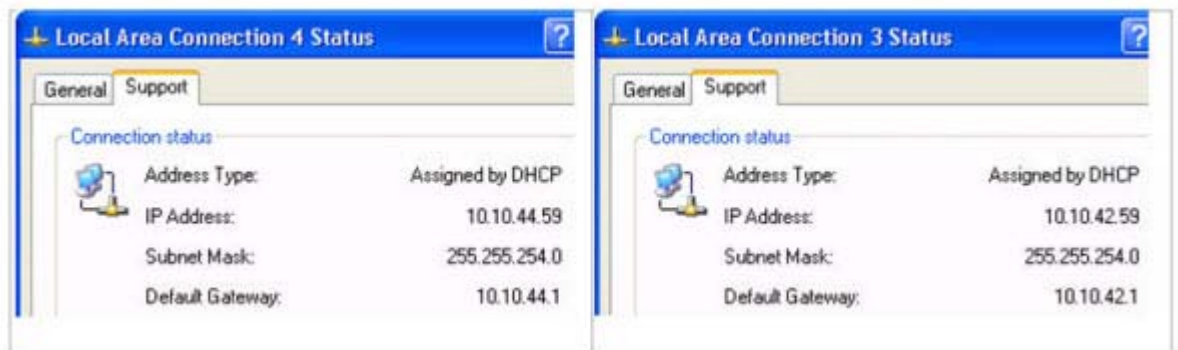
1. To view both network interfaces, click **Start > Control Panel > Network Connections** (see [Figure 4-1 Viewing network interfaces on page 28](#)).

Figure 4-1 Viewing network interfaces



2. Double-click each LAN icon and the **Support** tab, which displays the network interface IP address (see [Figure 4-2 Network Interface IP addresses on page 28](#)). While this provides the IP address of each network interface, it does not indicate which network interface is considered the “first network interface”.

Figure 4-2 Network Interface IP addresses



3. To determine which is the first (0th) network interface, click **Advanced > Advanced Setting** (see [Figure 4-3 Determining the first network interface on page 29](#)). The Advanced Settings dialog is displayed (see [Figure 4-4 Advanced Settings dialog on page 29](#)). The “first network interface” is listed at the top in the **Connections** box. In [Figure 4-4 Advanced Settings dialog on page 29](#), the first network interface is Local Area Connection 3, which (from [Figure 4-2 Network Interface IP addresses on page 28](#)) has an IP address of 10.10.42.59.

Figure 4-3 Determining the first network interface

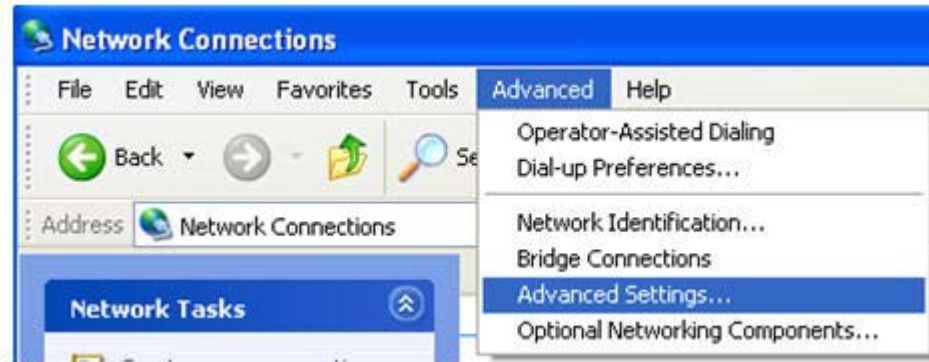
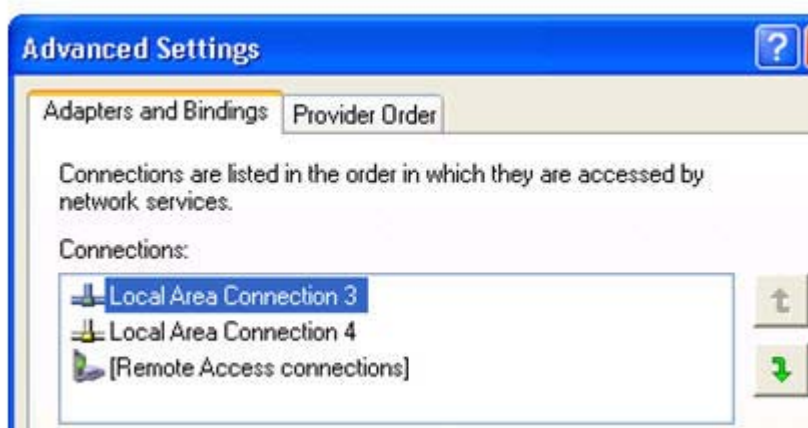


Figure 4-4 Advanced Settings dialog



The arrows to the right of the Connections box in [Figure 4-4 Advanced Settings dialog on page 29](#) can be used to change the order of the network interfaces and, therefore, which network interface will be used by the RGS Sender. In the above example, the RGS Sender will use Local Area Connection 3 with an IP address of 10.10.42.59.

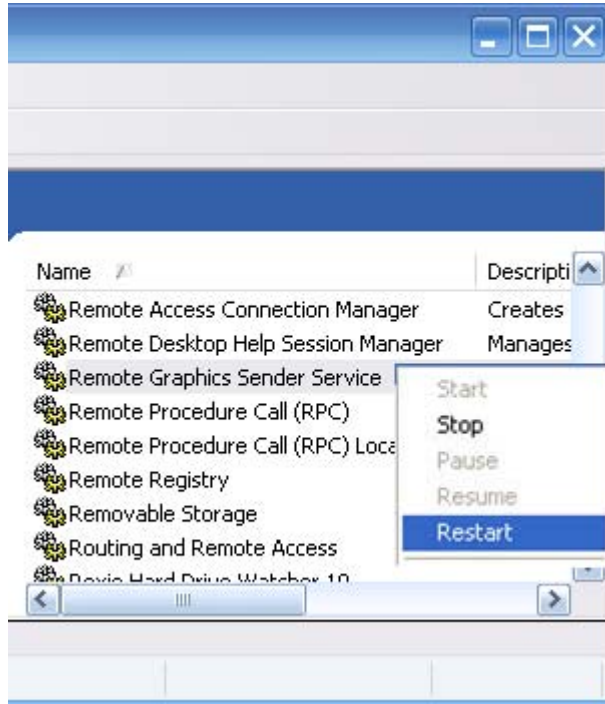
If you enter a hostname instead of an IP address when establishing an RGS connection, it is possible the hostname will resolve to the IP address of an incorrect network interface. This could be caused by a number of factors, including how your DHCP and DNS servers are configured.

If the hostname resolves to the IP address of an incorrect network interface, you can either:

- Enter the network interface IP address (instead of hostname) in the HP Remote Graphics Receiver box.
- Reconfigure your DHCP and DNS servers so that the hostname resolves to the IP address of the correct (first) network interface.

- Use the Nslookup command to determine the IP address that the hostname resolves to. Then, using the arrow buttons to the right of the Connections box on the Advanced Settings screen (see [Figure 4-4 Advanced Settings dialog on page 29](#)) change the first network interface to correspond with the IP address returned by Nslookup. After performing this step, you must either reboot the computer, or restart the RGS Sender (see [Figure 4-5 Restarting the RGS Sender on page 30](#)).

Figure 4-5 Restarting the RGS Sender

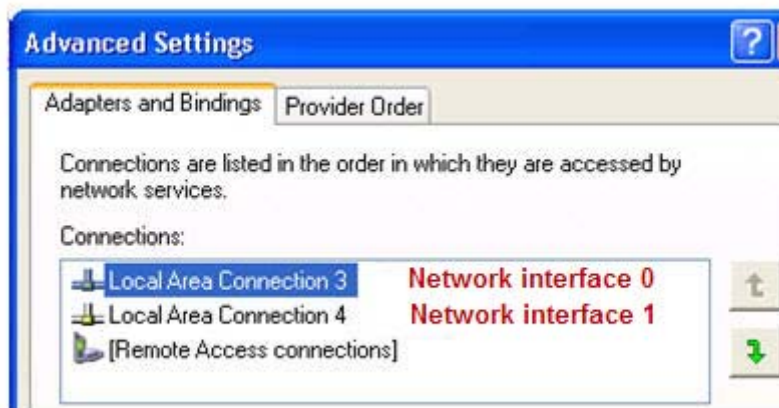


Network Interface reconfiguration using the Sender network interface binding properties

There are several Sender properties that allow the administrator to configure which network interface(s) the RGS Sender will listen to for connection requests. For a description of these properties, refer to [Network Interface binding properties on page 139](#).

[Figure 4-6 Network Interface binding order numerical sequence on page 31](#) shows how the two network interfaces can be referenced in numerical sequence in their binding order. The network interface binding properties permit specification of which network interface (either 0 or 1) the RGS Sender will listen to for connection requests. For example, using the `Rgsender.Network.Interface.1.IsEnabled` property, an administrator can specify that the RGS Sender will listen for connection requests on network interface 1 (corresponding to Local Area Connection 4), even though network interface 1 is the second network interface in binding order.

Figure 4-6 Network Interface binding order numerical sequence




Again, refer to [Network Interface binding properties on page 139](#) for a description of these properties.

Using RGS through a firewall

The Receiver can use the public IP address of the Sender so that RGS can be used through a simple firewall. To take advantage of this feature, the Sender and Receiver firewalls must both support NAT (Network Address Translation). In addition, the Sender firewall must support port forwarding.

For more information on how to set up port forwarding on your firewall, refer to the documentation for your firewall.

 **NOTE:** The port used by the RGS Receiver is assigned by the local computer OS and can vary. The RGS Sender listens on TCP/IP port 42966 by default, but the port number can be changed using the `Rgsender.Network.Port` property as described in [Network Interface binding properties on page 139](#). If this property is used to change the Sender port number from its default value of 42966, the Sender port number must then be specified in establishing an RGS connection from the Receiver to the Sender.

Remote computer power saving states

In order for a local computer to establish connection to a remote computer, the remote computer cannot be in a power saving state, such as Windows hibernate or standby. Furthermore, the remote computer cannot utilize wake-on-LAN in an attempt to power-up in order to respond to a connection request from the local computer—the remote computer must be powered-up, and able to respond to an RGS connection request at all times.

5 Using RGS

This chapter discusses the following topics:

- [Using the Sender](#)
- [Using the Receiver](#)
- [Collaborating](#)
- [Multi-monitor configurations](#)
- [Changing your password](#)
- [Setup Mode](#)
- [Remote Display Window toolbar](#)

Using the Sender

This section discusses the following topics:

- [Starting and stopping the Sender on Windows](#)
- [Sender command line options on Windows](#)
- [Sender GUI on Windows](#)
- [Setting the Windows Sender process priority](#)
- [Setting the Sender process priority using HP PA](#)
- [Using the RGS Diagnostics Tool on Windows](#)
- [Using the RGS Admin Tool](#)
- [Starting the Sender on Linux](#)
- [Sender audio on Linux](#)
- [Sender logging](#)

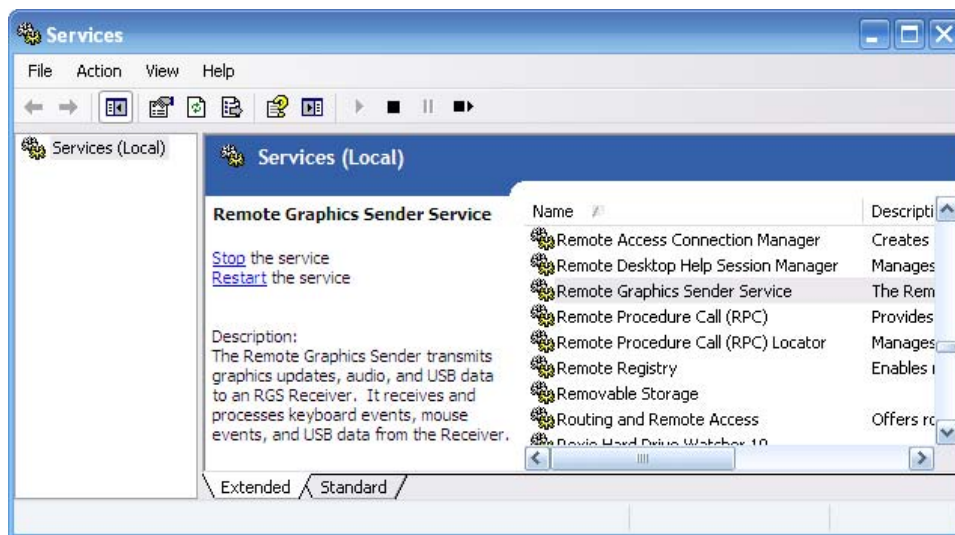
Starting and stopping the Sender on Windows

The Sender is automatically started each time Windows starts.

The Sender installer adds a new Windows Service. This is necessary to enable some features, such as the ability to send **CTRL-ALT-DEL** key sequences, and also view locked screens. Additionally, installing the Sender service executable as a service allows Windows to automatically start the Sender service process when the computer is started.

You can control Windows Services by accessing the "Services" panel. The "Services" panel can be accessed from the Windows **Control Panel** by selecting **Administrative Tools**. [Figure 5-1 The Remote Graphics Sender service on page 33](#) shows the Administrative Tool for Services. The Remote Graphics Sender is highlighted. The status of the service is "Started", and the service is configured to start up automatically. By right-clicking on the Remote Graphics Sender service, the service can be stopped, started, or resumed. Additionally, the properties of the service can be controlled such as the start-up type and the recovery mode.

Figure 5-1 The Remote Graphics Sender service



Sender command line options on Windows

The Windows Sender is comprised of two processes, one of which runs as a Windows Service. When the remote computer boots, the installed services are typically started. The service process, `rgsendersvc.exe` will then start the RGS Sender process `rgsender.exe`. When the RGS Sender is installed, an entry is added in the Windows Registry for the Remote Graphics Sender service.

`rgsender.exe` supports the following options passed to it via registry parameters to `rgsendersvc.exe` (see the registry editing instructions below):

```
[-nocollab]
[-timeout value]
[-authtimeout value]
[-l logSetupFile]
[-v | -ver | -version]
[-h | -help | -?]
[-belownormal | -normal | -abovenormal | -high]
[-Rgsender.propertyname=value]
```

The functionality of each option is as follows:

-nocollab—Disables collaboration. When specified, only the primary user can connect to the Sender.

-timeout value—The timeout in milliseconds used to detect and disconnect an inactive connection. This option sets the property `Rgsender.Network.Timeout.Error`. See [Network tab on page 61](#) for more details.

-authtimeout value—The timeout in milliseconds used to detect and notify the user of a network disruption. This option sets the property `Rgsender.Network.Timeout.Dialog`. See [Network tab on page 61](#) for more details.

-l logSetupFile—Specifies the "logSetupFile" file used to describe various logging parameters for Sender error and informational output. This file is used to determine where the output goes (to a file or to standard error) as well as the type of output logged (INFO or DEBUG). At installation, the Sender default is with "-l logSetup" turned on, where the logSetup file in the installation directory is set for output to a file named `rg.log` at INFO debug level.

[-v | -ver | -version]—Prints the Senders version information and is useful from a command window.

[-h | -help | -?]—Prints a listing of the various command line options, those that are listed on this page and is useful from a command window.

-belownormal—Sets the process priority of the Sender to below normal.

-normal—Sets the process priority of the Sender to normal. This is the default priority.

-abovenormal—Sets the process priority of the Sender to above normal.

-high—Sets the process priority of the Sender to high.

-Rgsender.propertyname=value—Can be used to specify one or more RGS Sender properties. See [RGS properties on page 113](#) for general information on RGS properties. For information specifically on RGS Sender properties, see [RGS Sender properties on page 134](#)

`regedit` can be used to modify the parameters that are used for starting the Sender by the Sender service as follows:

1. Start regedit —This can be done by opening a Windows command prompt and executing the command “regedit” or using the “run” command line from the Start menu.

2. Using regedit, navigate to the key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\rgsender
```

3. Add the desired process priority command-line option for starting the Remote Graphics Sender service. For example, to increase the process priority to high add the “-high” option to the key “ImagePath” as follows: “C:\Program Files\Hewlett-Packard\Remote Graphics Sender\rgsendersvc.exe”:

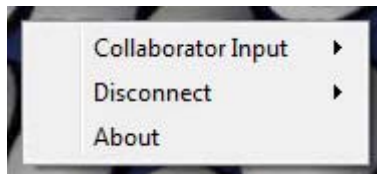
```
-l logSetup -high
```

4. Restart the Sender service and RGS Sender with the new option. This can be done using the Windows Service Control Manager (see [Starting and stopping the Sender on Windows on page 33](#)) or by re-starting the computer.

Sender GUI on Windows

The Sender displays the HP Remote Graphics Software icon in the application tray. The icon animates when Receivers are connected to the Sender. Right-click the icon to display the Sender GUI (see [Figure 5-2 Sender GUI on page 35](#)).

Figure 5-2 Sender GUI



The following options are provided by the Sender GUI:

- **Collaborator Input > Enable or Disable**—If **Disable** is selected, all local users are in view-only mode—only the primary user can control the remote computer desktop using a keyboard and mouse. If **Enable** is selected, all local users (and the primary user) can interact with the remote computer desktop.
- **Disconnect > Collaboration Users or Everyone**—Disconnects Receiver sessions for either collaboration users or all users.
- **About**—Displays the RGS program information.

Setting the Windows Sender process priority

This section discusses adjusting the process priority of the Windows Sender. The default process priority of the Windows Sender is **normal**. In some cases, increasing the process priority of the Sender will improve interactivity—for example, when the Windows scheduling algorithms does not give the RGS Sender sufficient CPU time to maintain smooth interactivity. Networking performance can also contribute to reduced interactivity.

The Windows Sender on some laptops has exhibited inconsistent performance. Increasing the Sender priority to **high** usually improves interactivity in this case. This provides the Sender more frequent access to the CPU, and improves the update frequency to the Receiver.


Process priority for the Sender is command line accessible for the Windows Sender. Four command-line options are available:

- -belownormal
- -normal
- -abovenormal
- -high

Priorities low and realtime cannot be selected for the Windows Sender.

There are two ways to set the process priority of the Windows Sender:

- Use regedit to modify the rgsender service start up parameters in the Windows Registry. (see the regedit instructions in the [Sender command line options on Windows on page 34](#) section)
- Use HP Performance Advisor (HP PA) to configure Windows Sender priority (available only on HP Workstations)

 **CAUTION:** Adjusting the process priority of the Sender to a level higher than –normal can cause other normally privileged processes to receive fewer CPU cycles than normal. Therefore, caution should be observed in adjusting the priority of the Sender.

Setting the Sender process priority using HP PA

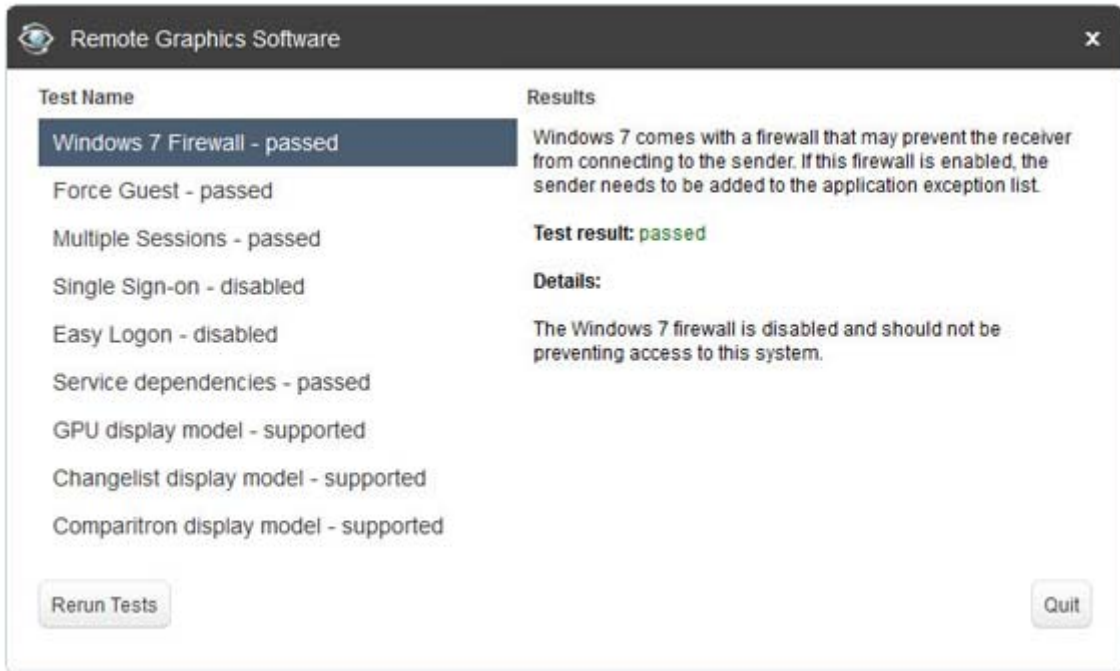
The HP Performance Advisor (HP PA) can be used adjust the priority of the Sender without having to use regedit. HP PA is available for HP Workstations only from this location: <http://www.hp.com/go/performanceadvisor>

See the HP PA help and documentation for further information.

Using the RGS Diagnostics Tool on Windows

During the installation of the Windows Sender, the RGS Diagnostics Tool (rgdiag.exe) is installed. The tool can be used to detect potential issues (such as Windows firewall settings, Guest Account security policies, RDC interoperability, and Easy Login settings) that might prevent a remote connection. The dialog [Figure 5-3 Output of the RGS Diagnostics Tool on page 37](#) shows the output generated by the tool.

Figure 5-3 Output of the RGS Diagnostics Tool




The **Test Name** left panel shows the list of tests that have been run. Selecting a test with the mouse will display additional information in the **Results** right panel. The **Rerun Tests** button on the bottom left reruns all tests. The example window shows that all tests have passed. If a test failed, click the test title to display its details in the **Results** panel. This information can be used to determine what this test looked for, why it failed, whether this failure would prevent connections, and suggestions on how to fix the problem.

The RGS Diagnostics Tool can be run any time after RGS Sender installation. To run the Diagnostics Tool, use Windows Explorer to display the RGS Sender installation folder, and locate the rgdiag.exe program with the RGS icon. On a 32-bit Windows system, this tool is normally located at:

```
C:\Program Files\Hewlett-Packard\Remote Graphics Sender\rgdiag.exe
```

Using the RGS Admin Tool

The RGS Admin Tool is described for use on Windows 7. For information on using the RGS Admin Tool on Windows XP, see [RGS Admin Tool on Windows XP on page 164](#).

 **NOTE:** The RGS Admin Tool is only installed and supported on Windows XP and Windows 7.

For a normal Sender installation, this tool can be found at:

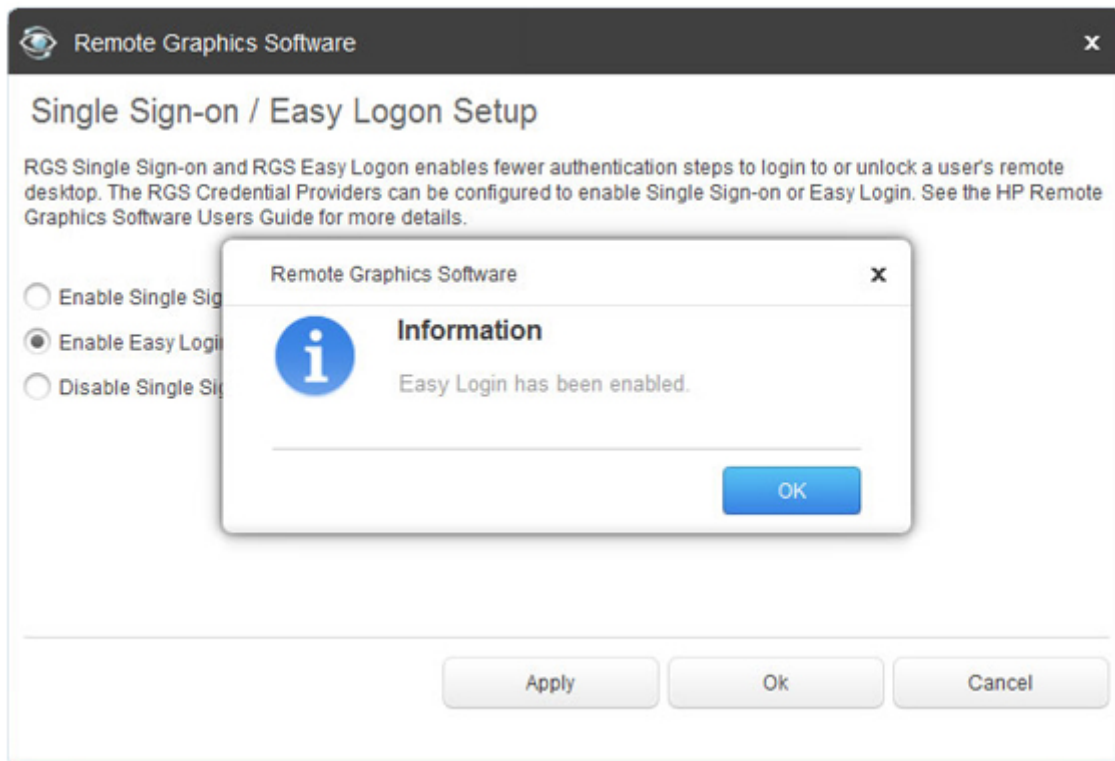
`C:\Program Files\Hewlett-Packard\Remote Graphics Sender\rgadmin.exe`

RGS Admin Tool on Windows 7

The RGS Admin Tool is supported on Windows 7 to enable and disable both Single Sign-on and Easy Login

When the RGS Admin Tool is started, it reports the current status of Single Sign-on and Easy Login. To change the status, check the desired radio button. After clicking **Apply**, Single Sign-on or Easy Login are immediately available on Windows 7.

Figure 5-4 Dialog to enable or disable Single Sign-on and Easy Login (Windows 7)



Starting the Sender on Linux

The Linux Sender is started by the “rge” X server extension. The Sender cannot be started manually. Proper configuration and startup of the Sender can be verified by examining the X server log file (Xorg.0.log). The log file will show that the extension is loaded, and that the extension has started the Sender:

Log file content should be like:

```
(II) LoadModule: "rge"
```

```
(II) Loading /usr/lib64/xorg/modules/extensions/librge.so
```

```
.
```

```
.
```

```
.
```

```
(RG) 10:29:52.654 HP Remote Graphics extension. Build date : Jul 15 2009
```

```
(RG) 10:29:53.002 Listening for RG connections at /var/opt/hpremote/rgsender/sockets/rgsender-rge:0
```

```
(RG) 10:29:53.631 Started rgsender process PID = 5780
```

END of log file example.

The rgsender.sh command has two options that can be executed from the command line. The rgsender.sh command does not start the Sender if either of these options are used.

The functionality of each option is as follows:

```
[-v | -ver | -version] —Displays the Sender version information.
```

```
[-h | -help | -?] —Displays the rgsender.sh command line options that are listed on this page.
```

Sender audio on Linux

The RGS Sender will attempt to capture audio from the default audio device to be played back on the RGS Receiver. The audio device on the Sender system needs to be configured appropriately to enable audio capture. See [Configuring audio on Linux on page 71](#) for details on configuring the audio device on a Linux sender.

On devices without audio hardware, the Virtual Audio Driver can be used to enable audio to be captured and played back on the RGS Receiver. The driver and appropriate libraries need to be compiled and installed to match the current Linux kernel. The source code and instructions for installation are in the virtual_audio_driver.tar file and can be found in the source directory on the distribution disc.

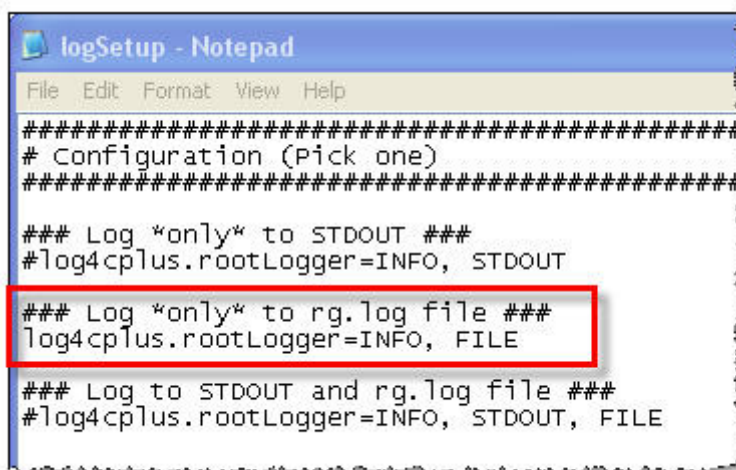
Sender logging

RGS Sender logging is not controlled by a GUI—instead, Sender logging is controlled by a particular file on the RGS Sender. In [Installing the RGS Sender on Windows on page 17](#), the following command line option for Rgsender.exe is described:

-l logSetupFile—Specifies the "logSetupFile" file used to describe various logging parameters for Sender error and informational output. This file is used to determine where the output goes (to a file or to standard error) as well as the type of output logged (INFO or DEBUG). At installation, the Sender default is with "-l logSetup" turned on, where the logSetup file in the installation directory is set for output to a file named rg.log at INFO debug level.


Unless this command line option is used to change the logSetup file, the default logSetup file in the Sender installation folder (C:\Program Files\Hewlett-Packard\Remote Graphics Sender) is used. The first few lines of logSetup are shown in [Figure 5-5 logSetup file on page 40](#).


Figure 5-5 logSetup file



```
#####  
# Configuration (Pick one)  
#####  
  
### Log *only* to STDOUT ###  
#log4cplus.rootLogger=INFO, STDOUT  
  
### Log *only* to rg.log file ###  
#log4cplus.rootLogger=INFO, FILE  
  
### Log to STDOUT and rg.log file ###  
#log4cplus.rootLogger=INFO, STDOUT, FILE
```

The highlighted, uncommented line specifies that INFO-level logging is used. If another logging level is required, edit the file to replace INFO with any of the following: DEBUG, WARN, ERROR, or FATAL.

 **NOTE:** The logSetup file is set to read-only during Sender installation, so you'll need to uncheck the **Read-only** property to edit the file.

 **NOTE:** In order to log Remote Clipboard activities on the Sender, DEBUG-level logging (not the default INFO-level logging) must be specified in the logSetup file.


Using the Receiver


RGS supports two basic operating modes:

1. **Normal Mode**—This mode enables RGS to connect to a single remote computer, as described in [One-to-one connection on page 10](#).
2. **Directory Mode**—This mode enables RGS to connect to multiple remote computers, as described in [Many-to-one connection on page 10](#). Directory Mode is based on a user-created file which specifies which remote computers the RGS Receiver should connect to. For information on directory mode, refer to [Using RGS in Directory Mode on page 83](#).

Using RGS in Normal Mode

Normal Mode is the simplest means of establishing a connection—you enter the IP address or hostname of the remote computer in the local computer Receiver Control Panel, and click **Connect**.

 **NOTE:** The RGS Sender listens on TCP/IP port 42966. The port used by the RGS Receiver is assigned by the local computer OS and can vary.

 **NOTE:** The RGS Sender is configured to start when the Sender computer boots (or, in the case of Linux, also when the X server starts).

Before attempting to connect to a particular remote computer for the first time, HP recommends that you verify that the Remote and local computers satisfy the [Pre-connection checklist on page 25](#). The [Pre-connection checklist on page 25](#) can also be used as a troubleshooting aid if a connection attempt fails. After verifying the preconnection checklist, start the Receiver on the local computer. This can be done from the start menu or from the command line.

To start the Receiver in Windows:

- ▲ Go to **Start > HP > HP Remote Graphics Software > HP RGS Receiver**.

To start the RGS Receiver from the command line, type the following path:

```
C:\Program Files\Hewlett Packard\Remote Graphics Receiver\rgreceiver.exe
```

The RGS Receiver supports the following command line options for the Windows executable, `rgreceiver.exe`, and the Linux executable, `rgreceiver.sh`:

```
[-config [filename]]
```

```
[-directory [file]]
```

```
[-nosplash]
```

```
[-v | -ver | -version]
```

```
[-h | -help | -?]
```

```
-Rgreceiver.propertyname=value
```

`-config filename`—Specifies the name of a RGS Receiver configuration file to use.

`-directory [file]`—Starts the Receiver in Directory Mode. If the optional file path is specified, the file is opened and used to look up the remote computers assigned to the user. If a file is not specified, the user is prompted to enter a path to the directory file. For information on Directory Mode, see [Using RGS in Directory Mode on page 83](#).

`-nosplash`—Disables display of the splash screen when the Receiver starts.

`[-v | -ver | -version]`—Displays the Receiver version information.

`[-h | -help | -?]`—Displays the Receiver command line options that are listed on this page

`-Rgreceiver.propertyname=value`—Can be used to specify one or more RGS Receiver properties. See [RGS properties on page 113](#) for general information on RGS properties. For information specifically on RGS Receiver properties, see [RGS Receiver properties on page 115](#).




After the Receiver starts, you'll see the Receiver Control Panel (see [Figure B-1 Receiver Control Panel on page 148](#)).

Figure 5-6 Receiver Control Panel



Receiver Control Panel


The Receiver Control Panel is used to perform the following tasks:

- **Establish a connection:** To establish a connection to a remote computer, enter the hostname or IP address of the computer. Press **Enter** or click the **Connect** button to connect to the remote computer. The selector on the right side of the text box displays a history of previously connected computers that can be selected.
- **Close a connection:** To close a connection, press the **Disconnect** button.
- **View settings:** Click  to view the tabs which provide access to many of the advanced capabilities of RGS.
- **Display help:** Click  to display the Help.
- **Display program information:** Click  to display RGS program and copyright information.

The Receiver Control Panel contains a status bar at the bottom of the window. The status bar provides information that describes the current state of the RGS Receiver. For example, it displays the messages “connection in progress”, “connection succeeded”, and “connection failed.” The status bar can be useful in diagnosing connection problems because it also displays the general reason for a connection failure, such as “Authorization Failed” or “Authentication Failed”.

Creating a connection in Normal Mode

To create an RGS connection, enter the hostname or IP address of the remote computer in the **Hostname** dialog box, and then press **Enter** or click **Connect**.

 **NOTE:** The default Sender port number is 42966. The Sender port number can be changed using the `Rgsender.Network.Port` property. If this property is used to change the Sender port number from its default value of 42966, the Sender port number must then be specified in the above Hostname dialog box, in either of the following formats:

```
hostname:port number
```

```
IP address:port number
```

For example, if the `Rgsender.Network.Port` property is used to change the Sender port to 42970, the Sender IP address in the figure above would need to be modified to include the port number, as follows:

```
15.2.76.29:42970
```


Provide a username and password, as prompted. If the connection succeeds, the Remote Display Window will be displayed on the local computer, showing the desktop session of the remote computer (see [Figure 5-7 Remote Display Window on page 44](#)).


Figure 5-7 Remote Display Window




If you selected to activate HP Velocity, Advanced Video Compression, or both, and your Internet proxy settings are set correctly, a confirmation message will be displayed.

If you selected to activate HP Velocity, Advanced Video Compression, or both, and your Internet proxy settings are NOT set correctly, an error message will be displayed.

 **NOTE:** If the connection attempt fails, refer to the [Pre-connection checklist on page 25](#), for a list of conditions which must be met in order for a connection to be established.

 **NOTE:** If your RGS Sender is not yet licensed, an error dialog will be displayed in the Remote Display Window. For information on Sender licensing, see the *HP Remote Graphics Software Licensing Guide*, available at <http://www.hp.com/support/rgs>.

 **NOTE:** On Linux, the Receiver Control Panel will not stay on top of other windows in the desktop and can therefore get lost. Also, for session managers that support multiple desktops, the Receiver control panel will not, by default, show up in all desktops. Refer to [Setup Mode on page 51](#) to understand how to raise the Receiver Control Panel to the top of the window stack.

In Normal Mode, the local computer can connect to only one remote computer at a time, as described in [One-to-one connection on page 10](#). If an attempt is made to connect to a second remote computer using the Receiver Control Panel, the connection to the first remote computer is terminated.

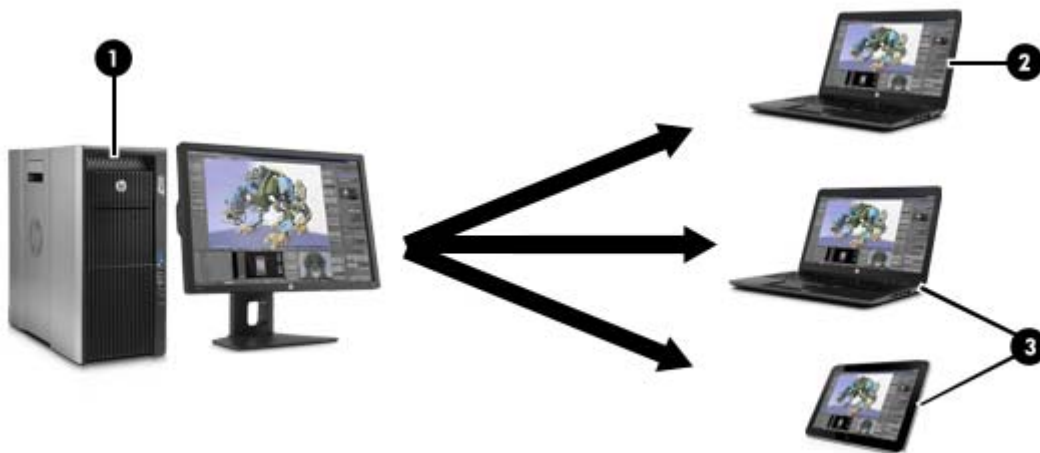
Collaborating

RGS enables the primary user to share his or her desktop session with several users simultaneously (see [One-to-many connection on page 11](#)). This feature can be used in a variety of collaborative scenarios including classroom instruction, design reviews, and technical support.

Creating a collaboration session

A collaboration session is created when one or more users are authorized by the primary user to connect to the primary user's desktop session. This allows all users to view and interact with the primary user's desktop (see [Figure 5-8 Multiple local users can view and interact with the primary user's desktop on page 45](#)).

Figure 5-8 Multiple local users can view and interact with the primary user's desktop



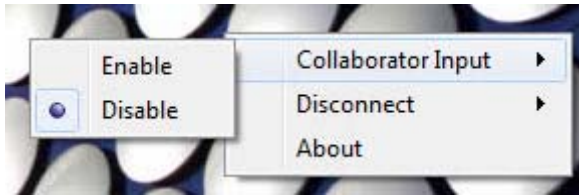
1	Remote computer —Hosts the RGS Sender, which transmits the remote computer's desktop session to the RGS Receivers on the local computers.
2	Primary local user —This user is logged into the remote computer and must authenticate any secondary local users joining the session.
3	Secondary local users —These users can view the primary local user's remote desktop session if that user authenticates them.

The user currently controlling the mouse and keyboard is called the *floor owner*. Only one user, the floor owner, can interact with the desktop at a time. To transition the floor owner, the current floor owner must cease using the keyboard or mouse for a short period of time (0.5 seconds). If another user uses the mouse or keyboard while the current floor owner is inactive after this .5 second period, floor ownership transfers to the new user.

In a collaboration session, the shape of the local cursor is modified for the floor owner. For the other remote users, the local cursor is left unchanged, and a remote cursor is displayed in the Remote Display Window.

Use of the mouse and keyboard by collaboration users can be disabled by the primary user using the Sender GUI (see [Figure 5-9 Disabling of the local users' mice and keyboards by the primary user on page 46](#)). Authorized local users will still be able to view the primary user's desktop, but will be unable to interact with it.

Figure 5-9 Disabling of the local users' mice and keyboards by the primary user

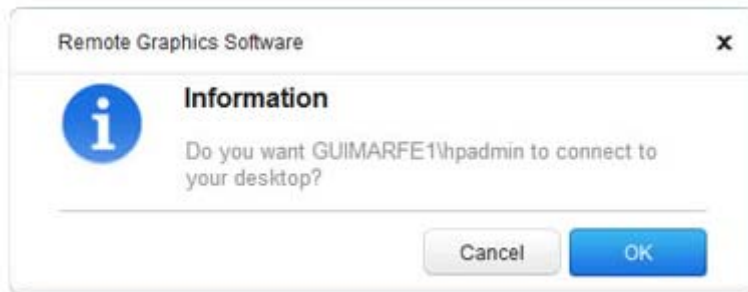


Connection between a local computer and a remote computer is permitted only if the primary user allows the connection and if all users have unique login accounts for the remote computer. Users may not share the same login account. A question dialog, stating the domain and user name of the local user attempting a connection, is displayed on the remote computer desktop when a local user attempts to connect (see [Figure 5-10 Primary user dialog to authorize a local user to connect to the primary user's desktop on page 46](#)). All currently connected local users will also see this dialog because they are currently viewing the remote computer desktop.

NOTE: One-to-many (collaboration) requires a unique login account with credentials on the sender for each participant.

NOTE: If guest accounts are enabled in Windows 7, a collaborator can join by using "Guest" as the username and leaving the password blank. However, only one guest collaborator can join at a time. If another guest collaborator joins, the first one will be kicked out of the session.

Figure 5-10 Primary user dialog to authorize a local user to connect to the primary user's desktop



The different cases for establishing a collaborative session are:

- If no one is logged into the remote computer desktop (in other words, there is no primary user), all authenticated users are connected, and can view the Windows login desktop. However, when any one user logs into the remote computer desktop via an RGS connection (and, therefore, becomes the primary user), all other authenticated users (who are viewing the Windows login desktop) will be disconnected as a security precaution.
- If the primary user authorizes a connection from a local user, the new user connects to the remote computer and can view its desktop.
- If the primary user does not allow the connection, the new user will be unable to connect.
- On Windows, if the primary user disconnects, the desktop is locked, but the Receivers will remain connected.
- On Linux, if the primary user disconnects, the desktop is locked, and all users are disconnected.
- If the local user connecting to the primary user's computer is the same user as the primary user, the collaboration dialog is not displayed, and the connection is allowed.

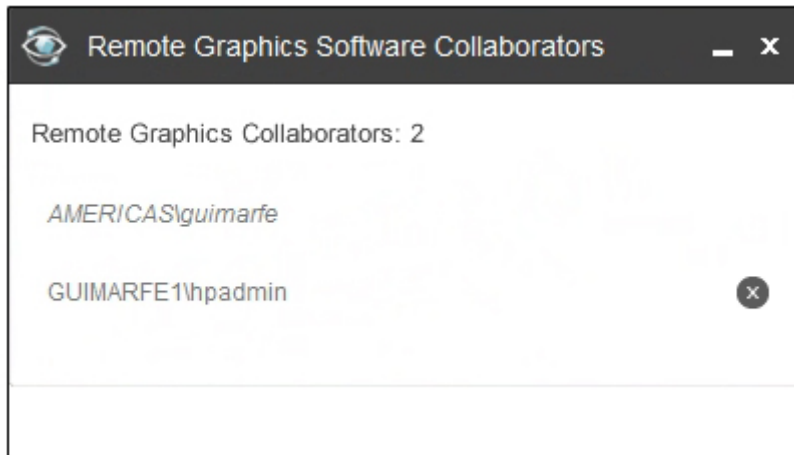
The Sender desktop icon in the system application tray displays the status of connections. The icon animates when Receivers are connected.

All Receivers can be easily disconnected from the HP Remote Graphics icon located in the system tray or from the Sender GUI by right-clicking on the icon or GUI. This is useful when hosting collaborative session, such as in a classroom environment, and the session ends.

Collaboration notification dialog

The Windows Sender displays a collaboration notification dialog when collaboration users are connected. This Sender-created dialog appears in each Remote Display Window that is connected to the Sender. The dialog displays a list of domain\usernames for each user connected to the remote computer (see [Figure 5-11 Collaboration notification dialog displayed on the Sender and in each Remote Display Window on page 47](#)).

Figure 5-11 Collaboration notification dialog displayed on the Sender and in each Remote Display Window



When the collaboration notification dialog is displayed, it indicates there are multiple connections to the remote computer desktop. Primary and collaboration users are identified using different fonts in the notification dialog. The primary user is italicized and listed first. Collaboration usernames follow, and are displayed using a normal font. The figure above shows three active connections, one a primary user and the other two collaboration users. A small button with an “X” is displayed next to all collaboration usernames. Pressing this button disconnects the corresponding collaboration user.

All collaboration users can be disconnected using the Sender GUI. [Figure 5-12 Windows Sender GUI to disconnect collaboration users on page 47](#) shows the Windows Sender GUI selection that can be used to disconnect collaboration users.

Figure 5-12 Windows Sender GUI to disconnect collaboration users



The `Rgsender.IsCollaborationNotificationEnabled` property allows the user to enable or disable display of the collaboration notification dialog (see [Sender general properties on page 137](#)).

CAUTION: Caution is advised in disabling the collaboration notification dialog because neither the Remote User (if present) or the Local Users will be notified who is participating in a collaboration session. Furthermore, if display of the collaboration notification dialog is disabled, the warning dialog in [Figure 7-9 Local computer warning dialog if the remote computer is unable to blank its monitor on page 110](#) (which is displayed when the remote computer is unable to blank its monitor) will also be prevented from being displayed.


If the collaboration notification dialog is being displayed, the Sender will remove it when all collaboration connections terminate.

Effect of low bandwidth and/or high latency networks on collaboration

The update rates of all collaborators is limited by the lowest update rate of any one collaborator. This is required for content synchronization.

When collaborating with highly interactive content, any one collaborator connected via a low bandwidth and/or high latency network can cause all collaborators to have a less than satisfactory experience. This experience can be improved for all collaborators. The collaborator or collaborators with the lowest update rates can use the interactive experience controls to lower their image quality and allow the update rate to be improved for all collaborators. See [Performance tab on page 59](#) for details.

Multi-monitor configurations

 **NOTE:** Advanced Video Compression is not supported on multi-monitor configurations.

Many computers have a frame buffer that is larger in size (as measured in horizontal pixels by vertical pixels) than what can be displayed on a single monitor. In these situations, the default operation is that a portion of the frame buffer is used, allowing the utilized portion (containing the Windows desktop) to be displayed on a single monitor. It is possible, however, to configure a computer so that the Windows desktop occupies the complete frame buffer—this typically requires multiple monitors to view the complete frame buffer (Windows desktop).

In [Figure 5-13 A Remote Display Window spanning two monitors on page 49](#), the Windows desktop is configured to occupy the complete frame buffer of the remote computer, which, for this particular remote computer, requires two monitors to display the Windows desktop.

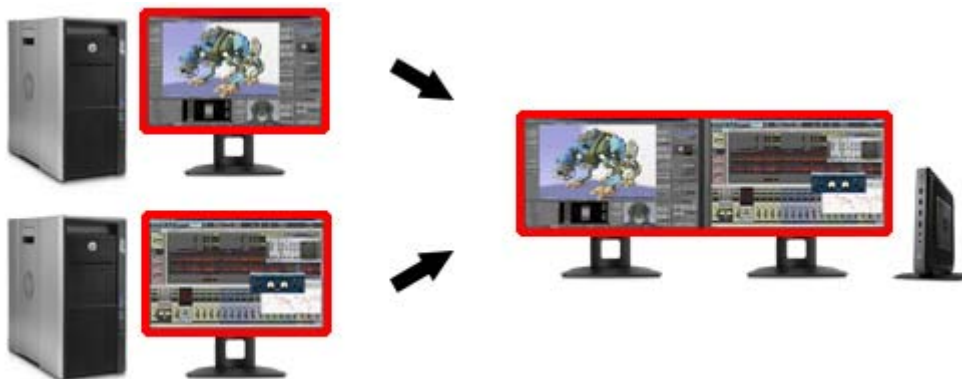
When a local computer establishes an RGS connection to the remote computer, the remote computer will transmit its complete frame buffer. In order for the local user to view the complete desktop of the remote computer, the local computer must have a comparably-sized frame buffer, which will typically require two monitors to view (see [Figure 5-13 A Remote Display Window spanning two monitors on page 49](#)).

Figure 5-13 A Remote Display Window spanning two monitors



Multiple monitors on the local computer are also useful in the configuration described in [Many-to-one connection on page 10](#). If the local computer is connected to two remote computers, each remote computer frame buffer can be displayed on its own monitor if the local computer has two monitors (see [Figure 5-14 Each Remote Display Window can be positioned to occupy a single monitor on page 49](#)).

Figure 5-14 Each Remote Display Window can be positioned to occupy a single monitor

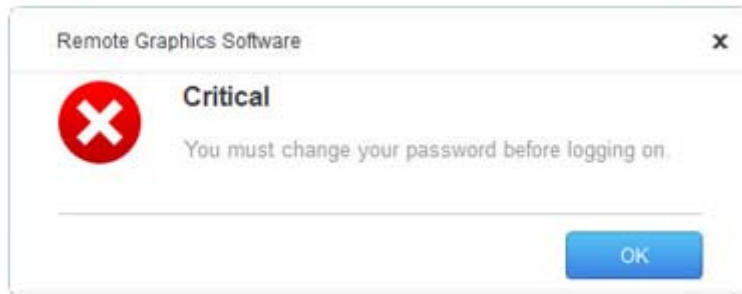


As always, each remote computer (Sender) frame buffer is displayed in its own Remote Display Window. In [Figure 5-14 Each Remote Display Window can be positioned to occupy a single monitor on page 49](#), the user has positioned each Remote Display Window to occupy a single monitor, achieving the result that the left monitor is dedicated to remote computer 1 while the right monitor is dedicated to remote computer 2.

Changing your password

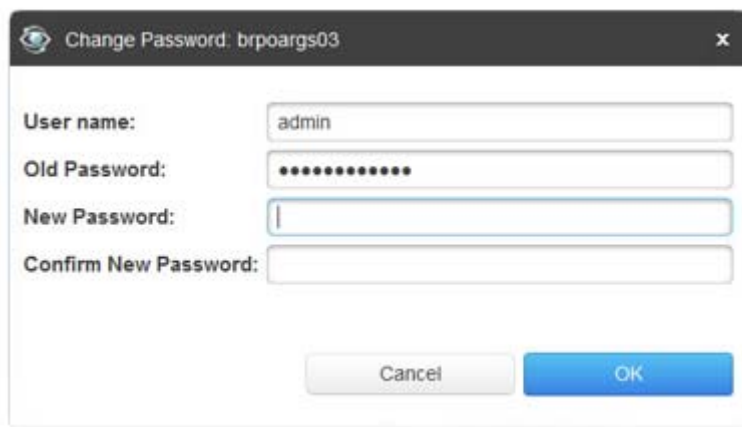
You can change an expired password from the RGS Receiver. If you enter an expired password, you will see a dialog stating that the password must be changed (see [Figure 5-15 Dialog indicating that the password must be changed on page 50](#)).

Figure 5-15 Dialog indicating that the password must be changed



After clicking **OK**, you'll see the Change Password dialog (see [Figure 5-16 Change Password dialog on page 50](#)).

Figure 5-16 Change Password dialog



Enter the requested information to change your password.

Setup Mode

Depending on how you configure RGS on the local computer, the Remote Display Window may cover the entire local computer monitor. Furthermore, the Remote Display Window may be set to borderless — therefore, the window won't have the title bar and borders that normally allow the window to be moved, minimized, and resized. Such a configuration raises a number of questions, including:

- How do you move or resize the window absent a title bar and borders?
- If multiple Remote Display Windows are covering each other, how do you select a particular Remote Display Window to view?

Complicating the situation is that all keyboard and mouse events in the Remote Display Window are sent to the remote computer for processing. Therefore, the keyboard and mouse cannot be readily used to interact with the locally-displayed Remote Display Window.


To address this situation, RGS provides Setup Mode. In Setup Mode, transmission of keyboard and mouse events to the remote computer is suspended—instead, the keyboard and mouse can be used to interact with the Remote Display Window on the local computer. In Setup Mode, you can perform a number of operations, including:

- Move a borderless Remote Display Window
- Raise a particular Remote Display Window that is being obscured by another Remote Display Window



NOTE: In Normal Mode, only a single Remote Display Window can be displayed on the local computer. Displaying Multiple Remote Display Windows on the local computer requires using Directory Mode (see [Using RGS in Directory Mode on page 83](#)).

Setup Mode can be activated in two ways:

1. By clicking the  button on the Remote Display Window toolbar. This presumes, of course, that the toolbar is visible.
2. By typing a special key sequence on the keyboard, called a *hotkey sequence*.


The default hotkey sequence to enter Setup Mode is:

[Shift press, space press, space release](#)

When the Receiver detects this key sequence, it does not send the key sequence to the remote computer—instead, the Receiver activates Setup Mode on the local computer, as denoted by dimming of the Remote Display Window (see [Figure 5-17 Dimming of the Remote Display Window in Setup Mode on page 52](#)).

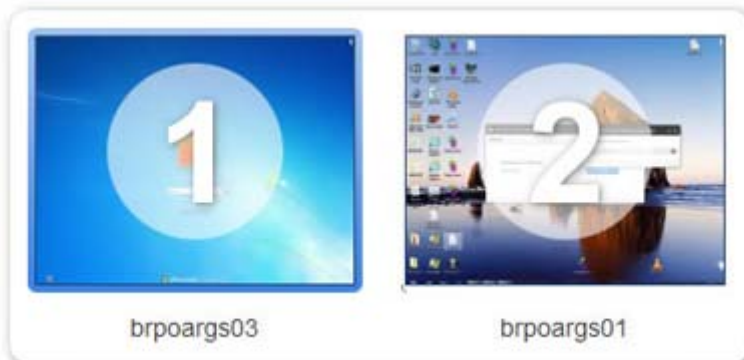
Figure 5-17 Dimming of the Remote Display Window in Setup Mode



The default hotkey sequence can be changed using the **Hotkeys** tab in the Receiver Control Panel (see [Hotkeys tab on page 62](#)). As long as the Shift key is held down (following the Shift press, space press, and space release hotkey sequence used to enter Setup Mode), Setup Mode remains active. When the Shift key is released, Setup Mode exits. In contrast, the  button on the Remote Display Window toolbar toggles the state of Setup Mode each time the user clicks on the button.

If Setup Mode is activated by the hotkey sequence, and you have multiple Remote Display Windows on your computer, you can bring up the Remote Display Window selection dialog to view a thumbnail image of each Remote Display Window (see [Starting the Receiver in Directory Mode on page 84](#))

Figure 5-18 Remote Display Window selection dialog

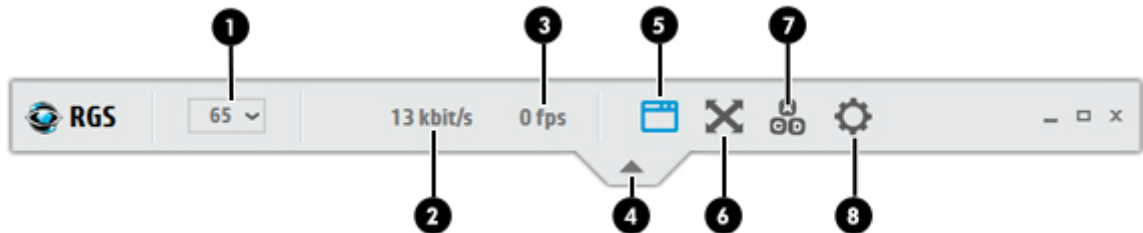


The Remote Display Window selection dialog is only displayed in Directory Mode—this is the mode that supports multiple Remote Display Windows.

Remote Display Window toolbar

The Remote Display Window toolbar provides information on the RGS connection and allows several RGS parameters to be controlled. The toolbar is positioned at the top of the Remote Display Window (see [Figure 5-19 Remote Display Window toolbar on page 53](#)). See the [Connection tab on page 56](#) for more information.

Figure 5-19 Remote Display Window toolbar



The Remote Display Window toolbar provides the following:

1. **Hostname/IP address**—The hostname or IP address of the remote computer.
2. **Image quality**—Sets the image quality and, therefore, the amount of compression. Higher image quality reduces the amount of compression and therefore consumes greater network bandwidth. For more information, see [Image quality on page 53](#).



NOTE: This control is duplicated in the **Performance** tab of the RGS Receiver settings.

3. **Network bandwidth**—Displays the current network bandwidth consumed by the connection.
4. **Image update rate**—Displays the number of image updates in frames per second for the connection.
5. **CTRL-ALT-DEL button**—Sends the CTRL-ALT-DEL key sequence to the remote computer. Some key sequences, such as CTRL-ALT-DEL, are trapped by the local computer and therefore are not forwarded to the remote computer. This button allows the user to send a CTRL-ALT-DEL sequence to the remote computer without using the keyboard.
6. **Pin/unpin button**—Shows or hides the toolbar.
7. **Border button**—Adds or removes window borders and decorations on the Remote Display Window.
8. **Setup Mode button**—Toggles Setup Mode. For more information, see [Setup Mode on page 51](#).
9. **Snap button**—When selected, this option causes the Remote Display Window to snap to the edges of the monitor whenever the boundaries of the window are within 30 pixels of any edge of the monitor.
10. **Settings button**—Launches the Settings dialog.
11. **Help button**—Launches Help.
12. **Minimize window**—Minimizes the Remote Display Window.
13. **Maximize window**—Maximizes the Remote Display Window.
14. **Close window**—Closes the Remote Display Window and disconnects the current RGS session.

Image quality

RGS provides high-quality, high-performance image compression and decompression. Image compression is performed on the remote computer to reduce the network bandwidth requirements—this enables RGS to be used on standard networks. Image decompression is performed on the local computer.


Image quality is adjusted using the slide bar in the Remote Display Window toolbar (see [Figure 5-20 Image quality slide bar in the Remote Display Window toolbar on page 54](#)). As the image quality is increased toward 100, the amount of compression decreases, and the required network bandwidth increases. If a Receiver is supporting multiple Remote Display Windows (see [Many-to-one connection on page 10](#)) the slide bar in any Remote Display Window toolbar can be adjusted—the slide bars in the other Remote Display Windows will automatically track.

Figure 5-20 Image quality slide bar in the Remote Display Window toolbar



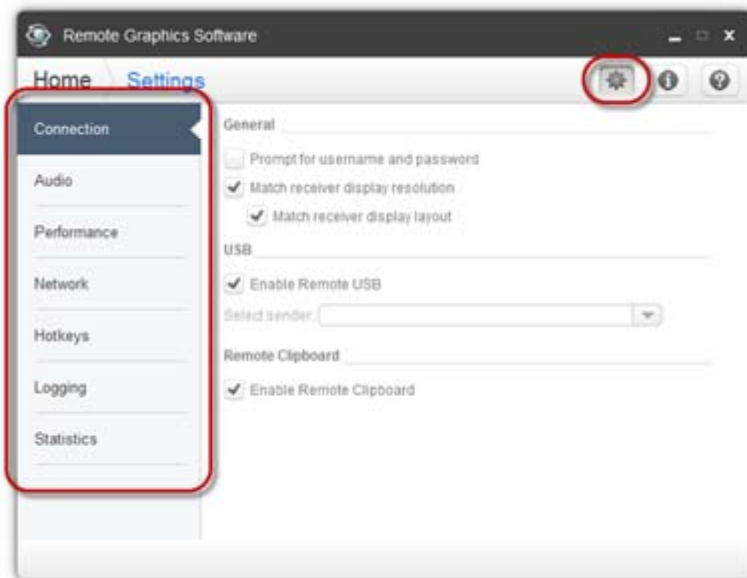
NOTE: Even with an image quality of 100, RGS still performs some image compression to reduce the network bandwidth requirements. While the image quality on the Receiver will usually appear visually lossless to the user, the actual image data sent over the network will be “lossy” to a limited extent. The exception is the Sender codec JPEG-LS which is mathematically lossless. See [Sender general properties on page 137](#) for more information.

6 RGS settings

This chapter discusses the different tabs available when you select the  button from either the Receiver Control Panel or the Remote Display Window toolbar:

- [Connection tab](#)
- [Audio tab](#)
- [Performance tab](#)
- [Network tab](#)
- [Hotkeys tab](#)
- [Logging tab](#)
- [Statistics tab](#)

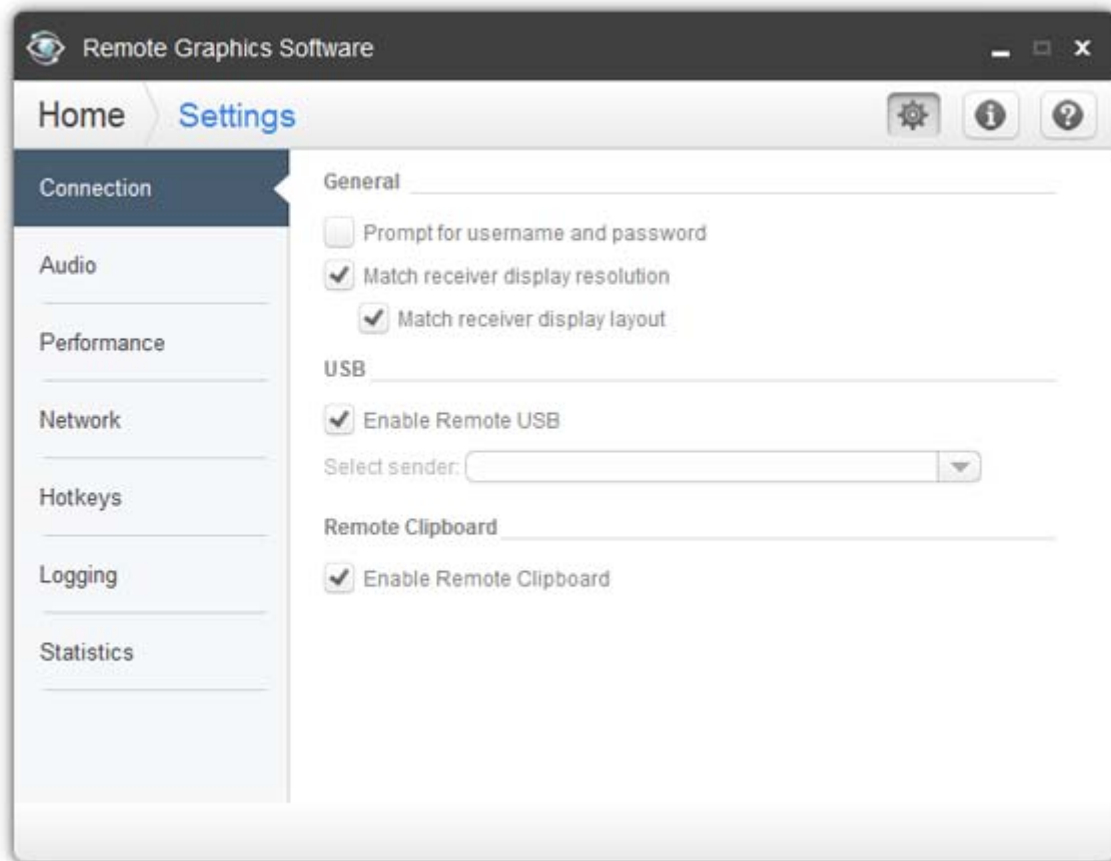
Figure 6-1 RGS settings



Connection tab


The options available under the Connection tab are shown in [Figure 6-2 Connection tab options on page 56](#).

Figure 6-2 Connection tab options



The options available under the Connection tab are:

- **Prompt for username and password**—In certain scenarios (such as silent authentication as described in [Standard Login on page 12](#)) the Receiver will not prompt the local user for a domain, username, and password. If the local user desires a prompt in order to enter an alternate domain, username, and password, the user can check this box. If checked, the authentication dialog is always displayed when the **Connect** button is clicked. This is advantageous on Sender/Receiver pairs running Windows and Directory Mode with different connection needs for each session.
- **Match receiver display resolution**—When checked, the Receiver will negotiate with the remote computer Sender to have the Sender adjust its display resolution to match the Receiver display resolution. If the Sender is unable to match the resolution of the Receiver, a warning dialog is issued to the local user.

 **NOTE:** Match receiver display resolution is not supported on Linux by default. Users need to configure the X-Server with the proper modelines and or metamodes for this feature to work.

- **Match receiver display layout**—When checked, the Receiver will try to set the layout of the remote computer's physical displays to have the same display layout and resolution as the Receiver displays. If the Sender is unable to match the layout and resolution of the Receiver physical displays, the Sender will try to just match the Receiver display resolution. For example, if the Receiver has two physical displays in a 1x2 layout and a overall virtual display resolution of

2560x1024 (1280x1024x2), the Receiver will try to set the Sender to the same layout and resolution. If that fails, the Receiver will try to set a single Sender physical display resolution of 2560x1024. If that fails, an error is reported to the local user.



NOTE: Match receiver display layout is not supported on Linux.

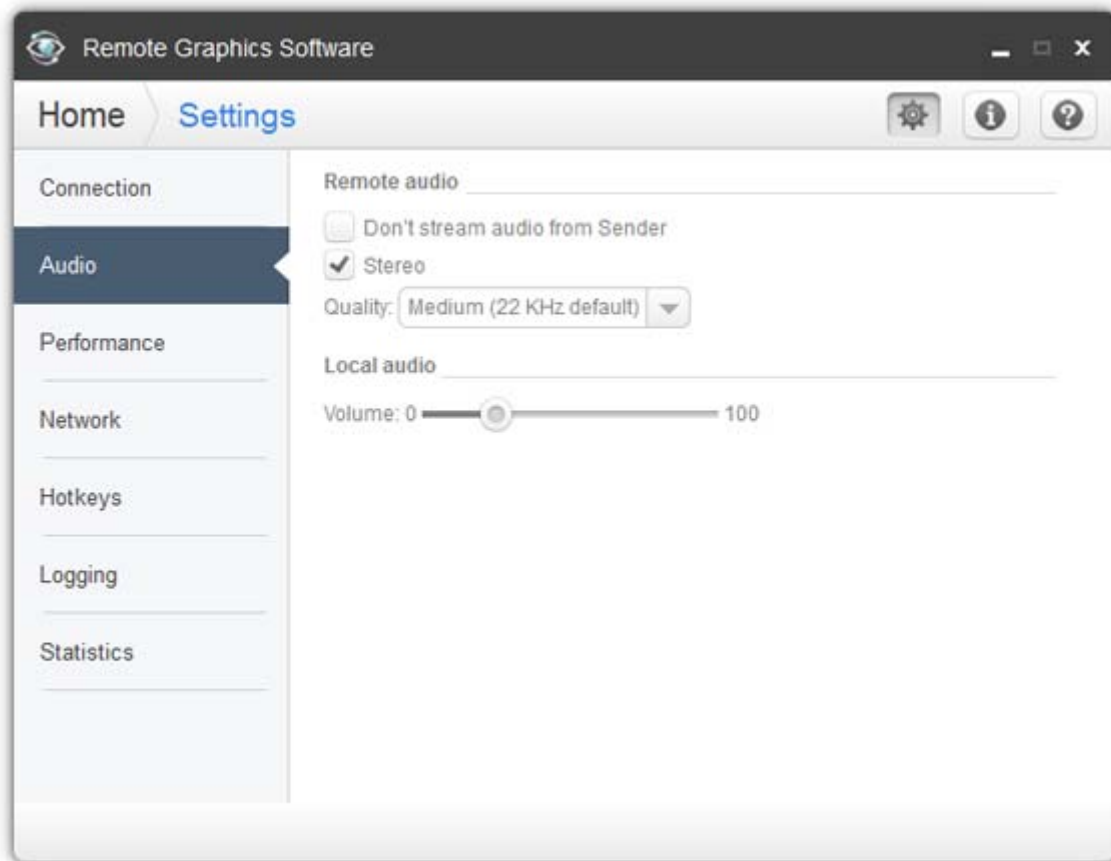
For information on the properties associated with the above two checkboxes, see [Receiver general properties on page 120](#)—specifically, see the `Rgreceiver.IsMatchReceiverResolutionEnabled` and `Rgreceiver.IsMatchReceiverPhysicalDisplaysEnabled` properties.

- **Enable Remote USB**—Check to enable Remote USB. For more information on Remote USB, refer to [Remote USB on page 72](#).
- **Enable Remote Clipboard**—Check to enable Remote Clipboard. For more information on Remote Clipboard, refer to [Remote Clipboard on page 81](#).

Audio tab

The audio controls in the Receiver Control Panel are shown in [Figure 6-3 Audio controls on page 58](#).

Figure 6-3 Audio controls



The options available under the Audio tab are:

- **Don't stream audio from Sender**—When selected, the RGS Sender will not send the audio stream along with the video stream to the Receiver.
- **Stereo**—This checkbox enables or disables stereo audio. Stereo audio sends independent audio streams for the left and right channels but at the expense of greater network bandwidth utilization. If this box is unchecked, monaural audio is sent by the remote computer.
- **Quality**—This pull-down menu allows the local user to select one of three different audio quality settings:
 - **Low**—Specifies a sampling rate of 11 kHz.
 - **Medium**—Specifies a sampling rate of 22 kHz.
 - **High**—Specifies a sampling rate of 44 kHz, which is equivalent to CD quality audio.Higher quality audio (and its higher sampling rate) requires more network bandwidth, and can impact the performance of RGS, especially over bandwidth-constrained networks.

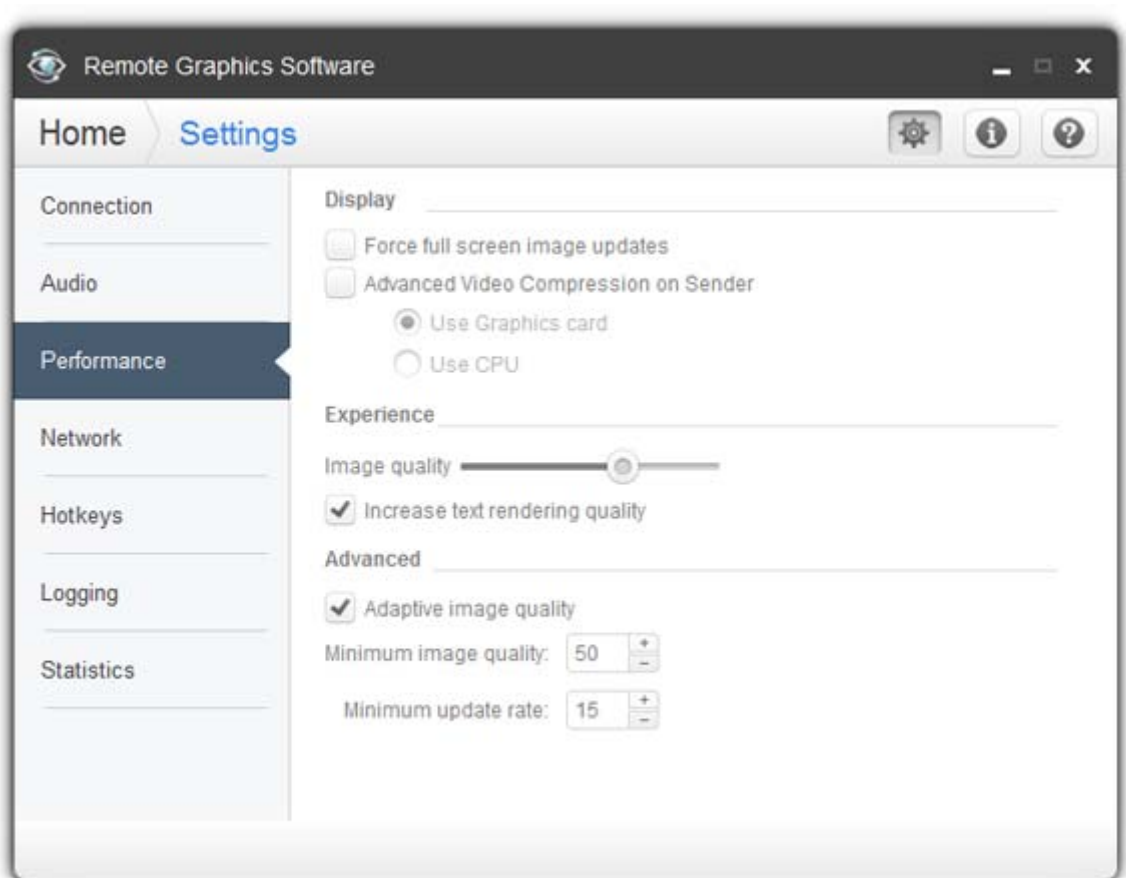


NOTE: For more information about Remote Audio, refer to [Remote Audio on page 68](#).


Performance tab

The controls available in the Performance tab allow the user to adjust for a better interactive experience. Typically these adjustments will be made when working with highly interactive applications such as a CAD application in low bandwidth and/or high latency network environments. Allowing RGS to degrade the image quality while attempting to maintain a minimum update rate, can smooth the movement of objects on the screen.


Figure 6-4 Performance tab



- **Force full screen image updates**—Select this option if image tearing is present. When enabled, the entire screen is updated when any part of the screen is changed. This can, however, reduce the update rate.

 **NOTE:** This option is disabled when Advanced Video Compression is enabled.


- **Advanced Video Compression on Sender**—When enabled, this option uses a modern video codec to greatly reduce the bandwidth needed for high-quality video streams. You can choose to have the compression done by either the graphics card or the CPU.

 **IMPORTANT:** CPU consumption will be much higher on both the Sender and Receiver systems when using Advanced Video Compression. This feature is not recommended for customers who do not require reduced network bandwidth consumption. If using Advanced Video Compression, be sure the Sender and Receiver systems meet the requirements described in [Advanced Video Compression requirements on page 142](#).


- **Image quality**—The quality slider adjusts the maximum image quality desired. When not using **Adaptive image quality**, RGS will maintain the image quality specified by this control setting. When

selecting **Adaptive image quality**, RGS will use this control setting for the target image quality when the updates per second allow.


- **Increase text rendering quality**—When checked, will improve image quality for images containing significant amounts of text or lines. Because of the high contrast ratio between adjacent pixels, such images often don't compress well. Such high contrast cases will be compressed in a manner to better preserve their visual quality, but at the possible expense of higher network bandwidth and/or lower image update rates. HP recommends that you experiment with different settings of the image quality slider and this checkbox to find the optimal settings for your environment.

 **NOTE:** This option is disabled when Advanced Video Compression is enabled.

- **Adaptive image quality**—When selected, RGS will begin to degrade the image quality down to the **Minimum image quality** setting anytime the updates per second falls below the **Minimum update rate**. This selection is useful in low bandwidth and/or high latency network environments. By adjusting these settings, a better interactive experience is achieved.

 **NOTE:** These options are disabled when Advanced Video Compression is enabled.

- **Minimum image quality**—The **Minimum image quality** control specifies the lowest quality level that will be used during the automatic adjustment. The **Minimum image quality** is absolute - the system will not lower quality below the specified value. Valid settings are from 0 to 100.
- **Minimum update rate**—The **Minimum update rate** controls how aggressively the image quality is reduced. Specifying a **Minimum update rate** of 30 will drive the most aggressive quality reduction. The **Minimum update rate** is a target. The available bandwidth may be too low to maintain the target rate. Valid settings are 0 to 30 updates per second.

 **TIP:** Certain Windows user environment configuration adjustments can improve the user interactive experience by minimizing the bandwidth required.

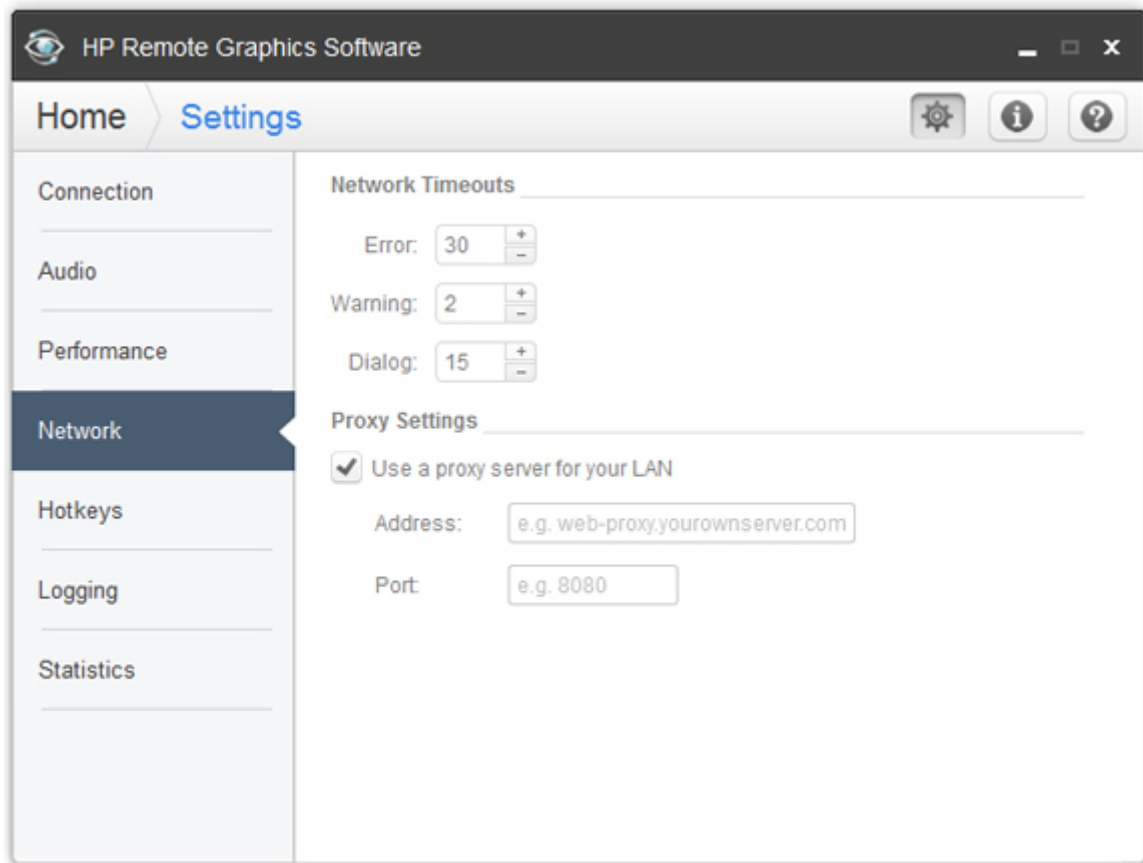
Mute the audio on the Receiver if it is not needed using the Receiver's mute button, not the system mute function, or adjust the audio in the Receiver **Advanced > Audio** tab to use mono with a the quality at 11 or 22 KHz. See an example of these controls in [Audio tab on page 58](#).

Adjust the **Performance settings** using the Windows **Control Panel > System Properties > Advanced**.

The **Adjust for best performance** option will minimize the bandwidth requirements for RGS. The most noticeable performance improvement can be made by disabling the fade and animation options, especially the **Animate windows when minimizing and maximizing** option. Text based applications performance is most improved by disabling **Smooth edges of screen fonts** and ensuring that the RGS **Increase text rendering quality** checkbox is enabled (default).


Network tab

Figure 6-5 Options available under the Network tab



The options available under the Network tab in the Receiver Control Panel are:

- **Error**—If the Receiver fails to detect the Sender after this amount of time in seconds, the Receiver will end the connection.
- **Warning**—If the Receiver fails to detect the Sender after this amount of time in seconds, the Receiver display a warning message.
- **Dialog**—The Receiver will wait for this amount of time in seconds for a response to a dialog being displayed on the remote computer (such as an authentication dialog). If the amount of time waited exceeds this value, the request will be canceled.
- **Use a proxy server for your LAN**—Check this box if you use a proxy server to access the Internet. If you use a proxy server, configuring these settings is required to activate advanced RGS features such as Advanced Video Compression and HP Velocity.

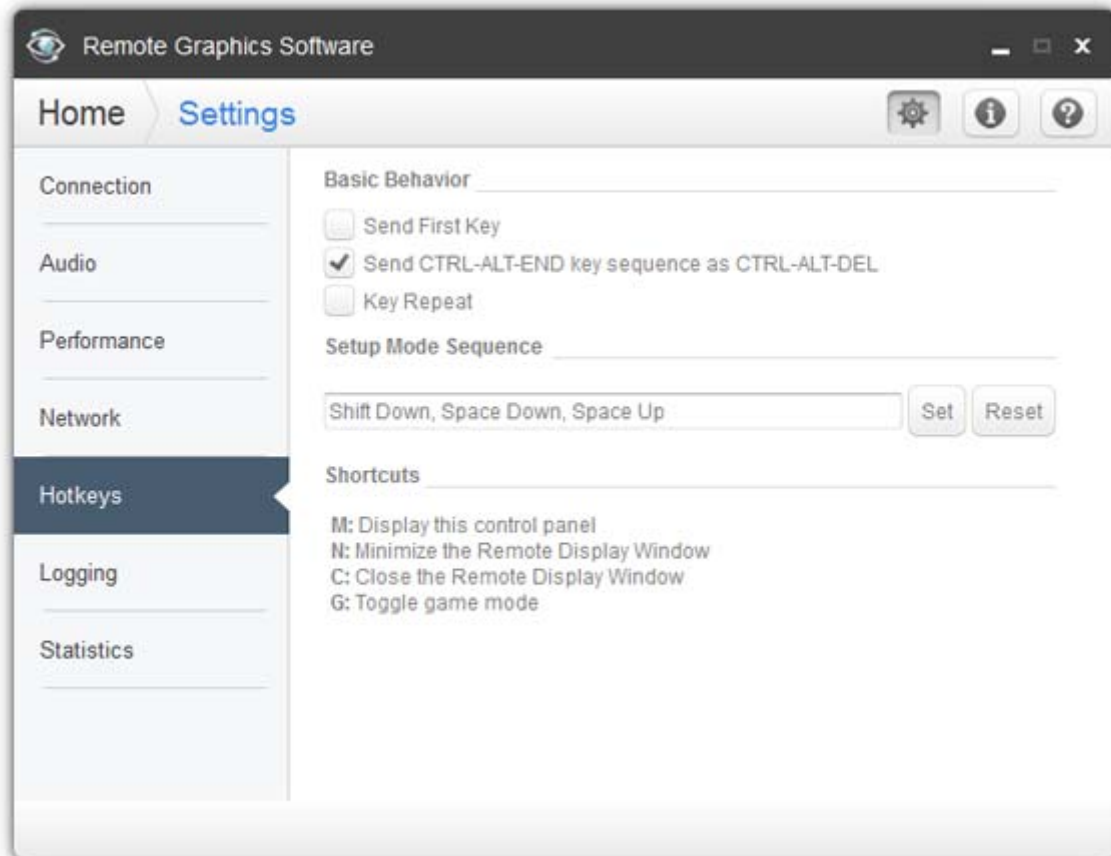
 **NOTE:** If you use a proxy server, configuring these settings is required to activate advanced RGS features such as Advanced Video Compression and HP Velocity.

- **Address**—Enter the proxy server address into this field if using a proxy server.
- **Port**—Enter the proxy server port into this field if using a proxy server.

Hotkeys tab

Hotkeys are key sequences that cause special action to be taken by the Receiver. Such key sequences are processed by the Receiver, and are not sent to the remote computer. However, a hotkey sequence may initiate some type of interaction with the remote computer. The Receiver Control Panel provides a number of options under the Hotkeys tab (see [Figure 6-6 The Hotkeys tab options on page 62](#)).

Figure 6-6 The Hotkeys tab options



The options available under the Hotkeys tab are:

- **Send CTRL-ALT-END key sequence as CTRL-ALT-DEL:** On some computers, the operating system will intercept the CTRL-ALT-DELETE key sequence, and will not forward it to the Receiver. For example, assume that the local computer is running Windows, and that the local user enters the key sequence CTRL-ALT-DELETE in a Remote Display Window for the purpose of logging into the remote computer. However, instead of forwarding this key sequence to the remote computer, Windows on the local computer will respond to these keys, and bring up the Windows Security dialog on the local computer. This checkbox can be used to circumvent this behavior. When checked, the local user can enter the key sequence CTRL-ALT-END in a Remote Display Window. The Receiver recognizes CTRL-ALT-END as a signal to send a CTRL-ALT-DELETE sequence directly to the remote computer. The CTRL-ALT-DELETE sequence can also be sent using the Remote Display Window toolbar.
- **Setup Mode Hotkey:** The text dialog and the Set and Reset buttons allow you to redefine the Setup Mode hotkey sequence from its default value. As shown in the Receiver Control Panel of [Figure 6-6 The Hotkeys tab options on page 62](#), the default hotkey sequence to activate Setup Mode is:

- Press and hold down the Shift key.
- At the same time, press then release the space bar—this activates Setup Mode. You will remain in Setup Mode until you release the Shift key.
- **Send First Key:** This checkbox controls how the Receiver responds to a key sequence. For example, the default Setup Mode hotkey consists of a Shift Press, Space Press, and Space Release. When the Receiver sees a shift key press, this key event is not immediately sent to the remote computer. Instead, the Receiver retains the event to determine if the next keystroke forms a hotkey sequence. If the next key pressed is not space, the Receiver immediately forwards all key events to the remote computer.

Some user applications, in order to function correctly, require that the first key press event arrive separately from subsequent key events. If this is the case, check the Send First Key checkbox to enable the immediate transmission of the first key in a hotkey sequence to the remote computer. Note that, in addition to sending the first key to the remote computer, the key sequence is still processed by the local computer.

- **Key Repeat:** When using a hotkey sequence, Windows injects repeating shift down events in response to the Shift key being held down. By default, the Receiver ignores these key repeats. Processing of key repeats can be enabled by checking this box if it's required for your applications.



NOTE: If Key Repeat is enabled, the hotkey sequence will not trigger Setup Mode, so the sequence must be typed faster if this setting is enabled.

- **Additional hotkeys**—The following hotkeys are also supported; these hotkeys can be entered as either upper case or lower case:
 - “M”—Restores the Receiver Control Panel if it has been minimized (iconified). Also brings the Receiver Control Panel to the front if it is obscured by other windows.
 - “N”—Minimizes (iconifies) the Remote Display Window
 - “C”—Closes the Remote Display Window, which terminates the RGS connection
 - “G”—Toggles “Game Mode.” Game Mode enables relative cursor movements instead of absolute cursor movements. See [Game Mode on page 86](#) for more details.

If Setup Mode is activated by the hotkey sequence (as opposed to the **Setup Mode** button), and you have multiple Remote Display Windows on your computer, you can bring up the Remote Display Window selection dialog to view a thumbnail image of each Remote Display Window (see [Starting the Receiver in Directory Mode on page 84](#))

Changing the Setup Mode hotkey sequence

RGS allows you to change the Setup Mode hotkey sequence from its default value of:

`Shift Down, Space Down, Space Up`

In defining a new Setup Mode hotkey sequence, the following keys can be used:

- LCtrl, RCtrl, Ctrl— Specifies a left, right or side-insensitive Ctrl key, respectively.
- LAlt, RAlt, Alt— Specifies a left, right or side-insensitive Alt key, respectively.
- Shift
- Space

Every sequence must begin with Ctrl, Alt, or Shift. Two actions are associated with each key:

- Down: Specifies a key press.
- Up: Specifies a key release.

To change the hotkey sequence, first press the **Set** button under the **Hotkeys** tab. Then press and release the keys that you want to form the Setup Mode hotkey sequence. The first key that you enter must be held down until you are done entering the other key(s). This is identical to the process of actually activating Setup Mode, where the first key is likewise held down while the other key(s) are pressed and released, followed by releasing of the first key.

As you press and release the keys, the key sequence is displayed in the dialog box.

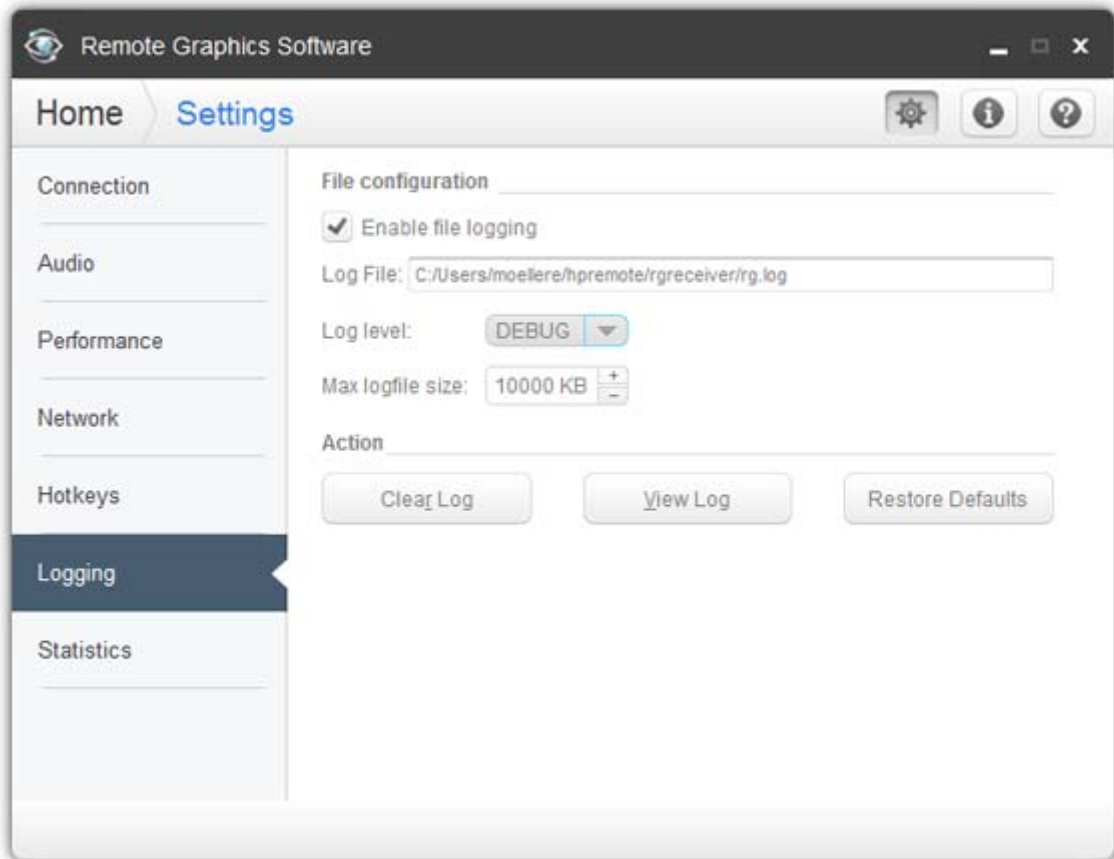
To define a sequence that is side-insensitive, you'll need to modify the property value from outside of the GUI while RGS is not running. See [Receiver hotkey properties on page 129](#) for information on modifying the sequence from outside of the GUI.

Pressing the **Reset** button on the Receiver Control Panel restores the Setup Mode hotkey sequence to its original default values.

Logging tab

The RGS Receiver logs various types of information during its operation. The Logging tab allows you to set a number of the logging parameters, such as whether logging is enabled and the location/name of the log file (see [Figure 6-7 Options available under the Logging tab on page 65](#)).

Figure 6-7 Options available under the Logging tab



The options available under the Logging tab are:

- **File logging**—Enables logging to the specified Log File. The spinbox for Max logfile size limits the maximum logfile size.
- **Log level**—Determines the level of information that is logged. For example, if WARN is selected, the log file will contain information of type WARN and below, that is, WARN, ERROR, and FATAL. To log all information generated by the Receiver, select DEBUG.



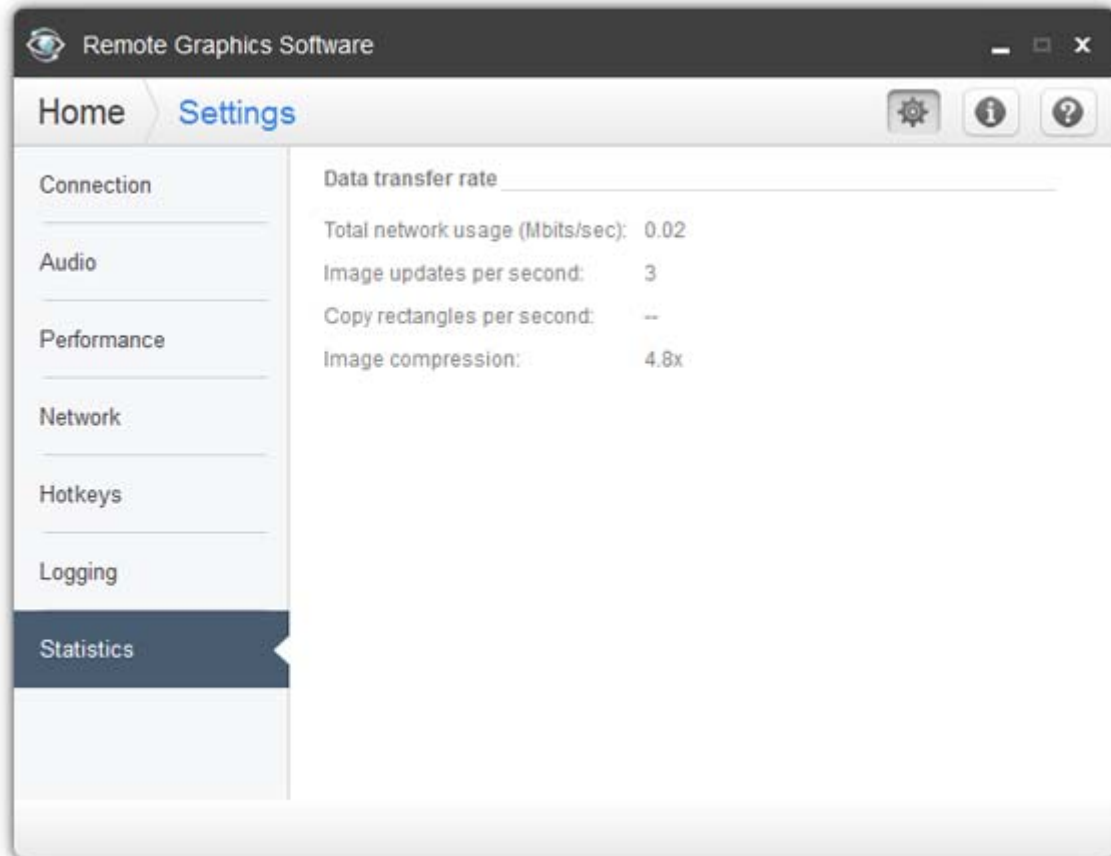
NOTE: In order to log Remote Clipboard activities on the Receiver, DEBUG-level logging must be selected.

- **Clear Log**—Clears the contents of the log file.
- **View Log**—Displays the contents of the log file in a window.
- **Restore Defaults**—Resets all logging settings to default values.

Statistics tab

The options available under the **Statistics** tab in the Receiver Control Panel are shown in [Figure 6-8 Options available under the Statistics tab on page 66](#).

Figure 6-8 Options available under the Statistics tab



The Statistics tab displays aggregate data for all connected sessions.

- **Total network usage (Mbits/sec)**—The combined network traffic received from all remote computers.
- **Image updates per second**—The combined number of image updates per second received from all connections.
- **Copy rectangles per second**—The combined number of copy updates per second received from all connections.
- **Image compression**—The compression ratio of the update stream. In a multi-connection environment the value is from the Remote Display Window that currently has the keyboard focus. If none of the Remote Display Windows have focus the value will be zero. In a single-connection environment the value will be always available even if the Remote Display Window does not have focus.

7 Advanced capabilities

This chapter discusses the following topics:

- [Remote Audio](#)
- [Remote USB](#)
- [Remote Clipboard](#)
- [Using RGS in Directory Mode](#)
- [Game Mode](#)
- [Auto Launch](#)
- [Sender event logging \(Windows only\)](#)
- [Remote Application Termination](#)
- [Optimizing RGS performance](#)
- [Interoperability of RGS and Microsoft Remote Desktop Connection](#)
- [RGS security features](#)
- [Linux connection considerations](#)

Remote Audio

This section describes RGS support of Remote Audio on Windows and Linux. Rather than describe all four combinations of remote and local computers running Windows and Linux, the following sections describe Remote Audio when both computers are running Windows, followed by a Remote Audio description when both computers are running Linux.

Remote Audio on Windows

RGS on Windows supports Remote Audio, allowing audio generated by the application on the remote computer to be captured and transmitted to the local computer for playback.

[Table 7-1 Windows RGS audio data paths on page 68](#) describes the paths taken by both application-generated audio output and microphone audio in Windows.

Table 7-1 Windows RGS audio data paths


Audio playback from the remote computer to the local computer	Sending of microphone audio from the local computer to the remote computer
<ol style="list-style-type: none">1. An application on the remote computer generates audio output.2. If an audio device is installed, the application-generated audio is routed through it.3. If there is no audio device, the application-generated audio is routed through the HP Remote Audio virtual device.4. Audio from either the audio device or the HP Remote Audio virtual device is sent to the RGS Audio Recorder.5. The RGS Audio Recorder captures the audio, which is sent by RGS to the local computer.6. The RGS Audio Player on the local computer decodes the received audio and sends it to the audio mixer.7. The output of the audio mixer is sent to the local computer audio device.8. The audio device drives an audio output device, such as a speaker.	<p>USB devices are Remote or Local/Remote:</p> <p>Certain USB microphones can be attached to the remote computer using the Remote USB functionality.</p> <p>For more information, see Attaching USB microphones to the remote computer using Remote USB on page 68.</p> <hr/> <p>Analog microphones and USB microphones when USB devices are Local:</p> <p>IMPORTANT: This method is only supported if the remote computer is running Windows XP. For more information on configuring audio settings for this method, see Audio on the Windows XP Sender on page 166.</p> <ol style="list-style-type: none">1. The user selects the microphone source, either a USB microphone or an analog microphone. The RGS Audio Recorder captures the selected microphone source.2. The audio captured by the RGS Audio Recorder is sent by RGS to the RGS Audio Player on the remote computer.3. The RGS Audio Player decodes the audio signal and sends it to the HP Remote Microphone virtual device.4. The HP Remote Microphone virtual device appears to the application as a local microphone and sends the microphone audio to the application.

Attaching USB microphones to the remote computer using Remote USB


The Remote USB driver (on the local computer) supports the USB isochronous data type, which is commonly used for streaming data such as that generated by audio and video devices. This enables certain isochronous USB microphones to be accessed directly by the remote computer in the same manner as other USB devices.

To remotely attach USB microphones to the remote computer, either of these Remote USB Configuration settings can be selected:

- **USB devices are Remote**—If selected, a USB microphone can be accessed anytime by the remote computer.
- **USB devices are Local/Remote**—If selected, how the USB microphone can be accessed by the remote computer depends on when the microphone is connected to the local computer relative to establishment of the RGS connection:
 - If the microphone is connected to the local computer after establishment of an RGS connection, the microphone will be a remote device only and can be accessed directly by the remote computer.

 **TIP:** The Windows **Recording devices** dialog on the remote computer allows the user to set the default sound recording device (microphone).

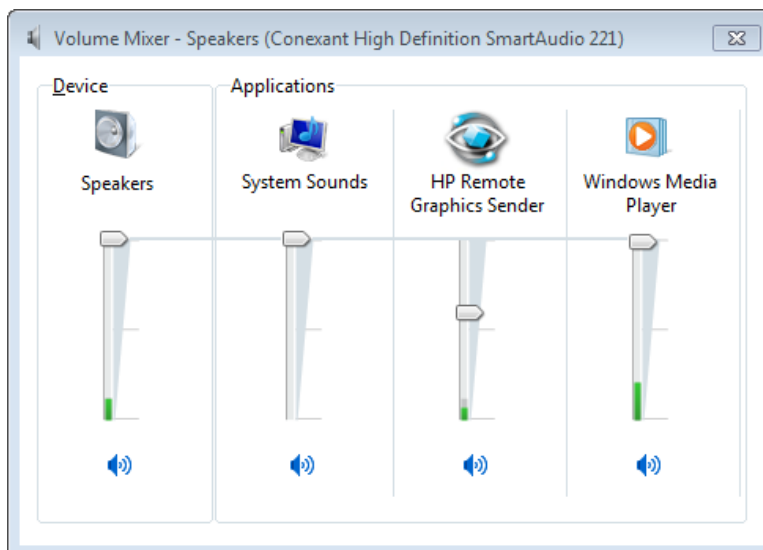
- If the microphone is connected to the local computer prior to establishment of an RGS connection, the microphone will be a local device only and will be accessible by the remote computer only via the RGS Audio Recorder on the Receiver.

 **IMPORTANT:** This method is only supported if the remote computer is running Windows XP. For more information on configuring audio settings for this method, see [Audio on the Windows XP Sender on page 166](#).

Configuring audio on Windows 7 Sender

When a connection is established between a Receiver and Sender, an audio session is created on the Sender. When audio is enabled in the Receiver GUI, audio will be captured from the default playback device. The master volume level on the Sender should have the expected impact on the Remote Audio volume level. Windows 7 also allows application specific volume controls through the Volume Mixer. This can be opened through the volume control in the taskbar. This control will allow the Sender volume to be adjusted relative to the master volume as shown in [Figure 7-1 Volume Mixer for Windows 7 on page 69](#)

Figure 7-1 Volume Mixer for Windows 7



Remote Audio on Linux

RGS on Linux also supports Remote Audio, allowing audio generated by the application on the remote computer to be captured and transmitted to the local computer for playback.

[Table 7-2 Linux RGS audio data paths on page 70](#) describes the paths taken by both application-generated audio output and microphone audio in Linux. For a list of audio devices supported on Linux remote computers, see [Remote Audio device support on Linux on page 143](#).

Table 7-2 Linux RGS audio data paths

Audio playback from the remote computer to the local computer	Sending of microphone audio from the local computer to the remote computer
<ol style="list-style-type: none">1. An application on the remote computer generates audio output.2. If an audio device is installed, the application-generated audio is routed through it.3. If there is no audio device, the application-generated audio is routed through the Virtual Audio Driver.4. Audio from either the audio device or the Virtual Audio Driver is sent to the RGS Audio Recorder.5. The RGS Audio Recorder captures the audio, which is sent by RGS to the local computer.6. The RGS Audio Player on the local computer decodes the received audio and sends it to the audio mixer.7. The output of the audio mixer is sent to the local computer audio device.8. The audio device drives an audio output device, such as a speaker.	<p>USB devices are Remote or Local/Remote: Certain USB microphones can be attached to the remote computer using the Remote USB functionality. The remote computer must be running Windows.</p> <p>NOTE: For more information, see Attaching USB microphones to the remote computer using Remote USB on page 68.</p> <p>USB devices are Local: RGS on Linux does not support locally-mounted USB microphones.</p>

The device the audio is recorded from can be specified in the RGS Sender property **Rgsender.Audio.Linux.DeviceName**.

Run the command:

```
cat /proc/asound/devices
```

From this, you will see a list of the audio devices and it will look something like this:

```
0: [ 0] : control
1: : sequencer
8: [ 0- 0]: raw midi
16: [ 0- 0]: digital audio playbac
17: [ 0- 1]: digital audio playback
24: [ 0- 0]: digital audio capture
32: [ 1] : control
33: : timer
48: [ 1- 0]: digital audio playback
56: [ 1- 0]: digital audio capture
```


There are two important things. The first is what's between the "[]". The first number is the "card" (denoted "c" below) and the second number is the "device" (denoted "d" below). The second important thing is the word "capture" in the description.

```
Rgsender.Audio.Linux.DeviceName=plughw:c,d
```

In the example above, depending upon which audio device you would like to capture the audio from, you could specify the device with:

```
Rgsender.Audio.Linux.DeviceName=plughw:0,0
```

or

```
Rgsender.Audio.Linux.DeviceName=plughw:1,0
```

Configuring audio on Linux

The audio devices on Linux are not consistent in the naming conventions of the audio controls. The RGS Sender installer will attempt to adjust volume levels for known audio devices to allow audio to be captured. See [Remote Audio device support on Linux on page 143](#) for a list of supported audio devices. This section describes how to adjust volume levels for the supported audio devices. This information may be helpful for configuring audio devices that are not currently supported by the RGS Sender installer.

Volume levels can typically be adjusted through the Volume Control application. This is usually found in the gnome panel or the system preferences menu. The Volume Control application may not show all available volume controls. The preferences for the Volume Control application may need to be adjusted to allow access to hidden volume controls.

The alsamixer is a command line program for adjusting volume. This application will not hide audio controls like its GUI counterpart, however it is not as intuitive. Press the **h** key after running alsamixer to get additional information on how to control capture volumes.

The Audigy2ZS and Audigy 4 audio devices require the controls labeled "PCM Capture" to have a non-zero volume. Other volume controls will not impact the volume of the signal captured through RGS. Since the Master control does not impact RGS, the volume of the speakers on the sender system can be muted without preventing RGS from capturing an audio signal.

The Sound Blaster Live! needs to have recording enabled on the Wave control in addition to having a non-zero volume level. Similar to the Audigy cards, the Master control does not impact RGS.

Unsupported PCI audio devices are known to allow capture of application generated audio. The names of the controls that need to be adjusted are not consistent. Names of controls that may need to be adjusted include "PCM", "Capture" and "Mix".

Disabling audio on the Sender

Most audio devices will allow the Sender speakers (if present) to be disabled while still allowing audio to be sent to the Receiver. This is done by enabling the mute for the master volume control through the Sounds and Audio Devices control panel or through the Volume icon in the taskbar. The Volume icon in the taskbar will change when mute is enabled.

Enabling mute on some devices will prevent audio from arriving at the Receiver. The Realtek audio device used in the HP xw4300 has this issue. One possible solution when running the 32-bit version of Windows is to disable the audio device prior to installing the Sender. This will cause the HP Remote Audio device driver to be installed. The real audio device and the HP Remote Audio device should not be enabled at the same time. The Sender will connect to the first audio device it detects, which may not be the device that is selected by the user.

Remote USB

RGS supports Remote USB, which allows USB devices (such as mice and keyboards) connected to the local computer to be attached to a remote computer. Remote USB is supported on remote computers running Windows and enables the remote computer to have direct access to the local USB devices as if they are connected directly to the remote computer.

Local USB devices can be collectively attached to a single remote computer. Local USB devices cannot be split between multiple remote computers nor can they be collectively attached to multiple remote computers.

Local/Remote USB overview

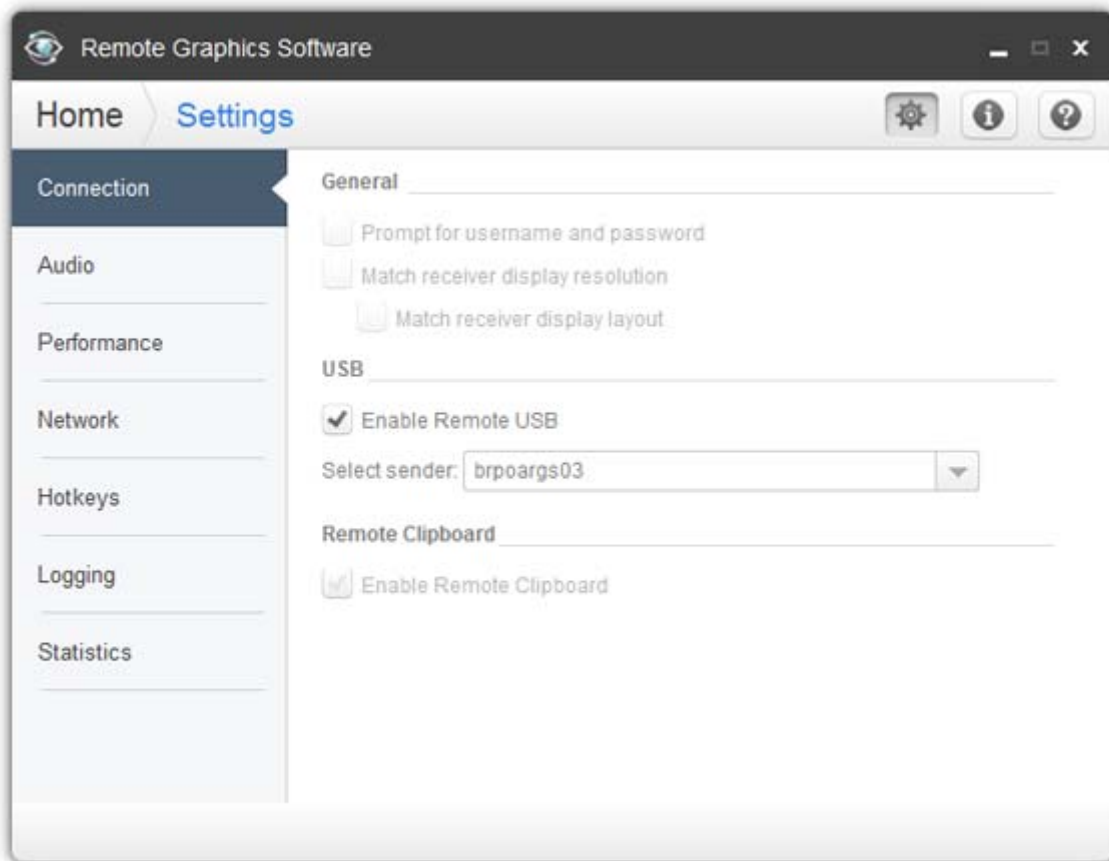
This section describes Remote USB behavior if you have selected the **USB devices are Local/Remote** option described in [Manual installation of the RGS Receiver on Windows on page 14](#).

USB device accessibility depends on when the USB device is plugged into the local computer. If a USB device is inserted while no RGS connection is established, the device will be locally-accessible only. If a USB device is inserted while an RGS connection is established, the device will be remotely-accessible only.

Once a USB device is established as locally-accessible or remotely-accessible, its status can only be changed by removing and inserting the device while in the alternate RGS connection state (either connected or not connected). For example, to make a locally-accessible USB device remotely accessible, the USB device needs to be removed and inserted after an RGS connection is established.

Attaching a local USB device to a remote computer

Figure 7-2 Remote USB options



The Remote USB options are:

- **Enable Remote USB**—This checkbox can be used to dynamically (during an active RGS connection) enable or disable USB connections to the remote computer. When enabled, USB devices plugged into the local computer appear to the remote computer as locally attached devices. Because Remote USB supports hot plug connections, it is not necessary to disable Remote USB before plugging or unplugging USB devices on the local computer.
- **Select sender**—If multiple remote computers are specified in Directory Mode, the Select sender drop down menu is used to select which remote computer (Sender) receives the Remote USB connection. In [Figure 7-2 Remote USB options on page 72](#), the RGS Receiver is operating in Directory Mode and the remote computer at IP address 10.10.42.65 is selected to receive the Remote USB connection.



NOTE: Directory Mode operation is discussed in [Using RGS in Directory Mode on page 83](#).

Auto-remoting

In addition to the general default settings for Remote USB configurations, RGS supports auto-remote and auto-return of user-specified USB devices when using Windows on both the Sender and Receiver platforms. An auto-remote configuration syntax for the Windows Registry entries allows specified USB devices to be automatically attached to a remote Sender session at RGS connection and then returned to the local client at RGS disconnect.

⚠ CAUTION: Enabling auto-remoting of specific USB devices requires modifications to the Windows Registry. Registry modifications should only be made by experienced personnel. Because an incorrect Registry setting can cause serious problems, you should always make a backup of the Registry prior to making any changes.

To specify auto-remoting of a particular USB device, perform the following steps:

1. Get the vendor id and device id for your usb device using the following steps. For this example assume that you found the vendor id is 0x1234 and device id is 0x5678.
 - a. Open Device Manager and find the USB device to be auto-remoted.
 - b. Right-click the USB device and select Properties.
 - c. Select the Details tab and select Hardware Ids in the dropdown menu. The Hardware Ids format will be:
`USB\Vid_xxxx&Pid yyyy`
where xxxx is the VendorID and yyyy is the ProductID

The VendorID and ProductID are reported in hexadecimal format, and should be entered in hexadecimal format in the new key created below.
2. Create the following Registry key:
`HKLM\System\CurrentControlSet\Services\hprpushb\Parameters\Device`
3. Create the following Registry key, where the new key at the end of the Device key is the vendor and device IDs like Vid_1234&Pid_5678:
`HKLM\System\CurrentControlSet\Services\hprpushb\Parameters\Device\Vid_1234&Pid_5678`
4. In the key created in Step 3, create a string value (REG_SZ) named "Mode":
`HKLM\System\CurrentControlSet\Services\hprpushb\Parameters\Device\Vid_1234&Pid_5678\Mode`
5. Set the Mode Data value to one of the following:
default – Allow the device to work in local, then remote mode.
local – Allow the device to be used on the local system only.
remote – Allow the device to be used on a remote system only.
auto – Allow the device to be used on the local system until there is a connection to a Sender system. Once the connection has been made the device will be removed from the local system and remoted to the Sender system.

Supported USB devices

RGS supports all USB transfer types (bulk, isochronous, interrupt and control). This support means that a wide range of USB devices will work remotely with RGS.

RGS works very closely with the Windows USB driver stack. Any USB device that exclusively uses the Windows USB driver stack for functionality should work with RGS. The less a USB device's driver complies with the Windows USB driver stack, the less likely it will work with RGS.



NOTE: Devices that adhere to the USB standard should work. Because RGS is a remote graphics protocol and is emulating the USB protocol over a network, devices that are sensitive to timing may not work at all. This includes USB devices with security and encryption mechanisms built into them. The additional network delay could be looked at as a threat. Other devices that are known to break the USB standard, such as webcams, may also not function at all. Performance of USB devices over RGS will not be equal to that of a locally connected device. File copies may take longer due to the additional overhead of the network protocol sitting on top of the USB protocol.

HP recommends that customers thoroughly test any USB device they are considering to use with RGS as Hewlett-Packard cannot certify and or guarantee it will work over a Remote USB protocol. Many USB vendors do not support their devices over any Remote USB protocol and you should check with the USB vendor for support concerns first.

Unique smart card handling

Smart card readers are handled in a unique manner, as follows:

- Unique smart card handling requires, on the Sender, that Easy Login be enabled.
 - Windows XP**—The chaining GINA module msgina.dll will be utilized.
 - Windows 7**—The HP ELO Credential Provider will be utilized.
- Unique smart card handling also requires that the local and remote computers both be running Windows.
- For USB configuration settings **USB devices are Remote** and **USB devices are Local/Remote**, smart card readers will always be accessible by the local computer prior to establishing a connection to a remote computer. This is to allow the smart card reader to be used by the local computer prior to using the smart card to authenticate access to the remote computer.
- The **USB devices are Remote** and **USB devices are Local/Remote** settings are effectively ignored for smart card readers. In particular, the USB devices are Remote setting is ignored as evidenced by the smart card reader being locally accessible prior to establishment of an RGS connection. Similarly, the USB devices are Local/Remote setting is ignored as evidenced by the locally-accessible smart card reader automatically becoming remotely accessible once an RGS connection is established.
- If a smart card reader is plugged in after an RGS connection is established, it will be available remotely.
- If there is a break in the RGS connection, the smart card reader will become locally accessible.

If RDC is used to connect from the local computer to the remote computer, it is possible to get into a situation where the smart card reader cannot be used to log into the remote computer (for details on the interoperability of RGS and RDC, see [Interoperability of RGS and Microsoft Remote Desktop Connection on page 108](#)). This situation can arise as follows:

1. The user uses a smart card reader to log into the remote computer with RDC. Assume that this login session is established from the user's home.
2. Assume further that the user inadvertently leaves the RDC login session established, and departs for work.
3. From work, the user attempts to log into the remote computer with RGS using an at-work smart card reader in Easy Login mode (which is required for the smart card reader, as noted previously). Because

the home RDC login session is still active, RGS will require the user to authenticate the connection (which is not normally required with Easy Login).

However, the user may not have a login name and password—the user may be totally relying on smart card readers at home and at work to log into the remote computer. If the user is unable to authenticate the connection with a user name and password, the USB smart card reader will not be remotely mounted to the remote computer, and the user will not be able to log into the remote computer.

4. To prevent this situation, the user should log out from the RDC session prior to leaving home.
5. To address this situation if it occurs, the user can do one of the following:
 - Contact IT, and have an administrator log into the remote computer with RGS, which will terminate the RDC session. After the administrator disconnects the RGS connection, the user can establish an RGS connection using the smart card reader.
 - Reboot the remote computer.
 - Return home, and log out from the RDC session.



NOTE: Unlike RDC, an RGS user can leave a remote "user session" created from the home RGS connection active and locked, and then log in from work with RGS. The home RGS connection **must be disconnected**, but the remote user login can be left in an active and locked state as previously stated. The smart card reader will operate correctly in both situations, and the work RGS login session will replace the home login session. If the home RGS connection is left connected an Easy Login connection from work will not succeed because of the existing connection and the user will be required to perform steps similar to the steps in paragraph 5 above to be able to log in from work.

Remote USB Access Control List

RGS supports a per-remote computer access control list (ACL) file that specifies which USB devices are allowed to be remotely attached to the remote computer from a local computer, and which USB devices are denied attachment. The ACL file, which resides on the remote computer, supports allowing/denying USB device attachments based on the following nine USB descriptor fields:

1. Device Class
2. Device Subclass
3. Device Protocol
4. Vendor ID
5. Product ID
6. Device BCD
7. Manufacturer
8. Product Type
9. Serial Number

USB device mounting can also be allowed/denied based on the following two parameters:

1. IP address of the local computer
2. The domain group of the local user

The ACL file supports two rule types: “allow” and “deny”. The rules are evaluated by the remote computer for each USB connection request from a local computer as follows:

- If any rule indicates the USB connection should be denied, the connection is denied, regardless of any other rule.
- If any rule indicates the USB connection should be allowed, and if there are no rules that deny the connection, the connection is allowed.
- If no rules match at all, the connection is denied.

Therefore, a deny rule takes precedence over an allow rule. The ACL file is implemented as an XML (Extensible Markup Language) file. The ACL schema file is located at:

```
C:\Program Files\Hewlett-Packard\Remote Graphics Sender\hprUsbAcl.xsd
```

For backwards compatibility, the following default ACL file (installed during Sender installation) allows all USB connections to be made:

```
C:\Program Files\Hewlett-Packard\Remote Graphics Sender  
\hprDefaultUsbAcl.xml
```

The names for these files can be changed using the properties described in [Sender USB access control list properties on page 139](#). The default ACL file contains the following contents, which allows all USB connections to be made:

```
<?xml version="1.0" encoding="ISO-8859-1" standalone="no"?> <hprUsbAcl>  
rule type="allow"> <name>Allow all USB devices (HP default)</name> </  
rule> </ruleset> </hprUsbAcl>
```

The following example ACL file denies all Remote USB attachment requests:

```
<hprUsbAcl> <ruleset> <rule type="deny"/> </ruleset> </hprUsbAcl>
```

Rules may contain filters based on the 11 parameters listed previously. These parameters are repeated below along with the name of the filter element.

1. Device Class— bDeviceClass
2. Device Subclass— bDeviceSubclass
3. Device Protocol— bDeviceProtocol
4. Vendor ID— idVendor
5. Product ID— idProduct
6. Device BCD— bcdDevice
7. Manufacturer— manufacturer
8. Product Type— product
9. Serial Number— serialNumber

⚠ CAUTION: Filtering on device strings (manufacturer, product, and serial number) may not be reliable. Device vendors are not required to add data to these fields, and many do not. Before deploying a solution that depends on a string-based filter, ensure that the devices you wish to use implement the appropriate device strings.

10. IP address of the local computer—peerAddress
11. The domain group of the local user—group

The following ACL file allows only USB devices with a Device Class (bDeviceClass) of 7 to be remotely attached while denying everything else:

```
<hprUsbAcl> <ruleset> <rule type="allow"> <name>Allow printing devices</name> <filter bDeviceClass="07"/> </rule> </ruleset> </hprUsbAcl>
```

The following ACL file denies USB devices for a specific range of local computer IP addresses while allowing all other local computers to use Remote USB:

```
<hprUsbAcl> <ruleset> <rule type="allow"> <name>Allow all devices</name> </rule> <rule type="deny"> <name>Deny 192.168.9.0 subnet</name> <filter peerAddress="192.168.9.0/20"/> </rule> </ruleset> </hprUsbAcl>
```

The following ACL file allows USB connections for members of the DEFAULT-DOMAIN\administrators group while denying all other USB connections:

```
<hprUsbAcl> <ruleset> <rule type="allow"> <name>Allow members of DEFAULT-DOMAIN\administrators</name> <filter group="DEFAULT-DOMAIN\nadministrators"/> </rule> </ruleset> </hprUsbAcl>
```


Determining USB device information

This section describes how to obtain several of the most-used USB device parameters.

Determining USB device information for Windows

To obtain the Vendor ID and the Product ID for a USB device on Windows, perform the following steps:

1. Open the device manager.
 - Go to the Control Panel and run "System"
 - Select the "Hardware" tab
 - Select the "Device Manager" button, this runs the device manager program.
2. Double-click the **Universal Serial Bus Controllers**
3. Double-click the specific device, which brings up a separate window.
4. Select the **Details** tab and select one of the following properties from the pull down menu:
 - "Hardware Ids" property—This property shows the Vendor ID, Product ID and Revision for the device. The Vendor ID is the 4 hex digits after "Vid_". The Product ID is the 4 hex digits after "Pid_". The Revision is the 4 hex digits after "Rev_". For example, an iPod has a "Hardware Ids" property that looks like this:

```
USB\Vid_05ac&Pid_120a&Rev_0001
```

This gives us the following values:

```
iPod Vendor ID: 0x05AC
```

```
iPod Product ID: 0x120A
```

```
iPod Revision: 0x0001
```

- "Compatible Ids" property—This property shows the class code, subclass code and protocol code for the device. The class code is the 2 hex digits after "Class_". The subclass code is the 2 hex digits after the "SubClass_". The protocol code is the 2 hex digits after the "Prot_". For example, an iPod has a "Compatible Ids" property that looks like this:

```
USB\Class_08&SubClass_06&Prot_50
```

This gives us the following values:

```
iPod Class Code: 08 (Mass Storage Device)
```

```
iPod Subclass Code: 06 (SCSI transparent command set)
```

```
iPod Protocol Code: 50 (Bulk-only transport)
```

Determining USB device information for Linux

An open source program called "usbview" is available on the SourceForge website. There are three different programs called "usbview". The one to use is the "original" version. This is the plain usbview that was registered on "1999-12-20" and is administered by "kroah". Do not use "usbview2" or "usbview-1.8". The URL for this software is:

<http://sourceforge.net/projects/usbview>

Verifying the USB data

Once a device has been identified using one of the previous methods, you should verify that the correct device was used. This can be done by consulting one of the many USB ID lists. There are documents that contain most of the registered Vendor IDs and Device IDs. There are different documents that contain the different registered classes and subclasses. By comparing the values of the device to these documents, the user can verify that they are looking at the correct device and not some other device that is also plugged into the system.

The linux-usb group keeps an up-to-date list of registered USB Vendor IDs and Device IDs. This document resides on the <http://www.linux-usb.org> site at:

<http://www.linux-usb.org/usb.ids>

The registered classes and subclasses are documented by the USB Device Working Group (DWG). The latest document from DWG for 1.0 defined class codes is hosted at:

http://www.usb.org/developers/defined_class

Remote Clipboard

Remote Clipboard enables the user to cut or copy data between a window on the local computer (the Local Window) and a Remote Display Window (provided that both the remote and local computers are running Windows and the applications being used support cut/copy/paste). Remote Clipboard cut and paste of ANSI text data is supported between Windows Receiver systems and Linux Sender systems.

The clipboard can be enabled to work on a limited permissions receiver window for collaboration mode.

Cut and paste are supported in the following scenarios.

- 1. Between a Local Window and a Remote Display Window (in both directions)**—The remote computer may be running Windows or Linux. The local computer must be running Windows.
- 2. Between two Remote Display Windows (in both directions)**—In this case, the local computer can be running either Windows or Linux; the remote computers may be running Windows or Linux.

In order for Remote Clipboard to be usable, it must be enabled during *both* the Sender and Receiver installations on Windows (see the [Manual installation of the RGS Receiver on Windows on page 14](#) and the [Manual installation of the RGS Sender on Windows on page 17](#)) for further information on Remote Clipboard installation.

Remote Clipboard on Linux is installed by default and is enabled or disabled via a toggle in the Receiver's controls.

The **Enable Remote Clipboard** checkbox under the **Connection** tab in the Receiver Control Panel allows the user to enable or disable Remote Clipboard (see [Connection tab on page 56](#)).

See [Receiver Remote Clipboard properties on page 130](#) and [Sender clipboard property on page 140](#), for information on the Remote Clipboard properties.

Remote Clipboard filtering

When a cut is performed, applications typically store their data in the clipboard in multiple formats. For a word processing application, the application might store data in the clipboard as both ASCII text and Rich Text Format. This increases the likelihood that, when the paste occurs, there will be a format recognized by the receiving application. For example, when a cut is performed within Microsoft Word, one of the clipboard formats supported by Word is ASCII text. This allows a paste into, for example, Notepad, which accepts ASCII text.

Some data formats, like HTML, may present problems when pasted into a remote computer. HTML, for example, does not store images in the clipboard, but instead stores *links* to where the images reside (on the local computer). When the HTML is pasted into the remote computer, the pasted links will no longer point to a valid location.

There are other potential problems, such as links to websites. Consider the act of cutting and pasting from Excel on a local computer to Excel on a remote computer. When pasted on the remote computer, Excel data on the Office Clipboard that contains links to websites will attempt to access those websites. If the remote computer is not connected to the Internet, Excel may hang trying to access the websites.

To provide the ability to handle such problems, Remote Clipboard implements user-settable filtering to allow control of which clipboard formats can be used in cut and paste operations. Filtering of clipboard formats is performed on the computer *receiving* the cut and paste data.

The filter parameter is specified by this RGS Receiver Remote Clipboard property:

```
Rgreceiver.Clipboard.FilterString
```



NOTE: This property is for advanced users only. The property string should be changed from its default value only if Remote Clipboard doesn't support the clipboard format required by your application. For more information on clipboard formats, see the Microsoft Developer Network article *Clipboard Formats* at <http://msdn2.microsoft.com/en-us/library/ms649013.aspx>.

This property contains a list of clipboard formats allowed to be transferred using Remote Clipboard. Therefore, this property is a *keep filter*, not a *reject filter*. The string is a regular expression, and is used by the receiving computer to specify the clipboard formats that it will accept. The `rgreceiverconfig` file contains the following commented-out entry for this property, which indicates the default clipboard formats supported by RGS:

```
# Rgreceiver.Clipboard.FilterString="|1|2|7|8|13|16|17|Ole Private Data|  
Object Descriptor|Link Source Descriptor|HTML Format|Rich Text Format|  
XML Spreadsheet|"
```

The default clipboard formats are:

- 1 (CF_TEXT)—Text format. Each line ends with a carriage return/linefeed (CR-LF) combination. A null character signals the end of the data. Use this format for ANSI text.
- 2 (CF_BITMAP)—Bitmap format.
- 7 (CF_OEMTEXT)—Text format containing characters in the OEM character set. Each line ends with a carriage return/linefeed (CR-LF) combination. A null character signals the end of the data.
- 8 (CF_DIB)—A memory object containing a BITMAPINFO structure followed by the bitmap bits.
- 13 (CF_UNICODETEXT)—Unicode text format. Each line ends with a carriage return/linefeed (CR-LF) combination. A null character signals the end of the data.
- 16 (CF_LOCALE)—Locale identifier associated with text in the clipboard
- 17 (DIBV5)—Bitmap color space and bitmap data
- Ole Private Data—A private application format understood only by the application offering the format.
- Object Descriptor—OLE2 object descriptor
- Link Source Descriptor—Link to OLE2 object
- HTML Format—Text is in Hypertext Markup Language format
- Rich Text Format—A text format that includes special formatting features, such as bold, italics, and centering.
- XML Spreadsheet—A format created by Microsoft to allow Excel spreadsheets to be saved in XML (Extensible Markup Language) format. This format is supported by other applications as well.

The Remote Clipboard system uses the filter string to avoid transmission of unneeded clipboard formats across the network—only formats specified by the filter string are passed over the network from the cut computer to the paste (receiving) computer.

Because the filter string is an RGS Receiver-specified property, and because the paste computer can be any computer (RGS Sender or Receiver), RGS communicates the filter string from the RGS Receiver to each RGS Sender whenever a Receiver/Sender connection is established.

Using RGS in Directory Mode

Directory Mode enables the local user to automatically open connections to multiple remote computers based on the computers assigned to each user. When the user starts the Receiver in Directory Mode, the Receiver looks for a directory file containing user names and their assigned remote computers. The Receiver reads this file to identify the remote computers assigned to the current user, and then attempts to automatically connect to each specified remote computer. The directory file may contain multiple users with a list of remote computers assigned to each user. The default directory file used by the Receiver is:

```
C:\Program Files\Hewlett-Packard\Remote Graphics Receiver\directory.txt
```

After the directory file name is determined, the Receiver automatically connects to the remote computers specified in this file for the named user.

Directory file format

Often, the directory file is a common file for a group, department, organization, or an entire company. The directory file can manage and administer the remote computer assignments for any number of users. HP recommends that you save the directory file on a readily-accessible network file share or mapped drive so that each RGS Receiver can read the file at start-up.

The directory file is a text file with the following format for each local user:

```
domainName localuser remotecomputer1 remotecomputer2 ... remotecomputerN
```

where:

- The domainName on a Windows computer depends upon the environment the currently logged-in user is operating within. If the user is logged onto their domain account, this means they have logging onto an account specified by Microsoft Active Directory directory services. If the domain account is worldwide\sally, the name of the Windows domain is "worldwide" and will be used as the domainName for directory mode.

If the user is logged onto the computer with a "local" account, sally_computer\sally for instance, the domainName used for directory mode is "sally_computer." This typically will be a computer that is either standalone or part of a WORKGROUP not using Active Directory directory services. The computer name such as sally_computer can be found by executing the command hostname in a "command window."

For Linux users, use "UNIX" as the domainName.

- localuser is the name of the local user
- remotecomputer1, remotecomputer2,...remotecomputerN are the remote computers assigned to the local user, as specified by either a hostname or an IP address.

For example, the following directory file specifies the remote computers for users Sally and Joe in a Microsoft Active Directory directory services environment:

```
worldwide sally RC_1 RC_2 RC_3
```

```
worldwide joe RC_4 RC_5 RC_6
```

In the next example, the directory file specifies the remote computers for users Sally and Joe in a standalone or WORKGROUP environment.

```
sally_computer sally RC_1 RC_2 RC_3
```

```
joe_computer joe RC_4 RC_5 RC_6
```

In the above examples:

- Local user sally is assigned remote computers RC_1, RC_2, and RC_3
- Local user joe is assigned remote computers RC_4, RC_5, and RC_6

If the domain name, user name, or remote computer contains white-space characters, the name can be enclosed in double-quotes, as follows:

```
"domain 1" "sally user" "RC 1" "RC 2" "RC 3"
```

```
"domain 1" "joe user" "RC 4" "RC 5" "RC 6"
```

The domain name does not apply when using the directory file for Linux users. Instead, use the keyword "UNIX" in place of the domain name. For example:

```
UNIX sally RC_1 RC_2 RC_3
```

Comment lines in the directory file are preceded by the “#” character in the first column.

Starting the Receiver in Directory Mode

Before attempting a connection in Directory Mode for the first time, HP recommends that you verify that RGS can connect to each computer individually in Normal Mode (see [Using RGS in Normal Mode on page 41](#)). The [Pre-connection checklist on page 25](#) can be used to verify that the computer and network parameters are set correctly. After Normal Mode connectivity is verified, start the Receiver in Directory Mode.

To start the Receiver in Directory Mode in Windows:

- ▲ Go to **Start > HP > HP Remote Graphics Software > HP RGS Directory Mode**.

Alternately, the Receiver can be started in Directory Mode from a command line, using either of the following:

```
C:\Program Files\Hewlett-Packard\Remote Graphics Receiver\rgreceiver.exe -
directory "file"
```

```
C:\Program Files\Hewlett-Packard\Remote Graphics Receiver\rgreceiver.exe -
directory
```

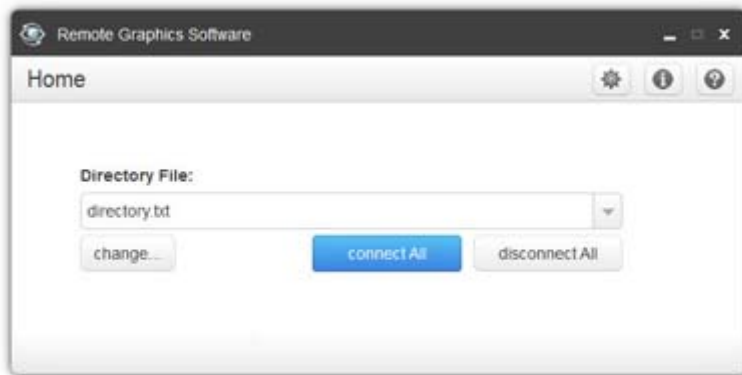
If a file name is specified after -directory, the Receiver will use that file as the directory file. If no file name is specified, the user is prompted by RGS to specify the path and name of the directory file.

In Directory Mode, the Receiver Control Panel displays the name of the directory file (see [Figure 7-3 The Receiver Control Panel in Directory Mode on page 85](#)). The **Change** button enables you to specify a different directory file. The **Connect All** button is used to establish a connection to the remote computers listed in the directory file.



NOTE: The RGS Sender is configured to start when the Sender computer boots (or, in the case of Linux, also when the X server starts).

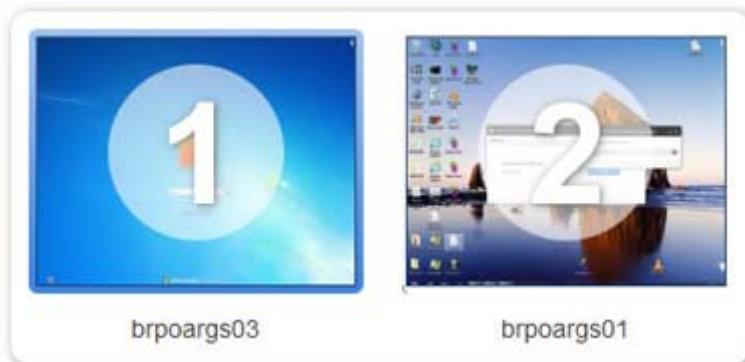
Figure 7-3 The Receiver Control Panel in Directory Mode



After clicking **Connect All**, you'll need to independently authenticate and log into each remote computer.

If Setup Mode is activated by the hotkey sequence (as opposed to the **Setup Mode** button), and you have multiple Remote Display Windows on your computer, you can bring up the Remote Display Window selection dialog to view a thumbnail image of each Remote Display Window.

Figure 7-4 Remote Display Window selection dialog



To display the selection dialog, press the **TAB** key while in Setup Mode—again, Setup Mode must have been previously activated by the hotkey sequence. The selection dialog is displayed as long as the initial Setup Mode hotkey (normally the Shift key) remains pressed. The currently-selected Remote Display Window is highlighted with a red border.

The Remote Display Window selection dialog is only displayed in Directory Mode—this is the mode that supports multiple Remote Display Windows. While the Remote Display Window selection dialog is active, navigate between windows (thumbnails) by:

- Pressing **TAB** to select the next window.
- Clicking on the number displayed beneath the thumbnail.
- Clicking directly on a thumbnail.
- Double-clicking the mouse on a thumbnail (this will also immediately close the selection dialog).

When the initial Setup Mode hotkey is released, the selected Remote Display Window is brought to the forefront and displayed.

Game Mode

Game Mode is a feature accessed via [Hotkeys tab on page 62](#).

When operating in normal cursor mode, RGS synchronizes the cursor movements of a Sender to a controlling Receiver by placing the senders cursor at the same absolute coordinates of the receivers cursor. Some applications rely on a relative movement of the cursor to interact with a 3D environment. These applications may programmatically readjust the cursor position after a movement is detected. In the default mode of operation where RGS is moving the cursor to an absolute position, these applications may have erratic behavior or cause a loss of cursor control. Game Mode is an attempt to provide better cursor control for such applications.

Game Mode is a toggle on the Receiver to supply the Sender with relative cursor movements. This will enable applications that rely on relative movements to be controlled with RGS. Game Mode is enabled and disabled by pressing the hot key followed by the 'G' key. By default, the key sequence is 'Shift Down, Space Down, Space up, G'.

When Game Mode is enabled, the cursor will be locked to the Receiver's Remote Display Window. The Remote Display Window toolbar can be enabled, but interacting with the Remote Display Window toolbar is not possible when Game Mode is enabled. The Receiver is dependent on the Sender for updating the cursor position. Network connections with a high latency may not be suitable for use with Game Mode. The Remote Display Window can be repositioned without leaving Game Mode. When a connection is terminated, Game Mode will be disabled.

RGS may not be suitable for full screen games. The techniques used by games to quickly draw to the screen will often prevent RGS from being able to extract the contents of the remote frame buffer for display. This is often seen as partially rendered scene or a completely scrambled scene. A game that works in a windowed mode may be able to be controlled when Game Mode is enabled. However, the extremely high frame rates and low latencies required to successfully operate some games are not possible with the current RGS protocol. See [Application support on page 145](#) for the official description of supported applications.

Auto Launch

On Windows, the RGS Receiver supports file association. The user can create property files with the extension ".rgreceiver" using the same format as the RGS Receiver configuration file. See [Setting property values in a configuration file on page 114](#) for more details. For example, the file "hostname.rgreceiver" could be used for creating a property configuration file for connecting to the system with name "hostname". If the user double-clicks or opens a file with the ".rgreceiver" extension, the RGS Receiver will be automatically started and the property file read and applied. Create a folder in the user's home folder to safely store Auto Launch configuration files. See [Auto Launch session properties on page 133](#) for property details.

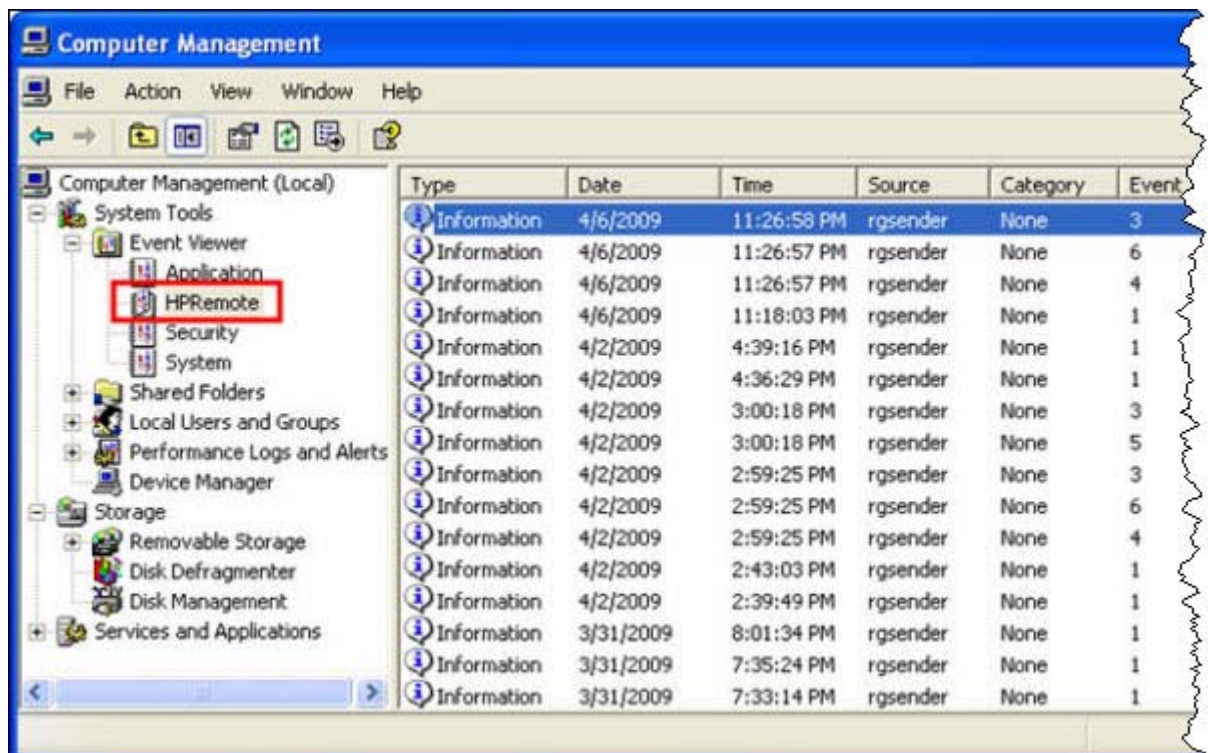
Sender event logging (Windows only)

The RGS Sender on Windows supports event logging. Event logging provides information useful for troubleshooting connection problems, and can also be used to automatically terminate applications on the Sender in case the connection is lost between the Sender and the Receiver. This section describes the Sender event logging capabilities while [Remote Application Termination on page 91](#) describes how to use event logging to terminate applications on the Sender.

The HPRemote log

The Sender event log is called the HPRemote log, and can be viewed using the Windows Event Viewer (see [Figure 7-5 The HPRemote log on page 87](#))


Figure 7-5 The HPRemote log




To view the HPRemote log, bring up the above dialog by selecting:

Control Panel > Administrative Tools > Computer Management

Then, in the left pane, select System Tools followed by Event Viewer—the HPRemote Event Viewer is highlighted. The HPRemote log reflects recent RGS connection activity. The log entries are in "Last In, First Out" (LIFO) order. By default, the most recent events are listed first.

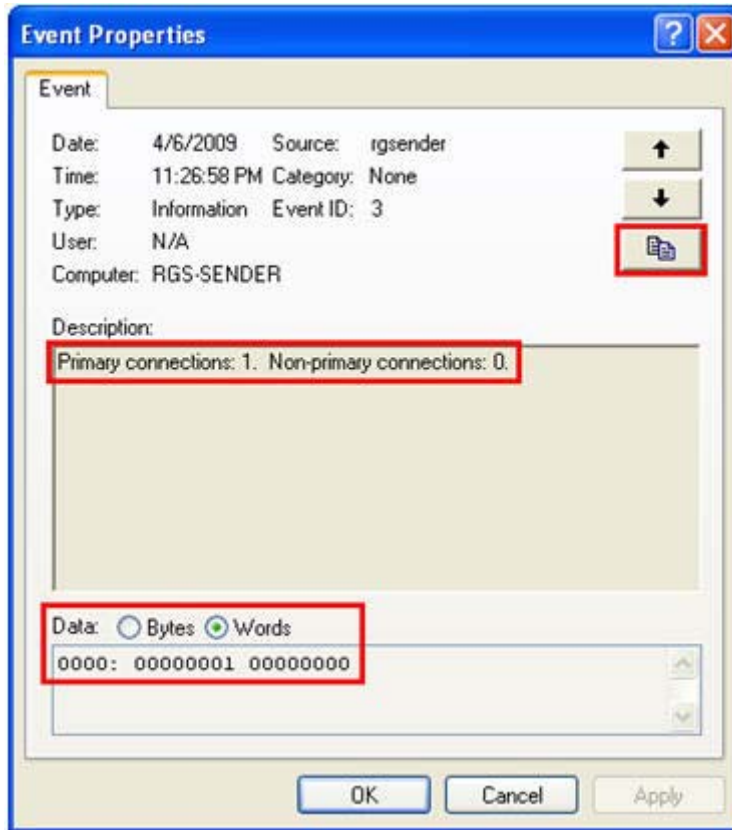
 **NOTE:** RGS event logging is supported only on the RGS Sender on Windows. It is not supported on the RGS Receiver.

 **NOTE:** The HPRemote log allows you to implement a capability called Remote Application Termination. Remote Application Termination enables applications on the Sender (Remote) Computer to be automatically terminated if the RGS connection to the Receiver is lost. See [Remote Application Termination on page 91](#) for details.

To view the properties of a particular event, double-click the event of interest—this brings up the Event Properties window. [Figure 7-6 Event Properties window on page 88](#) shows the Event Properties window for

the highlighted event in [Figure 7-5 The HPRemote log on page 87](#). As you can see, the Sender event that has been logged is the Sender connection state.

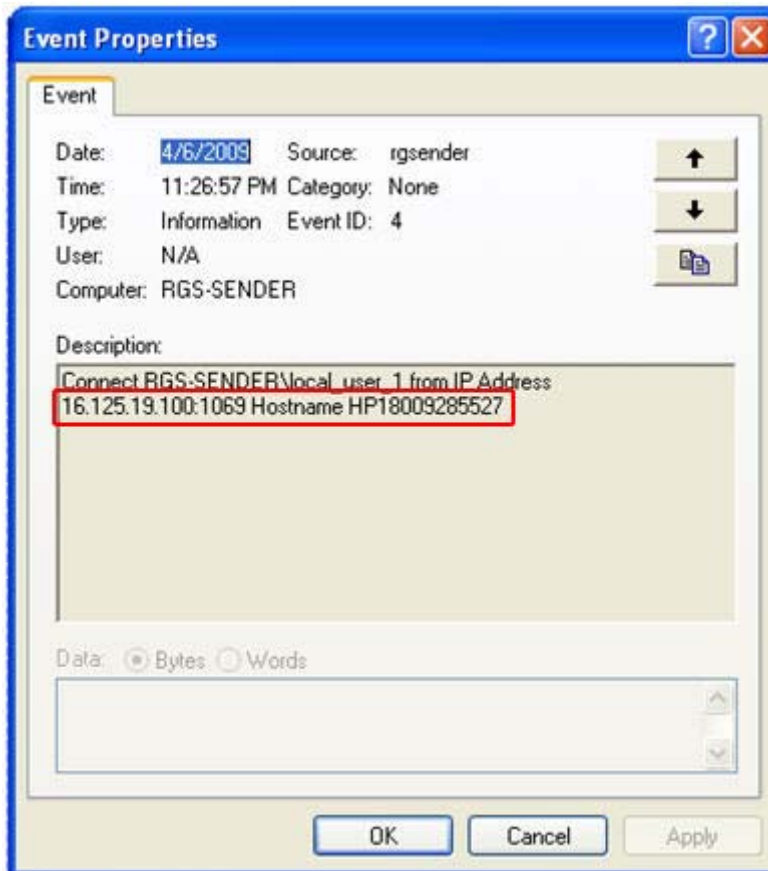
Figure 7-6 Event Properties window



The highlighted radio buttons allow viewing of the connection data (in this case, the number of primary and non-primary connections) in byte and word formats. The Section [HPRemote log format on page 91](#) provides more details on the supported data formats. To copy the details of an event to the Clipboard, click the highlighted button in [Figure 7-6 Event Properties window on page 88](#). By doing a paste into, for example, Notepad, you can view a text listing of the event details.

Whenever the local computer (Receiver) either establishes a connection to the Sender or disconnects from the Sender, the IP address, port number, and hostname of the local computer are logged in the HPRemote log. In [Figure 7-7 Reporting of the local computer IP address, port number and hostname when a connection is made to the Sender on page 89](#), a connection has been established to the Sender from a local computer with IP address 16.125.19.100, port number 1069, and hostname HP18009285527.

Figure 7-7 Reporting of the local computer IP address, port number and hostname when a connection is made to the Sender



Usages of the HPRemote log

The HPRemote log has several important usages:

- **Troubleshooting**—The HPRemote log can be used to aid troubleshooting of connection issues between the RGS Sender and Receiver. If you're unable to view the HPRemote log because of RGS connection difficulties, Remote Desktop can be used to connect to the remote computer to view the HPRemote log.
- **Automatic Remote Application Termination**—Network outages or loss of connectivity between a Remote and local computer can leave a remote desktop session running without supervision. To prevent applications from running unattended, a customer-designed agent can use the HPRemote log to monitor the status of connections to determine if application termination is required. If so, the agent would be designed to take the appropriate action to terminate the application.

The Chapter [Remote Application Termination on page 91](#) , describes how to create an agent that uses the HPRemote log to automatically monitor the connection between the Remote and local computers—and then take whatever action you require. Sample code is provided to facilitate creation of the agent.

- **Other automated actions**—The basic principle behind using the HPRemote log to perform automatic Remote Application Termination can be used to create an agent to automatically monitor and process any of the events logged by the RGS Sender. The Section, [HPRemote log format on page 91](#) , lists the events logged by the RGS Sender, and describes their format. Using the sample code provided, you can create an agent to automatically monitor and process any Sender events.

Additional information on event logging

For additional information on Windows event logging, search Microsoft Developer Network (MSDN) at <http://msdn.microsoft.com/>.

Remote Application Termination

This section describes how to create a Windows agent on the Sender that provides Remote Application Termination. “Remote application” refers to user applications that are running on the remote computer (Sender).

For a sample agent, see [Sample agent on page 99](#).

RGS connection and user status

As described in [Standard Login on page 12](#), an RGS connection normally require two authentication steps:

- The first authentication step is from the RGS Receiver to the RGS Sender—this is called authenticating the RGS connection. The dialog for this authentication step is generated and displayed by the RGS Receiver on the local computer.
- The second authentication step is when logging into or unlocking the remote computer desktop session —this is called logging into the remote computer. The login or unlock dialog is generated by the remote computer, and is displayed in the Remote Display Window on the local computer.

A desktop session can operate independently of the RGS connection. This allows a user to disconnect and reconnect to desktop sessions as part of a normal workflow. However, when an RGS connection is unintentionally disconnected, the user may require remote applications to be terminated to prevent them from operating unsupervised.

HPRemote log format

Data in the HPRemote log consists of a Message ID followed by optional data in both character string and binary data formats. Binary data provides direct access to data without requiring application parsing. Character strings format the binary data into human-readable messages compatible with the Windows Event Viewer. [Table 7-3 RGS Sender events logged in the HPRemote log on page 91](#) shows the events logged in the HPRemote log. The Message IDs are defined in the header file RGSenderEvents.h, and are 32-bit values. The EventID is from the Code field within the Message ID and, for the HPRemote log, ranges from 1 to 13.

Table 7-3 RGS Sender events logged in the HPRemote log

Message ID	Description
RGSENDER_CONNECT_STATE EventID: 3	<p>The connection state consists of zero or more primary connections and zero or more non-primary connections. Each event entry records the current number of active connections in each category. Events appear when the connection status of these users changes. The first field represents the number of primary connections. The second field represents the number of non-primary connections. Each state field provides a text string and binary, 32-bit unsigned integer for application use.</p> <p>Event Viewer Message:</p> <pre>Primary connections:%1. Non-primary connections:%2.</pre> <p>Strings:</p> <pre>%1 = number of primary connections %2 = number of non-primary connections</pre> <p>Data:</p> <pre>UINT32 numPrimary</pre>

Table 7-3 RGS Sender events logged in the HPRemote log (continued)

Message ID	Description
	UINT32 numNonprimary Event Viewer Example: Primary connections:1 Non-primary connections:0
RGSENDER_CONNECT EventID: 4	A new connection was established with an associated name. If Easy Login is enabled, the name assignment will be deferred until login and the associated name may be "Anonymous". Event Viewer Message: Connect %1. Strings: %1 = name associated with connection %2 = IP address and port number of local computer Data: None Event Viewer Example: Connect MYDOMAIN\myusername.
RGSENDER_DISCONNECT EventID 5	A receiver has disconnected. The message will contain the name associated with the connection. If Easy Login is enabled and the Receiver disconnects prior to a login, the associated name may be "Anonymous". Event Viewer Message: Disconnect %1. Strings: %1 = name associated with connection %2 = IP address and port number of local computer Data: None Event Viewer Example: Disconnect MYDOMAIN\myusername.
RGSENDER_STARTUP EventID: 1	Reference event registered to aid in interpretation of the event log by Event Viewer. Signifies proper startup of the RGS Sender service. Event Viewer Message: RGS Sender startup. Strings: None Data: None

Table 7-3 RGS Sender events logged in the HPRemote log (continued)

Message ID	Description
RGSENDER_SHUTDOWN EventID: 2	<p>Reference event registered to aid in interpretation of the event log by Event Viewer. Signifies proper shutdown of the RGS Sender service.</p> <p>Event Viewer Message:</p> <p>RGS Sender shutdown.</p> <p>Strings:</p> <p>None</p> <p>Data:</p> <p>None</p>
RGSENDER_SET_PRIMARY EventID: 6	<p>A connection with an associated name is set as the primary connection.</p> <p>Event Viewer Message:</p> <p>Set %1 as primary connection.</p> <p>Strings:</p> <p>%1 = name associated with connection</p> <p>Data:</p> <p>None</p> <p>Event Viewer Example:</p> <p>Set MYDOMAIN\myusername as primary connection.</p>
RGSENDER_SET_NONPRIMARY EventID: 7	<p>A connection with an associated name is assigned to a non-primary status. This may happen as a result of a logout.</p> <p>Event Viewer Message:</p> <p>Set %1 as non-primary connection.</p> <p>Strings:</p> <p>%1 = name associated with connection</p> <p>Data:</p> <p>None</p> <p>Event Viewer Example:</p> <p>Set MYDOMAIN\myusername as non-primary connection.</p>
RGSENDER_ASSIGN_USER EventID: 8	<p>If Easy Login is enabled, the assignment of the name will be deferred until login. When the name is assigned, this message will be generated.</p> <p>Event Viewer Message:</p> <p>Assign %1 connection to %2.</p> <p>Strings:</p> <p>%1 = original name of connection</p> <p>%2 = new name of connection</p>

Table 7-3 RGS Sender events logged in the HPRemote log (continued)

Message ID	Description
	<p>Data:</p> <p>None</p> <p>Event Viewer Example:</p> <p>Assign Anonymous connection to MYDOMAIN \myusername.</p>
RGSENDER_USB_CONNECT_DEVICE EventID: 9	<p>A new USB device was connected to the Sender via Remote USB.</p> <p>Event Viewer Message:</p> <p>USB Device Connect:Class=%1, Vendor ID=%2, Product ID=%3, Manufacturer=%4, Product=%5</p> <p>Strings:</p> <p>%1 = USB device class</p> <p>%2 = USB device vendor ID</p> <p>%3 = USB device product ID</p> <p>%4 = USB device manufacturer string</p> <p>%5 = USB device product string</p> <p>Data:</p> <p>None</p>
RGSENDER_USB_DISCONNECT_DEVICE EventID: 10	<p>A new USB device was disconnected to the Sender via Remote USB.</p> <p>Event Viewer Message:</p> <p>USB Device Connect:Class=%1, Vendor ID=%2, Product ID=%3, Manufacturer=%4, Product=%5</p> <p>Strings:</p> <p>%1 = USB device class</p> <p>%2 = USB device vendor ID</p> <p>%3 = USB device product ID</p> <p>%4 = USB device manufacturer string</p> <p>%5 = USB device product string</p> <p>Data:</p> <p>None</p>
RGSENDER_CONNECT_USB_DENIED EventID: 13	<p>A USB device connection was denied by the USB access control list.</p> <p>Event Viewer Message:</p> <p>USB Device Connect:Class=%1, Vendor ID=%2, Product ID=%3,</p> <p>Strings:</p> <p>%1 = USB device class</p> <p>%2 = USB device vendor ID</p>

Table 7-3 RGS Sender events logged in the HPRemote log (continued)

Message ID	Description
	%3 = USB device product ID
	Data:
	None

Agent design issues

Designing an agent to provide Remote Application Termination requires consideration of a number of issues in order to minimize data loss and determine when a last-resort shutdown of a disconnected desktop session is required. Listed below are several topics to consider when designing application control agents for your environment. The topics are not exhaustive—use them as a starting point for a more complete design that meets your business requirements.

Desktop session logout

- **Situation**—In some circumstances, loss of a primary user connection should trigger a full shutdown of all applications and force a logout of the desktop session (perhaps after a specified time limit for reconnection has expired). This action would drop all connections to the remote session.
- **Benefit**—Implementing a full desktop session shutdown/logout ensures that all connection activity ceases immediately and ensure that applications are prevented from further unattended actions. Shutdown of a remote session frees the workstation for connection by other users. This approach is the most absolute and secure solution for desktop session management. Agent relies upon Windows logout routines to terminate environment—simple in design and result.
- **Issue**—Forcing a desktop session shutdown/logout can result in data loss for any open applications on the desktop session. Forcing session logouts can result in application alert prompts requiring user interaction to save altered data. These prompts can delay or halt an interactive logout. Session termination also destroys memory of window placement on the desktop, and requires user intervention at restart.

Selective environment shutdown

- **Situation**—Partial shutdown of an environment only terminates specific applications of interest. It does not implement a full desktop session logout. It selectively protects only the most critical applications requiring oversight and control.
- **Benefit**—Preserves the active desktop session for connection at a later time. Selectively terminates the applications of interest. Preserves data not governed by an automated shutdown policy. Supports session recovery with an arbitrary connection time. If done in layers (giving some applications more time to live than others), then a gradual "soft landing" shutdown can occur that ultimately results in a full logout. Idle resources over a specific amount of time can be returned to a remote server pool.
- **Issue**—Potentially more complicated to implement. Can require coordination of multiple agents to handle layered shutdown. May still result in data loss for specific applications. May also require a master semaphore to halt/terminate multiple agents if the user reconnects and wants to stop the shutdown process.

Wrapping applications of interest

- **Situation**—Agents can be launched that supervise only specific applications in a given environment. Tying agents to specific applications is a selective safety net for every user.
- **Benefit**—Application-specific agents can be implemented as plug-ins or support utilities for a given application. In the future, certain software providers may provide custom interfaces for safe shutdown messages from an agent or the operating system. Custom agents can be independently maintained and tied to specific application releases for greater support flexibility. Independent agent design supports unit testing and decouples environmental dependencies.
- **Issue**—Users need specific recourse to disarm an agent if they reconnect. Applications may not interact well with a dedicated agent (and only shutdown due to a global shutdown request). Dedicated agents could possibly be compromised.

Administrator alerts

- **Situation**—Instead of shutting down an environment, an agent can be designed to alert an administrator or operator to determine the status of the user before taking action. This watchdog approach can further be defined to exploit redundant network connection support to a remote system to allow user-directed shutdowns to occur.
- **Benefit**—System agents are not required to take destructive action—they serve only as alarms and monitors for alternative human intervention.
- **Issue**—May require redundant networking channel. Requires administrator or operator availability to support.

Anticipating user disconnects and reconnects

- **Situation**—Users must first be warned about the consequences of disconnection. Agents that provide protection for a disconnected session may become a nuisance for unsuspecting users if they fail to address protective measures in place for their safety. For example, users must know how much time they have to reconnect before safeguards take action. If a remote agent arms itself for application termination, users should be presented with a large, unmistakable disarming "opt-out" panel that, upon login and discovery, they can halt any agent actions before termination. Organizations should carefully discuss and publicize safety measures due to potential data loss.
- **Issue**—Users should not be able to disable or specify their own timeouts due to potential irreversible data loss.

General agent design guidelines

In developing an agent, HP recommends following these guidelines:

- The agent should externally log its decisions and actions for postmortem analysis.
- Independent agents should provide their own opt-out, disarming dialogs with countdown feedback before taking action.
- Expect the unexpected—where possible, limit your actions to those areas you are certain of the outcomes to minimize loss of data and productivity.
- Always inspect error codes when reading event logs—the reliability of this RGS communication method depends upon the Windows Event Log system. While we have yet to see a failure in this path, we recommend using all information available to its fullest potential.

Additional features for Windows systems

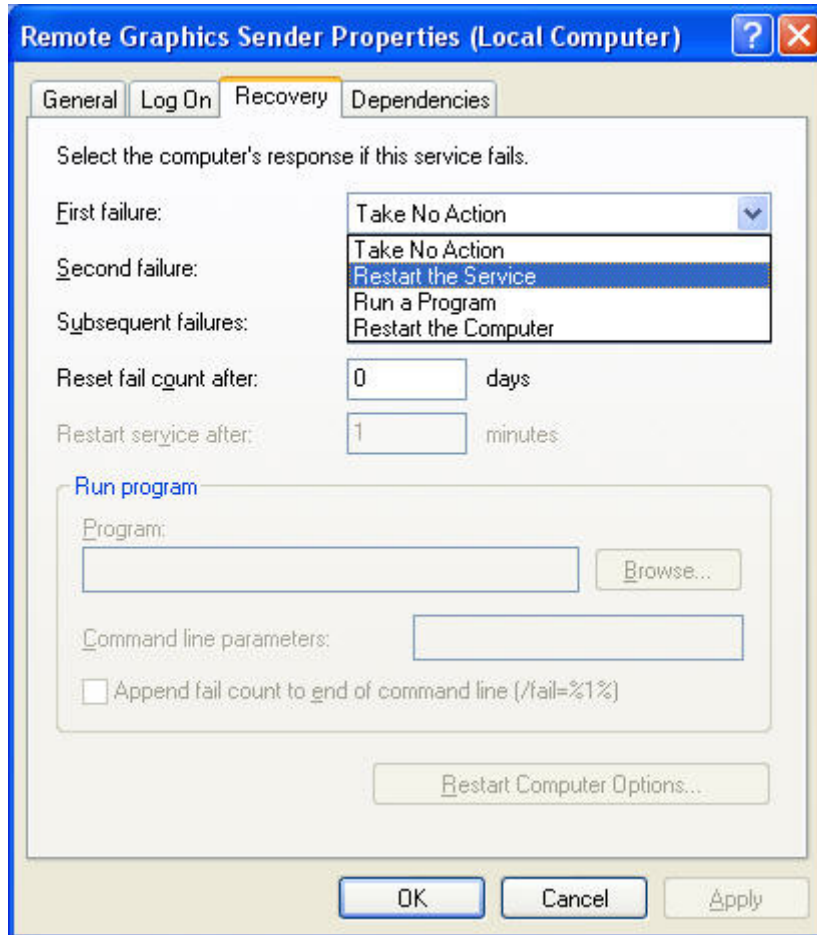
The following optional procedures for the RGS Sender service can improve the reliability of your remote agent solution.

RGS Sender Service Recovery Settings

This section discusses restart options for the RGS Sender and possible interactions of the agent with the Sender.

- By default, most Windows services are installed without any automatic restart/recovery settings. This means that, when a service terminates, Windows will, by default, not restart the service unless explicitly set. When RGS Sender software is first installed, it is installed with the Windows default (do not restart).
- Restarting the RGS Sender service can support RGS reconnection with a RGS Receiver client (unless a system error prevents the RGS service from restarting).
- In designing the agent, you should consider whether or not to check for the existence of a running RGS Sender service as an indication of a sufficient primary user connection. If service restarts are programmed for your environment, this test may be unnecessary.
- To set the RGS Sender service for automatic restart, you must adjust its **Recovery Property** through the **Administrative Tools** and **Services** control panel options.
- Actions to take for the first failure, second failure, and subsequent failures are available in the properties menu (see [Figure 7-8 Remote computer Sender recovery options on page 98](#)). The Recovery options include:
 - Take No Action
 - Restart the Service
 - Run a Program
 - Restart the Computer

Figure 7-8 Remote computer Sender recovery options



Microsoft Remote Desktop Recovery

If the RGS Sender becomes unavailable and the Receiver can no longer connect to the Sender, a Windows system with Remote Desktop services enabled can access the remote computer to diagnose the issue.

Sample agent

The sample Windows agent presented below monitors the HPRemote event log and interprets its events. Comments are included in the agent code showing where additional code would be added to determine if the number of primary users has dropped to zero. If so, further code can be added to terminate applications on the Sender.

The sample code is a fixed-polling Windows agent that reads and interprets the HPRemote event log. The agent uses two functions:

1. `processEvent(eventServer, eventSource, dwEventNum)`
 - open event log, read event `dwEventNum`, close event log
 - if a valid read, process recognized `EventIDs`, then return
2. `monitorEvents(eventServer, eventSource, seconds)`
 - for a finite number of seconds (or infinite if `seconds <= 0`) do
 - open event log, read log length, close event log
 - if log has changed, `processEvent()`, else sleep for X ms.

To properly use the function `monitorEvents(...)`, the following strings must be defined in the function call:

- `LPCTSTR eventServer`: if string is defined as "\\yourservername", then the log is stored on a remote server - if the string is empty (NULL), then the log is stored locally (note that four backslashes compiles to two in a string constant).
- `LPCTSTR eventSource`: the name of the target event generator, e.g., `rgreceiver`

The sample agent uses Microsoft event logging functions such as `OpenEventLog`, `ReadEventLog`, and `CloseEventLog`. For information on these functions, refer to the [Event Logging Functions](#) link highlighted in the figure used in [Additional information on event logging on page 90](#).

The sample agent is listed below. Where noted, user-specific code should be added. The agent header file, `RGSenderEvents.h`, is installed with the RGS Sender and is located at:

```
C:\Program Files\Hewlett-Packard\Remote Graphics Sender\include
\RGSenderEvents.h

#include <windows.h>
#include <stdio.h>
#include "RGSenderEvents.h"

#define BUFFER_SIZE 1024 // safe EVENTLOGRECORD size for now
#define EVENT_SERVER NULL // remote server = "\\nodename"; local = NULL
#define EVENT_SRC "rgsender" // specifies specific event name source
in // HPRemote

BOOL processEvent(LPCTSTR eventServer, LPCTSTR eventSource, DWORD
dwEventNum)
{
HANDLE h;

EVENTLOGRECORD *pevlr;
```

```

BYTE bBuffer[BUFFER_SIZE];
DWORD dwRead, dwNeeded;
BOOL result;
// Open, read, close event log =====
if ((h = OpenEventLog(eventServer, eventSource)) == NULL)
{
... report error status ...
return true;
}
// Set the pointer to our buffer. Strings and data will get appended to
the EVENTLOGRECORD structure.
pevlr = (EVENTLOGRECORD *) &bBuffer
// Read the event specified by dwEventNum
result = ReadEventLog(h, // event log handle
EVENTLOG_SEEK_READ | // start at specific event
EVENTLOG_FORWARDS_READ, // advance forward
dwEventNum, // record to read
pevlr, // pointer to buffer
BUFFER_SIZE, // size of buffer
&dwRead, // number of bytes read
&dwNeeded); // bytes in next record
if (CloseEventLog(h) == false)
{
... report error status ...
return true;
}
// Process event (example: print out event) =====
if (result)
{
// We only know how to process specific events
if (pevlr->EventID == RGSENDER_CONNECT_STATE)
{
// Retrieve the two UINT32 fields of this message
// representing primary and non-primary connections.

```

```

unsigned int *pData = (unsigned int *)
((LPBYTE) pevlr + pevlr->DataOffset);
// Examine state of primary connections here for other
// agent response if number drops to zero...
... example only prints out retrieved record to console ...
printf ("Event: %u Primary: %u Secondary: %u\n",
dwEventNum, pData[0], pData[1]);
}
... Process other events here if desired ...
}
else
{
... report unrecognized event here ...
return true;
}
return false;
}

void monitorEvents(LPCTSTR eventServer, LPCTSTR eventSource, int seconds)
{
DWORD dwCurrentIndex = 0;
DWORD dwCurrentStart;
DWORD dwCurrentCount;
DWORD dwNewIndex;
int waitedFor;
// This function will monitor the log for the specified number of
// seconds. If seconds is less than zero, we will wait forever.
for (waitedFor = 0; seconds < 0 || waitedFor < seconds; )
{
HANDLE h;
// Open, read status of log, close event log =====
if ((h = OpenEventLog(eventServer, eventSource)) == NULL)
{
... report error status here ...
return;
}
}

```

```

// If an event is added, either the start or count will change.
// Get the start and count. Microsoft does not specify what
// reasons these functions could fail, so we cannot ensure
// success. Check the return value.
if (GetOldestEventLogRecord(h, &dwCurrentStart) == false ||
    GetNumberOfEventLogRecords(h, &dwCurrentCount) == false)
{
    CloseEventLog(h);
    ... report error - unable to obtain event logs ...
    return;
}
if (CloseEventLog(h) == false)
{
    ... report error status here ...
    return;
}
// Determine state of log change =====
// Compute the index of the last event. If the count is zero, then
// there are no events and the index is 0.
if (dwCurrentCount == 0)
{
    dwNewIndex = 0;
}
else
{
    dwNewIndex = dwCurrentStart + dwCurrentCount - 1;
}
// If the new index is different than the current, update the current
// and process the current event. Otherwise, we sleep for a while.
if (dwNewIndex != dwCurrentIndex)
{
    // We have at least one new event. Print out the last event.
    dwCurrentIndex = dwNewIndex;
    if (dwNewIndex)
    {

```



```
if (processEvent(eventServer, eventSource, dwCurrentIndex))
{
... event processing error here ...
return;
}
}
}
else
{
// No new events. Sleep for 1 second.
Sleep(1000);
waitedFor += 1;
}
}
return;
}
main( ... )
{
... setup and initialize agent ...
monitorEvents(EVENT_SERVER, EVENT_SRC, seconds);
... cleanup agent here or send alerts ...
... may wish to return status from monitorEvents ...
}
```


Optimizing RGS performance


This section provides suggestions on optimizing RGS performance, including optimizing the remote computer display settings and the network configuration.

Advanced performance features


The following features can be used to optimize RGS performance:


- **Advanced Video Compression**—This option uses a modern video codec to greatly reduce the bandwidth needed for high-quality video streams. You can choose to have the compression done by either the graphics card or the CPU. Advanced Video Compression can be enabled via the Performance tab of the Receiver Control Panel settings.

 **IMPORTANT:** CPU consumption will be much higher on both the Sender and Receiver systems when using Advanced Video Compression. This feature is not recommended for customers who do not require reduced network bandwidth consumption. If using Advanced Video Compression, be sure the Sender and Receiver systems meet the requirements described in [Advanced Video Compression requirements on page 142](#).

 **NOTE:** Advanced Video Compression is not supported on multi-monitor configurations.

- **HP Velocity**—Improves RGS performance over poor network connections. HP Velocity must be enabled during installation of both the RGS Receiver and RGS Sender.

 **NOTE:** HP Velocity may increase network bandwidth usage.

 **NOTE:** These features will be activated during the first RGS connection, and this activation will require Internet access. Please make sure your proxy settings are correctly configured (see [Network tab on page 61](#)).

Performance tuning for all platforms

The following suggestions apply to all platforms:

- Set the network to full-duplex mode—To obtain the best performance, the network between the RGS Sender and RGS Receiver should operate in full-duplex mode.
- Disable transition effects—Do not use color or animated cursors on the remote computer. Although RGS displays color and animated cursors very well, this typically requires more network bandwidth and CPU resources.
- Set the remote computer desktop background to a solid color to minimize the amount of image data that needs to be sent. On Windows, perform the following:
 - Select the **Control Panel**
 - Bring up the **Display Properties** window
 - Select the **Desktop** tab, and set the background to **None**. Alternatively, select the **Themes** tab, and select **Windows Classic** in the Theme box.
- Set the Sender and Receiver to 32 bits per pixel—On Windows, perform the following:

- Select the **Control Panel**
- Bring up the **Display** Properties window
- Select the **Settings** tab, and set the Color Quality to **Highest (32-bit)**
- Lower the Sender display resolution—RGS is an image-based remote visualization technology. Therefore, lowering the display resolution can significantly improve performance.

Performance tuning for Windows

This section provides performance tuning tips for RGS on Windows.

1. Lock desktop icons on the remote computer by performing the following steps:
 - Select the Control Panel
 - Bring up the Display Properties window
 - Select the Desktop tab and select Customize Desktop.
 - On the Web tab, check **Lock desktop items**.
2. Sender process priority—Occasionally, an activity such as rotating a model in a 3D design program may appear slow and erratic, and image update may appear inconsistent. If the Sender is running on Windows, OS scheduling may be an issue. This can often be resolved by increasing the process priority of the Sender. See the [Setting the Windows Sender process priority on page 36](#) for further details.
3. Java Applications—Some versions of the Java Runtime Environment use DirectX. To see screen updates on Windows XP with these versions of Java, Automatic 3D Updates must be enabled (see [Using the RGS Admin Tool on page 38](#)). Rendering through DirectX will often cause the entire DirectX window to be registered as a screen modification. This can result in higher bandwidth and slightly higher CPU utilization by the Remote Graphics Sender. In some cases, performance may be improved by using GDI rather than DirectX with Java.
 - To use GDI with Java, the "-Dsun.java2d.noddraw=true" option needs to be supplied to the java or javaw executable. For example:

```
java -Dsun.java2d.noddraw=true SomeApp
```
 - This can be done by passing this option on the command line or adding this option to the `_JAVA_OPTIONS` environment variable. For example:

```
set _JAVA_OPTIONS=-Dsun.java2d.noddraw=true  
java SomeApp
```

Troubleshooting graphics performance

Graphics adapter frame buffer read performance

The dominant factor impacting performance on the Sender is the frame buffer read performance of the graphics adapter. Frame buffer read performance of at least ten frames per second is recommended for optimum RGS performance.

RGS uses the remote computer graphics adapter to accelerate rendering of the image. After the image on the remote computer is modified, the RGS Sender reads the rendered image from the frame buffer, compresses it, and transmits it to the Receiver.

On Windows, use BltTest to test the frame buffer read performance of the remote computer. This tool is available at: <http://www.stereopsis.com/blttest/>

Configuring your network for optimal performance

RGS depends on low network latency and reasonably high network bandwidth. There are several methods to test and measure the network bandwidth, latency, and the number of hops between Sender and Receiver computers:

- Use the ping command to measure network latency. From a command prompt on Windows or a terminal window on Linux, execute ping hostname. This will report the network latency. Be sure the ping

protocol (ICMP) is not blocked by a firewall. Windows may be set up with IPSec filters—be sure there is no IPSec filter policy disabling ICMP traffic.

- Use Traceroute (Linux) or tracert (Windows) to measure the network latency between two computers. Traceroute will report the number of hops it takes to reach a computer in addition to the network latency.
- Use ttcp to measure the network bandwidth. ttcp is available at:

<http://www.pcausa.com/Utilities/pcatttcp.htm>

Once you've characterized your network performance, you can decide if improvement is required. Several possible steps are described below.

The computer network interface will auto-negotiate the network speed with the network switches on the local network. The negotiated speed can vary from 10 Mb/sec half duplex to 10 Gb/sec full duplex. Most modern network interfaces and switches will negotiate the highest possible speed available. However, unless the network has been carefully designed for maximum throughput, the network interfaces and switches may auto-negotiate to a sub-optimal speed.

If the network interface and switches are configured to auto-negotiate properly, you can leave the settings to auto-negotiate. If you want to force the network to operate at a particular speed, the settings in the network interface and switches can be hardcoded. You must be careful with these settings, however. If the network interface and switch settings don't complement each other, the network will have poor performance.

- **Configuring the network interface on Windows**—You can change the link speed and duplex mode on Windows by opening the Device Manager. Click **Control Panel > System > Hardware Tab > Device Manager**. Once the Device Manager is open, click the **+** next to **Network adapters**. Then, right-click the network adapter that you want to change, and select **Properties**. Click the **Advanced** tab. Each network adapter has its own properties/settings that can be changed. The property that affects the link speed and duplex is usually named "Link Speed & Duplex". Click that property. If you want auto-negotiation, select the **Auto Detect** entry in the **Value** box. If you want to hard-code the speed and duplex, always choose the fastest link your network can support, and always choose full duplex.
- **Configuring the Network Interface on Linux**—On Linux systems, the ethtool tool can be used to configure networking. Perform the following steps to obtain and set the network characteristics on Linux. To obtain the LAN characteristics for interface 0, as root, type:

```
$ /usr/local/sbin/ethtool eth0
```

To set the LAN characteristics for a 100 Mb/sec connection running full-duplex mode, as root, type:

```
$ /usr/local/sbin/ethtool -s eth0 speed 100 duplex full autoneg off
```

If you are not satisfied with your network performance, look at the log files on your network switch (if the local computer is connected to one). A significant number of errors on the switch port may indicate that the computer or network is not configured correctly. Work with your IT organization to optimize your computer and network configuration.

Interoperability of RGS and Microsoft Remote Desktop Connection

This section discusses interoperability considerations for RGS and Remote Desktop Connection (RDC). Because RGS and RDC both provide connection to a remote desktop, their interoperation is important to understand.

If a local user is connected to a remote computer using RDC and then attempts to establish an RGS connection, the RGS connection only works if the local user credentials match for both connections. This implies that the same user wants access to transition from RDC to an RGS connection. If the credentials match, the current RDC session disconnects, and the RGS Receiver takes control of the remote computer Windows desktop session. The current user does not log off, and work continues with the new connection.

The reverse works as well. If a user is connected with RGS and then connects with RDC (using the same credentials as the RGS connection), the RDC session displaces the RGS connection. In this case, the RGS Sender will disconnect all Receivers (including all RGS collaborators). The Windows desktop session remains active during the switch.

If an RDC user disconnects from a remote computer using the RDC disconnect button, the session remains logged in, and all applications continue to run. The session, however, locks its screen. An RGS connection works only if the credentials match the currently logged-in user.

If a user logs out of their session while using RDC, the RGS Sender returns the system to its initial logged out state. Any authorized user can connect and log into this system using RGS.

An RDC connection made to a Sender already occupied with a RGS connection by a non-matching user prompts the new user to logout the current RGS user. Only administrators can log out other users. Non-administrators are refused with a warning message about permissions. If RDC logs out the current RGS user, then the Sender disconnects all of its receivers (including all RGS collaborators).

Under reverse circumstances for the above, RGS connections will not log out an existing RDC user, regardless of authority. RGS will report an authorization failure message concerning a different user owning the desktop

When RGS displaces an existing RDC session on Windows 7, the desktop may enter into a temporary logged in and unlocked state due to these operations. The user should exercise caution in situations where even a temporarily unlocked desktop is a security concern.

Cause	Solution
Windows 7 performs session operations that are outside the control of RGS.	This issue can be avoided by logging out of the RDC session before establishing an RGS connection.

RGS security features

Because of the distributed nature of an RGS connection, providing connection security is critically important. RGS implements many features to provide connection security, including:


- **Authentication:** When a local user attempts to connect to a remote computer, the user credentials are validated using the native authentication method on the remote computer. If the credentials are not authenticated, the connection is closed. On Windows, authentication uses NTLM or Kerberos. On Linux, authentication uses the Pluggable Authentication Module (PAM).
- **Authorization:** Multiple connections to the same remote computer are only allowed if the user logged into the desktop of the remote computer (primary user) allows the connection. When another user attempts to connect to the remote computer, an authorization dialog is displayed on the desktop of the remote computer that asks whether the new user should be allowed to connect.
- **Automatic desktop locking:** The desktop of the Sender system locks when the primary user disconnects. This prevents collaboration users from being able to interact with a remote session after the primary user has disconnected. This feature is supported on Windows. On Linux, this feature is supported on the Gnome, KDE, and CDE desktop environments.
- **Automatic disconnect:** On Linux, all Receivers will disconnect when the primary user disconnects. This prevents collaboration users from interaction with a remote session after the primary user disconnects.
- **Automatic disconnect of collaboration users on login:** All collaboration users are disconnected when a login event occurs. Only the primary user remains connected when the desktop of the remote computer is logged in.
- **Automatic disconnect on logoff:** All Receivers are disconnected when the primary user logs off of the remote desktop. This can be disabled by setting the `IsDisconnectOnLogoutEnabled` Sender property to "0". See the Sender properties for more information.
- **Connection status:** A desktop icon in the application tray animates when other users are connected.
- **Collaboration notification:** See [Collaboration notification dialog on page 47](#).
- **Disconnect Everyone:** All Receivers can be easily disconnected using the Sender GUI. This is useful when hosting a collaboration session, such as in a classroom environment, and the session ends. The Sender GUI is an icon in the system tray. Simply right-click the GUI and select **Disconnect >Everyone**.
- **Remote Keyboard/Mouse:** The Sender GUI can enable or disable mouse and keyboard input for all collaboration users.
- **Single user connection:** A user, identified by a username, is only allowed one connection to a RGS Sender. If the same username connects more than once to a Sender, the previous connection drops and the new connection continues on. If several users attempt to share a username, only one connection is active at a time.
- **SSL encryption:** SSL securely encrypts all data transmitted between a Receiver and Sender pair.

Remote computer monitor blanking operation

Monitor blanking on the remote computer is provided for security, so that the primary user's desktop session on the remote computer is not visible if a monitor is connected to the remote computer.

The default behavior is that the remote computer monitor will blank to black when the user connects and logs in. The remote computer monitor will un-blank when the user disconnects or logs out. Below are several additional details on monitor blanking on HP personal workstations:

- The one element on the monitor that does not go blank is the cursor.
- Blanking can take up to two seconds from the time the primary user logs in or reconnects until the time that the monitor is actually blanked.
- The HP personal workstations also block input from a directly-connected keyboard and mouse when monitor blanking is occurring. When keyboard or mouse input is received by the remote computer, the monitor will enter the display powersave mode, and the cursor will be blanked as a result.
- An exception to input blocking is the CTRL-ALT-DEL key sequence. When this sequence is received by the remote computer from a directly-connected keyboard, the remote computer desktop will display the login dialog on the local computer. The remote computer monitor will remain blank while this occurs but the monitor will exit its powersave mode, and keyboard input will become unblocked until this dialog is dismissed.

 **NOTE:** Remote computer monitor blanking is not supported if the remote computer is a virtual machine (e.g., VMware ESX, Citrix Xen, etc).

If monitor blanking is enabled but the remote computer is unable to blank the display (because, for example, the computer is not one of the supported computers listed previously), a warning dialog is displayed on the local computer (see [Figure 7-9 Local computer warning dialog if the remote computer is unable to blank its monitor on page 110](#)).


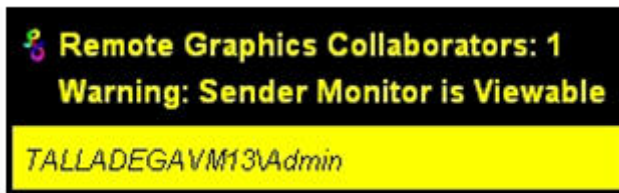
 **NOTE:** Linux screen blanking functionality is not supported on Dual-Monitor systems unless NVIDIA TwinView is in use.

Figure 7-9 Local computer warning dialog if the remote computer is unable to blank its monitor



Click **Warning: Sender Monitor is Viewable** to view the associated message dialog (see [Figure 7-10 Message Dialog on page 110](#)).

Figure 7-10 Message Dialog



The remote computer monitor blanking feature can be disabled by setting the following Sender property to 0 (false).

Rgsender.IsBlankScreenAndBlockInputEnabled

If this property is set to 0, monitor blanking will be disabled, meaning that a monitor connected to the remote computer will display the user's desktop session. Furthermore, because monitor blanking is disabled, the warning dialog will not be displayed. For more details on this property, see [Sender general properties on page 137](#).

Linux connection considerations



NOTE: The **Switch User** functionality added to RHEL6 is not supported by RGS.

Full-screen crosshair cursors

Certain applications that use large crosshair cursors (for example, Dassault Systemes ICEM Surf uses a full-screen crosshair cursor) will not display correctly on the Receiver. Full-screen crosshair cursors can be disabled by typing the following in a terminal window:

```
X11xprop -root -remove _SGI_CROSSHAIR_CURSOR
```

This will force the application to use an X cursor, which will display correctly on the Receiver.

Gamma correction on the Receiver

The color on a 3D application on the Sender can look incorrect when displayed on a Receiver. This is because the gamma of the local computer monitor may not match the gamma of the remote computer monitor. To correct this, any tool that will adjust the gamma for a display can be used. Some tools will adjust the gamma for the entire monitor, while others will adjust the gamma on a per-window basis. Per-window tools that can be used to adjust only the Receiver window will provide the best results.

Black or blank connection session with the Linux Sender

Connection to an X server that is configured with less than 24-bit or 32-bit default visuals (depending on the graphics device) will cause the Linux Sender to generate a black or blank connection screen. For example, some default installations may configure a 16-bit visual in `/etc/X11/xorg.conf` after the installation. Reconfiguring the X server to serve 24-bit (or 32-bit) default visuals, and restarting the X server will usually fix the black or blank connection situation.

8 RGS properties

RGS allows the user to specify many properties of the RGS connection, both on the Sender and Receiver. By specifying properties, the user can modify RGS characteristics such as:

- Display of borders on the Remote Display Window
- Codec quality
- Audio quality
- Connection timeouts

This chapter describes each of the RGS properties, their default values, and how they can be changed.

Property syntax

Properties are name/value pairs, and can contain any non-whitespace characters except "=" and "#". The property name and property value are separated by an "=". For example:

```
Rgreceiver.Network.Timeout.Warning=10000
```

In this example, the name of this property is `Rgreceiver.Network.Timeout.Warning`, and the value of the property is `10000`.

All RGS Receiver properties begin with "Rgreceiver" and all RGS Sender properties begin with "Rgsender". Properties can contain values of the following types: string, int, bool, and int vector. Properties of type bool are set to 1 or 0, representing true or false, respectively. A property can be set to an empty value, such as:

```
Rgreceiver.Browser.Name=
```

Properties with empty values initialize as follows:

- If the value of the property is of type string, the value will be set to an empty string.
- If the value of the property is of type int vector or bool, the value will be set to 0.

Setting property values in a configuration file

RGS property values can be set in a configuration file. The RGS Receiver uses the `rgreceiverconfig` file for its properties while the RGS Sender uses the `rgsenderconfig` file for its properties. On Windows, these files are located in the directory where the RGS Receiver and Sender are installed, typically:

Receiver: `C:\Program Files\Hewlett-Packard\Remote Graphics Receiver\rgreceiverconfig`


Sender: `C:\Program Files\Hewlett-Packard\Remote Graphics Sender\rgsenderconfig`


On Linux, these files are located as follows:

Receiver: `/etc/opt/hpremote/rgreceiver/rgreceiverconfig`

Sender: `/etc/opt/hpremote/rgsender/rgsenderconfig`

The configuration files contain property name/value pairs, with only one property per line. Empty lines (containing only whitespace characters) are ignored. The `#` character begins a comment on the line, extending to the end of the line. If a property is listed more than once, the value of the last entry is used.

 **NOTE:** All properties in the configuration files are initially commented out with the `#` character. To set a property in a configuration file, first delete the `#` character preceding the property name, and then set the property to the desired value.

 **NOTE:** RGS properties set in a configuration file do not take affect until the associated program is restarted. For example, if the `rgreceiverconfig` file is changed, the Receiver should be restarted. Likewise, if the `rgsenderconfig` file is changed, the Sender should be restarted.

Setting properties on the command line


Properties can also be set on the command line when the Receiver and Sender are started. Property values entered on the command line override any properties set with other methods. All properties must begin with a `-` on the command line to be recognized as a valid property. For example (on Linux):

```
rgreceiver.sh -Rgreceiver.Network.Timeout.Warning=10000
```

This command will start the RGS Receiver with the `Rgreceiver.Network.Timeout.Warning` property set to 10,000 milliseconds (10 seconds). If any property is set more than once on the command line, the value of the last entry is used. No whitespace characters are allowed between the property name, the `=` character, and the property value. For example:

```
rgreceiver.sh -Rgreceiver.IsSnap = 1
```

This property declaration is invalid because of the whitespace on both sides of the `=` character. Properties of type `int` vector cannot be set on the command line.

 **CAUTION:** If a property name is misspelled, no user notification is provided, and the misspelled property will not take effect. If you specify a property in a configuration file or on a command line, and it does not appear to take effect, first verify that the property name is spelled correctly and that upper/lower case usage is correct.


Authenticator properties

The following Sender and Receiver properties affect how the user authenticates an RGS connection:

```
Rgsender.LoggedInAuthenticators
```

```
Rgsender.LoggedOutAuthenticators
```

```
Rgreceiver.AuthenticatorId
```

 **CAUTION:** The authenticator properties are typically set by 3rd party software modules integrated with RGS, and should not be changed. Changing these properties can have unexpected consequences, including preventing you from establishing an RGS connection from the Receiver to the Sender. Therefore, these properties are not listed nor described in the next two sections on user-settable RGS Receiver and Sender properties.

RGS Receiver properties

This section describes the Receiver properties. RGS supports two types of Receiver properties:

- **Per-Receiver properties**—The per-Receiver properties affect all Remote Display Windows generated by the Receiver. As noted in [Many-to-one connection on page 10](#) a Receiver can connect to multiple remote computers (and therefore generate multiple Remote Display Windows).
- **Per-session properties**—The per-session properties (also known as per-connection properties) allow the user to specify the property values of each RGS connection. For example, in a many-to-one configuration, per-session properties can be specified for each Remote Display Window displayed by the Receiver.

Receiver property hierarchy

RGS supports the following hierarchy of methods to set the Receiver properties (with 1 being the highest and 5 being the lowest):

1. Properties set using the Receiver Control Panel
2. Properties set using the Receiver command line
3. rgreceiverconfig file properties
4. Archive file properties



NOTE: Properties set using the Receiver Control Panel are saved as archive file properties when the Control Panel is closed. Upon restarting RGS, the last-saved archive file properties are in this position of the hierarchy.

5. Receiver default properties

Properties set by methods higher on the list override properties set by methods lower on the list. For example, a Receiver command line property can override a property specified in the rgreceiverconfig file. Similarly, an archive file property (saved from the previous Receiver Control Panel session) can override a Receiver default property.

Restoring Receiver properties default values

Receiver property default values can be reset by uninstalling and reinstalling the Receiver.

Properties set using the Receiver Control Panel

The Receiver Control Panel enables the user to modify the values of many Receiver properties.

Receiver command line properties

See [Setting properties on the command line on page 114](#).

rgreceiverconfig file properties

See [Setting property values in a configuration file on page 114](#).

Archive file properties

When the Receiver is run, the user can change a number of properties using menus on the Receiver Control Panel and the Remote Display Window. When the Receiver exits, it saves the state of any properties that were changed by the user—these are known as *archive file properties*.

Receiver default properties

The Receiver has a set of default properties that are built into the Receiver. These are identical to the property values in the Receiver configuration file (rgreceiverconfig) that is installed with the RGS Receiver. However, as noted previously, the properties in both the Receiver and Sender configuration files are initially commented out.

Receiver property groups

RGS supports the following groups of Receiver properties:

Per-receiver properties

- **General properties group**
 - `Rgreceiver.IsBordersEnabled`
 - `Rgreceiver.IsSnapEnabled`
 - `Rgreceiver.IsAlwaysPromptCredentialsEnabled`
 - `Rgreceiver.Directory`
 - `Rgreceiver.MaxSenderListSize`
 - `Rgreceiver.IsMatchReceiverResolutionEnabled`
 - `Rgreceiver.IsMatchReceiverPhysicalDisplaysEnabled`
 - `Rgreceiver.RecentWindowPositions` (deprecated)
 - `Rgreceiver.ConnectionWarningColor`
 - `Rgreceiver.IsGlobalImageUpdateMutable` (deprecated)
 - `Rgreceiver.IsGlobalImageUpdateEnabled`
 - `Rgreceiver.MaxImageUpdateRequests`
 - `Rgreceiver.IsMouseSyncEnabled`
 - `Rgreceiver.IsMenubar.Enabled`
 - `Rgreceiver.IsAutoMenubarEnabled.IsMutable`
 - `Rgreceiver.IsAutoMenubarEnabled`
 - `Rgreceiver.IsDisconnectWarningEnabled`
- **Experience properties group**
 - `Rgreceiver.Experience.IsMutable`
 - `Rgreceiver.Experience.Mode`

- `Rgreceiver.Experience.MinImageQuality`
- `Rgreceiver.Experience.MinUpdateRate`
- **Browser properties group**
 - `Rgreceiver.Browser.IsMutable`
 - `Rgreceiver.Browser.Name`
- **Audio properties group**
 - `Rgreceiver.Audio.IsMutable`
 - `Rgreceiver.Audio.IsEnabled`
 - `Rgreceiver.Audio.Quality`
 - `Rgreceiver.Audio.IsFollowsFocusEnabled`
 - `Rgreceiver.Audio.IsInStereo`
- **Microphone property group**
 - `Rgreceiver.Mic.IsEnabled`
- **USB properties group**
 - `Rgreceiver.Usb.IsMutable`
 - `Rgreceiver.Usb.ActiveSession`
 - `Rgreceiver.Usb.IsEnabled`
- **Network properties group**
 - `Rgreceiver.Network.Timeout.IsMutable`
 - `Rgreceiver.Network.Timeout.IsGuiEnabled`
 - `Rgreceiver.Network.Timeout.Warning`
 - `Rgreceiver.Network.Timeout.Error`
 - `Rgreceiver.Network.Timeout.Dialog`
- **Hotkey properties group**
 - `Rgreceiver.Hotkeys.IsMutable`
 - `Rgreceiver.Hotkeys.IsSetupModeEnabled`
 - `Rgreceiver.Hotkeys.SetupModeSequence`
 - `Rgreceiver.Hotkeys.IsSendCtrlAltEndAsCtrlAltDeleteEnabled`
 - `Rgreceiver.Hotkeys.IsSendFirstKeyInSequenceEnabled`
 - `Rgreceiver.Hotkeys.IsKeyRepeatEnabled`
 - `Rgreceiver.Hotkeys.IsCtrlAltDeletePassThroughEnabled`
 - `Rgreceiver.Hotkeys.IsGameModeEnabled`
- **Remote Clipboard properties group (see below for the per-session Remote Clipboard property)**

- `Rgreceiver.Clipboard.IsMutable`
- `Rgreceiver.Clipboard.IsEnabled`
- `Rgreceiver.Clipboard.FilterString`
- **Logging properties group**
 - `Rgreceiver.Log.IsMutable`
 - `Rgreceiver.Log.IsFileLoggerEnabled`
 - `Rgreceiver.Log.Filename`
 - `Rgreceiver.Log.Level`
 - `Rgreceiver.Log.MaxFileSize`
- **Image codec properties group**
 - `Rgreceiver.ImageCodec.IsMutable`
 - `Rgreceiver.ImageCodec.Quality`
 - `Rgreceiver.ImageCodec.IsBoostEnabled`

Per-session properties


- **Auto Launch property set. (Windows only)** See [Auto Launch on page 86](#) for general details.
 - `Rgreceiver.Session.<N>.IsConnectOnStartup`
 - `Rgreceiver.Session.<N>.Hostname`
 - `Rgreceiver.Session.<N>.Username`
 - `Rgreceiver.Session.<N>.Password`
 - `Rgreceiver.Session.<N>.PasswordFormat`
- **Remote Clipboard per-session property (see above for the per-Receiver Remote Clipboard properties)**
 - `Rgreceiver.Session.<N>.Clipboard.IsEnabled`
- **Window placement and size group**
 - `Rgreceiver.Session.<N>.RemoteDisplayWindow.X`
 - `Rgreceiver.Session.<N>.RemoteDisplayWindow.Y`
 - `Rgreceiver.Session.<N>.VirtualDisplay.IsPreferredResolutionEnabled`
 - `Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionHeight`
 - `Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionWidth`


With the exception of the general properties and the microphone property, all Receiver property groups have an `.IsMutable` property (the group `IsMutable` property). The `IsMutable` property is always of type `bool`. For example:

```
Rgreceiver.Audio.IsMutable=1
```

When the group `IsMutable` property is 1 (true), the user is allowed to interactively change the other properties in the audio group—by using, for example, the Receiver Control Panel. When the group `IsMutable` property is 0 (false), the user is prevented from interactively changing the other properties in the group. All group `IsMutable` properties have a default value of 1, which allows the user to interactively change the other properties in the group.

Each of the *individual properties* has an associated IsMutable Boolean property to control whether each *individual property* can be interactively changed by the user—this is the *individual IsMutable property*. For example, the Rgreceiver.Network.Timeout.Error property now has the individual Rgreceiver.Network.Timeout.Error.IsMutable property. If this RGS properties individual IsMutable property is true, the user is allowed to interactively change the associated property, that is, the Rgreceiver.Network.Timeout.Error property.

 **NOTE:** For clarity, the individual IsMutable properties are not shown in the previous list; however, they are included in the following detailed description of each property.

 **NOTE:** In order for the user to be able to interactively change a property, the group IsMutable property and the individual IsMutable property must both be 1 (true). If either IsMutable property is 0 (false), the user will not be able to interactively change the associated property.

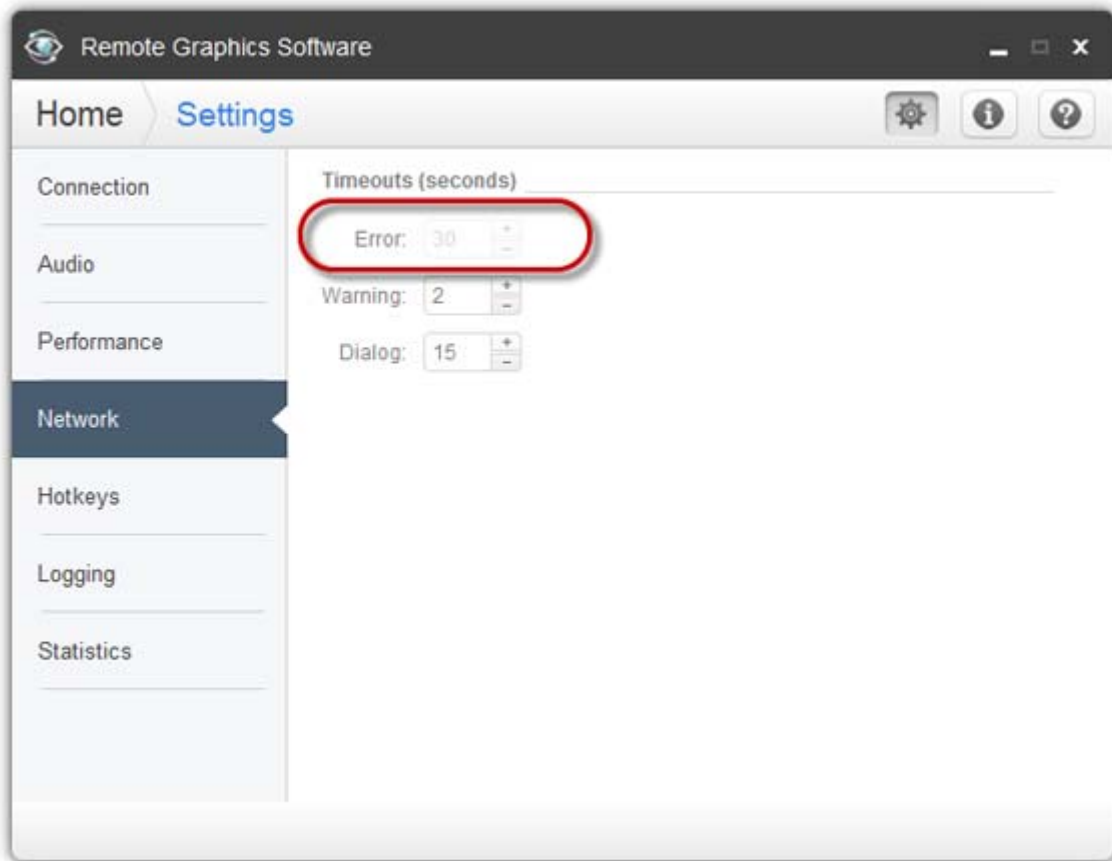
In [Figure 8-1 The Receiver timeout error IsMutable property is set to 0 on page 119](#), the Receiver is started with the command line option `-Rgreceiver.Network.Timeout.Error.IsMutable=0`, which prevents the user from changing the value of the network timeout error property.

Figure 8-1 The Receiver timeout error IsMutable property is set to 0



Because the Receiver timeout error property IsMutable property is 0, the Receiver timeout error property cannot be changed by the user in the Receiver Control Panel (see [Figure 8-2 The Receiver timeout error property menu is grayed out on page 120](#)).

Figure 8-2 The Receiver timeout error property menu is grayed out



Receiver general properties

The general properties are listed below. After each property, the default value is listed in parenthesis.

`Rgreceiver.IsBordersEnabled=bool (default=1)`

`Rgreceiver.IsBordersEnabled.IsMutable=bool (default=1)`

If set to 1, the borders on the Remote Display Window will be enabled (displayed). If set to 0, the borders will be removed creating a borderless windows to display the remote computer desktop. The default value is 1—the borders are enabled.

`Rgreceiver.IsSnapEnabled=bool (1)`

`Rgreceiver.IsSnapEnabled.IsMutable=bool (1)`

If set to 1, as the Remote Display Window is being positioned on the display, the window will snap to the edge of the screen when the top edge of the window moves within 10 pixels of the top of the display, or when the left edge of the window moves within 10 pixels of the left edge of the display. The default value is 1—snap is enabled.

`Rgreceiver.IsAlwaysPromptCredentialsEnabled=bool (0)`

`Rgreceiver.IsAlwaysPromptCredentialsEnabled.IsMutable=bool (1)`

If set to 1, when connecting to an RGS Sender, the user will always be prompted for the domain, username and password. There will be no attempt to automatically verify the user credentials. The default value is 0—prompting for credentials is off.

```
Rgreceiver.Directory=string (directory.txt)
```

```
Rgreceiver.Directory.IsMutable=bool (1)
```

Used in Directory Mode to set the name and location of the file that lists the remote computers assigned to the current user. The default value is "directory.txt".

```
Rgreceiver.MaxSenderListSize=int (5)
```

```
Rgreceiver.MaxSenderListSize.IsMutable=bool (1)
```

In Normal Mode, the Receiver keeps a list of the Senders that it has most recently connected to. [Figure 8-3 The Receiver maintains a list of the most recently connected Senders. on page 121](#) shows the Receiver Control Panel dialog that this property applies to. This property specifies the maximum number of remote computers the Receiver will keep on its list—in [Figure 8-3 The Receiver maintains a list of the most recently connected Senders. on page 121](#), two remote computers (Senders) are on the list. The Receiver will keep the most recently connected remote computers on its list, up to the maximum number specified by this property. Minimum useful value is 1.

Figure 8-3 The Receiver maintains a list of the most recently connected Senders.



```
Rgreceiver.IsMatchReceiverResolutionEnabled=bool (0)
```

```
Rgreceiver.IsMatchReceiverResolutionEnabled.IsMutable=bool (1)
```

If this property is enabled, the local computer (Receiver) will attempt to set the resolution of the remote computer to the same full-screen resolution of the local computer. If the local computer display resolution is not supported by the remote computer, the connection occurs at the existing remote computer (Sender) resolution, and a warning dialog is issued to the user. The original (pre-modification) remote computer display resolution is restored when the RGS connection is terminated.

```
Rgreceiver.IsMatchReceiverPhysicalDisplaysEnabled=bool (0)
```

```
Rgreceiver.IsMatchReceiverPhysicalDisplaysEnabled.IsMutable=bool (1)
```

If the following conditions are met:

1. This property is enabled.
2. `Rgreceiver.IsMatchReceiverResolutionEnabled` is enabled (see above property).
3. `Rgreceiver.Session.<N>.VirtualDisplay.IsPreferredResolutionEnabled` is disabled.

Then the Receiver will try to set the layout of the remote computer (Sender) physical displays to have the same display layout and resolution as the Receiver displays. If the Sender is unable to match the layout and resolution of the Receiver physical displays, the Receiver will try to just match the Receiver display resolution.

For example, if the Receiver has two physical displays in a 1x2 layout and a overall virtual display resolution of 2560x1024 (1280x1024x2), the Receiver will try to set the Sender to the same layout and resolution. If that fails, the Receiver will try to set a single physical display resolution of 2560x1024. If that fails, an error is reported.

If the following conditions are met:

1. This property is enabled.
2. `Rgreceiver.Session.<N>.VirtualDisplay.IsPreferredResolutionEnabled` is enabled.



NOTE: As noted earlier,

`Rgreceiver.Session.<N>.VirtualDisplay.IsPreferredResolutionEnabled` **takes precedence over** `Rgreceiver.IsMatchReceiverResolutionEnabled`. Therefore, if the former property is enabled (as listed in paragraph 2 above), the latter property is a “don’t care”, and its setting is ignored.

If the above conditions are met, the Receiver will determine the physical displays that are contained within the Receiver Remote Display Window specified by these properties:

- `Rgreceiver.Session.<N>.RemoteDisplayWindow.X`
- `Rgreceiver.Session.<N>.RemoteDisplayWindow.Y`
- `Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionWidth`
- `Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionHeight`.

The Receiver will try to set the layout of the remote computer (Sender) physical displays to match the physical displays contained in this window. For example, if the Receiver has the following:

- Two physical displays in a 1x2 layout
- An overall virtual display resolution of 2560x1024 (1280x1024x2)
- `Rgreceiver.Session.<N>.RemoteDisplayWindow.X = 1280`
- `Rgreceiver.Session.<N>.RemoteDisplayWindow.Y = 0`
- `Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionWidth = 1280`
- `Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionHeight = 1024`

Then the Receiver will determine that one physical display with a resolution of 1280x1024 is contained within the window. The Receiver will try to set the layout of the remote computer Sender to a single physical display and a resolution of 1280x1024.

If the following conditions are met:

1. This property is enabled.
2. `Rgreceiver.IsMatchReceiverResolutionEnabled` is disabled.
3. `Rgreceiver.Session.<N>.VirtualDisplay.IsPreferredResolutionEnabled` is disabled.

Then this property has no effect.



NOTE: The following property, while supported, has been deprecated. HP recommends using the per-session Remote Display Window X and Y positioning properties described in [Window placement and size properties on page 133](#).

```
Rgreceiver.RecentWindowPositions=int vector (10 10)
```

```
Rgreceiver.RecentWindowPositions.IsMutable=bool (1)
```

This property can be used to set the positions of the Remote Display Windows. The position of each Remote Display Window is controlled by an (xpos,ypos) 2-tuple. The following example contains two 2-tuples, one for each of two Remote Display Windows:

```
Rgreceiver.RecentWindowPositions=0 0 1280 0
```

This property will set the coordinates (upper left corner) of the first Remote Display Window to (0, 0) and the second Remote Display Window to (1280, 0). In this example, if each Remote Display Window is 1280x1024, the first window will be positioned on the left of the local computer display, and the second window will be placed immediately adjacent, and to the right, of the first window, making them appear as one large 2560x1024 display.

```
Rgreceiver.ConnectionWarningColor=string (0x80b40000)
```

```
Rgreceiver.ConnectionWarningColor.IsMutable=bool (1)
```

The ConnectionWarningColor property sets the warning color that overlays the Remote Display Window when the RGS Receiver detects a network disruption. The warning color is a four byte number, with each byte providing the following information:

- **alpha byte**—specifies the transparency value of the warning color that overlays the Remote Display Window
- **red byte**—specifies the red component of the warning color
- **green byte**—specifies the green component of the warning color
- **blue byte**—specifies the blue component of the warning color

An alpha value of 0x00 will be totally transparent, meaning that no warning color will be visible to the user. An alpha value of 0xFF will be totally opaque, completely covering the image in the Remote Display Window with the warning color.

The default value of the warning color is 0x80b40000, representing the following:

- The alpha component is 0x80 (128 decimal. This is 50% transparent).
- The red component is 0xb4 (180 decimal). This is about 70% of full red (0xFF).
- The green component is 0x00. There is no green component.
- The blue component is 0x00. There is no blue component.



NOTE: The following property, while supported, has been deprecated. HP recommends that the subsequent properties, Rgreceiver.IsGlobalImageUpdateEnabled and its associated IsMutable property, be used instead.

```
Rgreceiver.IsGlobalImageUpdateMutable=bool (1)
```

If set to 1, the user will be able to modify the **Enable global image updates** checkbox in the Receiver Control Panel. If set to 0, the user will be unable to modify the checkbox. This property can be used to permanently enable or disable global image updates in the Receiver. The default value is 1—global image updates can be configured by the user.

```
Rgreceiver.IsGlobalImageUpdateEnabled=bool (0)
```

```
Rgreceiver.IsGlobalImageUpdateEnabled.IsMutable=bool (1)
```

If set to 1, the Receiver updates the area of the screen with the **extents** of all the areas of the screen that have changed. If set to 0, the Receiver limits updates of the screen to just the areas that have changed, using individual update rectangles.

If image updates in the Remote Display Window show image tearing, setting the value to 1 (enabling global image updates) may reduce the tearing. Tearing usually occurs on large images that are updated quite frequently, such as a 3D object being rotated in a large window. Setting the property value to 0 (disabling global image updates) is usually best for large Remote Display Windows (5120 x 1024 resolution) that display mostly text based applications. The default value is 0—global image updates are disabled.



NOTE: The following property enables RGS performance optimization in high-latency network environments.

```
Rgreceiver.MaxImageUpdateRequests=int (4)
```

```
Rgreceiver.MaxImageUpdateRequests.IsMutable=bool (1)
```

This property controls the maximum number of outstanding image update requests between the RGS Receiver (requestor) and the RGS Sender (responder).

This property enables performance optimization in high-latency network environments. For example, setting this property to 2 will allow the Receiver to issue a second image update request to the Sender prior to receiving the previous image update response. This allows the Sender and Receiver to operate more in parallel—but at the potential expense of increased network bandwidth consumption.

The Receiver can have up to 4 image update requests outstanding at any given time. When image update response #1 is received (meaning that there are now 3 outstanding image update requests), the Receiver can issue image update request #5 (again, up to a maximum of 4 outstanding image update requests at any given time).



NOTE: TCP will temporarily block the Sender from sending further data if the Receiver network buffer becomes full.

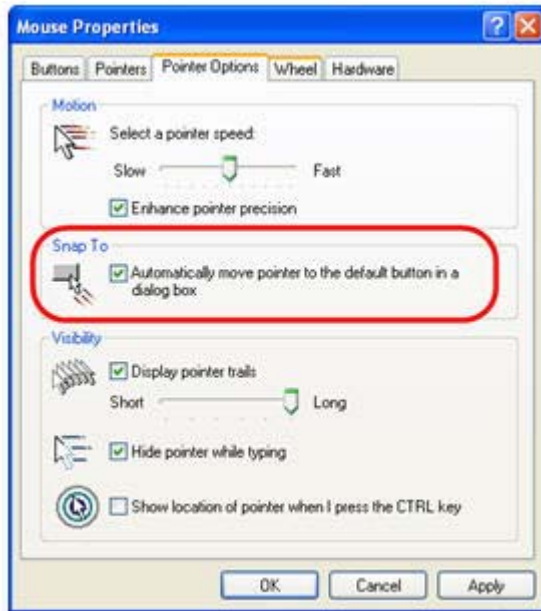
The default property value of 4 was determined empirically as a good compromise for both low and high-latency network environments. Larger numbers of outstanding requests may be beneficial in some cases depending on the number and types of updates occurring. In high-latency network environments, HP recommends that you characterize RGS performance for different values of the **Rgreceiver.MaxImageUpdateRequests** property.

```
Rgreceiver.IsMouseSyncEnabled=bool (1)
```

```
Rgreceiver.IsMouseSyncEnabled.IsMutable=bool (1)
```

This property allows the RGS Receiver to track an instantaneous programmatic move of the mouse on the sender. This type of move is occasionally seen when a window is moved or resized. It is also seen when the Snap To box is checked in the Mouse Properties Pointer Options dialog on the Windows Sender computer (see [Figure 8-4 Pointer Options tab in the Sender Mouse Properties dialog on page 125](#)). Checking of the Snap To box causes the Sender mouse pointer to be automatically moved to the default button in a dialog box.

Figure 8-4 Pointer Options tab in the Sender Mouse Properties dialog



When the `Rgreceiver.IsMouseSyncEnabled` property is set to 1 on the Receiver and when an automatic snap to action occurs on the Sender, the snap to action will be communicated from the Sender to the Receiver; the RGS Receiver will then move the mouse cursor to reflect the cursor position in the Sender dialog box where the snap to action occurred. If this property is set to 0, snap to actions on the Sender will not be reflected on the Receiver.

This feature requires that the Windows or Linux Receiver be version 5.2.5 or later. This feature is supported on the Windows Sender version 5.2.5 or later and on the Linux Sender version 5.4.5 or later.

`Rgreceiver.IsMenubarEnabled=bool (1)`

This property allows the user to disable the Remote Display Window toolbar functionality. When the `Rgreceiver.IsMenubarEnabled` property is set to 1 the user will be able to display the Remote Display Window toolbar by pressing the Hotkey-H. When the `Rgreceiver.IsMenubarEnabled` property is set to 0 the user will be unable to access the Remote Display Window toolbar by pressing Hotkey-H. In other words, when the property is disabled the Hotkey-H command is turned off. See the [Remote Display Window toolbar on page 53](#) section for more details.

`Rgreceiver.IsAutoMenubarEnabled=bool (1)`

This property controls the default behavior of the Auto show toolbar functionality. `Rgreceiver.IsMenubarEnabled` must be set to 1 to allow `Rgreceiver.IsAutoMenubarEnabled` to function. When the `Rgreceiver.IsAutoMenubarEnabled` property is set to 1, the default, the Auto show toolbar feature is on at startup. When the `Rgreceiver.IsAutoMenubarEnabled` property is set to 0, the Auto show toolbar feature is off at startup.

`Rgreceiver.IsAutoMenubarEnabled.IsMutable=bool (1)`

This property controls the user's ability to enable or disable the Auto show toolbar functionality. When the `Rgreceiver.IsAutoMenubarEnabled.IsMutable` property is set to 1, the user can turn Auto show toolbar feature on and off in the Receivers **Advanced > General** tab. When the `Rgreceiver.IsAutoMenubarEnabled.IsMutable` property is set to 0, the user cannot turn Auto show toolbar feature on in the Receivers **Advanced > General** tab.

`Rgreceiver.IsDisconnectWarningEnabled=bool (0)`

This property allows the user to enable a warning dialog when closing the RGS window while RGS is still connected. This warning dialog will warn the user that disconnecting from RGS while they are still logged in will not log the user out of the remote system.

Receiver experience properties

```
Rgreceiver.Experience.IsMutable=bool (1)
```

When set to 1, the default, the user can turn this feature on and off in the Receivers **Advanced > General** tab, **Experience** section. Setting to 0 disables the user's ability to turn the feature on and off.

```
Rgreceiver.Experience.Mode=FixedImageQuality | AdjustImageQuality
```

This property allows the user to set the startup behavior for the interactive experience controls. FixedImageQuality is the default. AdjustImageQuality will cause RGS to use the settings for Minimum image quality and Minimum update rate and adjust the image if needed.

```
Rgreceiver.Experience.MinImageQuality=int (20)
```

Controls the startup value for image quality if AdjustImageQuality is enabled. The minimum image quality specifies the lowest quality level that will be used during the automatic adjustment. The minimum image quality is absolute - the system will not lower quality below the specified value. Values are from 0 to 100 with a default of 20.

```
Rgreceiver.Experience.MinUpdateRate=int (30)
```

Controls the startup value for minimum update rate if AdjustImageQuality is enabled. The minimum update rate controls how aggressively the image quality is reduced. Specifying a minimum update rate of 30 will drive the most aggressive quality reduction. The minimum update rate is a target. The available bandwidth may be too low to maintain the target rate. Values are from 0 to 30 with a default of 30.

Receiver browser properties

```
Rgreceiver.Browser.IsMutable=bool (1)
```

This property only applies to the Linux RGS Receiver. If set to 1, the name of the browser used to display online help can be changed by the user in the Receiver Control panel. If set to 0, the name of the browser cannot be changed by the user.

```
Rgreceiver.Browser.Name=string (mozilla)
```

```
Rgreceiver.Browser.Name.IsMutable=bool (1)
```

This property only applies to the Linux RGS Receiver, and can be used to set the name of the browser to display online help. For example, setting Rgreceiver.Browser.Name=mozilla will start the Mozilla browser when the **Help** button is clicked in the Receiver Control Panel.

For the Windows Receiver, the Help system is based on a CHM file.

Receiver audio properties

```
Rgreceiver.Audio.IsMutable=bool (1)
```

If set to 1, the user will be able to modify all audio controls in the RGS Receiver. If set to 0, none of the audio controls can be modified by the user. The default value is 1—the audio controls can be modified by the user.

```
Rgreceiver.Audio.IsEnabled=bool (1)
```

```
Rgreceiver.Audio.IsEnabled.IsMutable=bool (1)
```


If set to 1, the RGS audio subsystem will be enabled. If set to 0, RGS audio will be disabled and no network bandwidth will be consumed for Remote Audio. The default value is 1—audio is enabled.

```
Rgreceiver.Audio.Quality=int (1)
```

```
Rgreceiver.Audio.Quality.IsMutable=bool (1)
```

The audio quality property can be set to low (0), medium (1), or high (2) quality. This property is used to adjust the sample rate of the streaming audio. Less information is sent over the network if the sample rate is lower—and, therefore, the less network bandwidth that is consumed. The default value is 1—medium audio quality.

```
Rgreceiver.Audio.IsFollowsFocusEnabled=bool (0)
```

```
Rgreceiver.Audio.IsFollowsFocusEnabled.IsMutable=bool (1)
```

If set to 1, enables only the audio stream associated with the Remote Display Window that currently has the keyboard focus. The audio stream from all other active connections is disabled. Setting the property to 0 combines the audio from all active connections into a single stream. The default value is 0—combine audio from all active connections, and play in a single stream.

```
Rgreceiver.Audio.IsInStereo=bool (1)
```

```
Rgreceiver.Audio.IsInStereo.IsMutable=bool (1)
```

If set to 1, stereo is enabled, and both the left and right channels are transmitted. The highest quality audio (2) with stereo enabled is equivalent to CD quality audio but consumes more network bandwidth. The default value is 1—stereo is enabled.

Receiver microphone property

```
Rgreceiver.Mic.IsEnabled=bool (0)
```

```
Rgreceiver.Mic.IsEnabled.IsMutable=bool (1)
```

If set to 1, remote microphone is enabled (on/unmuted). The default value is 0—remote microphone is disabled (off/muted).

Receiver USB properties

```
Rgreceiver.Usb.IsMutable=bool (1)
```

If set to 1, the user can modify all USB controls in the Receiver Control Panel. If set to 0, none of the USB controls can be changed by the user. This property can be used to permanently enable or disable Remote USB before the RGS Receiver is started. The default value is 1—the user can modify all USB controls.

```
Rgreceiver.Usb.IsEnabled=bool (1)
```

```
Rgreceiver.Usb.IsEnabled.IsMutable=bool (1)
```

If set to 1, Remote USB will be enabled. If set to 0, Remote USB will be disabled. The default value is 1—Remote USB is enabled.

```
Rgreceiver.Usb.ActiveSession=int (0)
```

```
Rgreceiver.Usb.ActiveSession.IsMutable=bool (1)
```

When the Receiver is in Directory Mode, the local computer can connect to one or more remote computers. This property specifies the remote computer that the local USB devices are attached to. To have all local USB devices attached to the first remote computer, use value zero. To have all local USB devices attached to the second remote computer, use value one, and so on. The default value is 0—the local USB devices are attached to the first remote computer.

The local USB devices can only be attached to one remote computer at a time. To change which remote computer the local USB devices are attached to, all remote computers must be disconnected. Then enter a new value for this property, and reconnect to all remote computers.

Receiver network properties

`Rgreceiver.Network.Timeout.IsMutable=bool`

If set to 1, the user can modify all network timeout values in the RGS Receiver Control Panel. If set to 0, the user cannot modify the values. This property can be used to permanently set network timeouts before the RGS Receiver is started. The default value is 1—timeout values are changeable by the user.

`Rgreceiver.Network.Timeout.IsGuiEnabled=bool (1)`

This property allows the user to disable a visual notification when the network has timed out. When the `Rgreceiver.Network.Timeout.IsGuiEnabled` property is set to 1 the network timeout is shown. When the `Rgreceiver.Network.Timeout.IsGuiEnabled` property is set to 0 the visual network timeout notification is not shown. See [Receiver network timeouts on page 147](#) for more details.

`Rgreceiver.Network.Timeout.Warning=int (2000)`

`Rgreceiver.Network.Timeout.Warning.IsMutable=int (1)`

The timeout in milliseconds used to detect and notify the user of a network disruption. The default value is 2,000 milliseconds (2 seconds).

`Rgreceiver.Network.Timeout.Error=int (30000)`

`Rgreceiver.Network.Timeout.Error.IsMutable=int (1)`

The timeout in milliseconds used to detect and disconnect an inactive connection. The default value is 30,000 milliseconds (30 seconds).

`Rgreceiver.Network.Timeout.Dialog=int (15000)`

`Rgreceiver.Network.Timeout.Dialog.IsMutable=bool (1)`

This property specifies the timeout in milliseconds used to display, and wait on responses from, input dialogs, such as the authorization dialog and the PAM authentication dialog. The default value is 15,000 milliseconds (15 seconds).

`Rgreceiver.Network.ProxyEnabled=bool (1)`

`Rgreceiver.Network.ProxyPort=int (8080)`

`Rgreceiver.Network.ProxyAddress=string (web-proxy.yourownserver.com)`

These properties allow you to configure proxy settings, which are required to activate advanced features of RGS such as Advanced Video Compression and HP Velocity.

Receiver hotkey properties

`Rgreceiver.Hotkeys.IsMutable=bool (1)`

If set to 1, all Hotkey settings in the Receiver Control Panel can be changed by the user. If set to 0, none of the hotkey settings can be changed by the user. This property can be used to permanently enable or disable hotkey settings before the RGS Receiver is started. The default value is 1—hotkeys can be changed by the user.

`Rgreceiver.Hotkeys.IsSetupModeEnabled=bool (1)`

This property allows the user to completely disable all hotkeys. When the `Rgreceiver.Hotkeys.IsSetupModeEnabled` property is set to 1 the hotkeys will work as normal. When the `Rgreceiver.Hotkeys.IsSetupModeEnabled` property is set to 0 all hotkeys are disabled. In other words pressing the hotkey sequence will not do anything. See [Hotkeys tab on page 62](#) for more details.

Rgreceiver.Hotkeys.SetupModeSequence=string ("Shift Down, Space Down, Space up")

Rgreceiver.Hotkeys.SetupModeSequence.IsMutable=bool (1)

Defines the Setup Mode hotkey sequence. The sequence may only consist of Ctrl, Alt, Shift and Space keys. The sequence must also start with either a Ctrl, Alt or Shift key. The first key must also be held down through the entire hotkey sequence. The default value is "Shift Down, Space Down, Space Up".

Rgreceiver.Hotkeys.IsSendCtrlAltEndAsCtrlAltDeleteEnabled=bool (1)

Rgreceiver.Hotkeys.IsSendCtrlAltEndAsCtrlAltDeleteEnabled.IsMutable=bool (1)

When enabled a Ctrl-Alt-End key sequence in the Remote Display Window is sent to the remote computer as a Ctrl-Alt-Del key sequence. The default value is 1—send a Ctrl-Alt-Del when the user enters Ctrl-Alt-End.

Rgreceiver.Hotkeys.IsSendFirstKeyInSequenceEnabled=bool (0)

Rgreceiver.Hotkeys.IsSendFirstKeyInSequenceEnabled.IsMutable=bool (1)

When enabled, the first key in the hotkey sequence is sent to the remote computer. The default value is 0—do not send the first key in the hotkey sequence.

Rgreceiver.Hotkeys.IsKeyRepeatEnabled=bool (0)

Rgreceiver.Hotkeys.IsKeyRepeatEnabled.IsMutable=bool (1)

The hotkey sequence is very particular (for example, shift down, space down, space up). The Windows operating system injects key repeats as repeating down events, for example, shift down, shift down, ..., shift up. By default, the Receiver ignores these key repeats in the hotkey state machine. The local computer may be set up to process key repeats in the hotkey state machine, which may be necessary for certain types of applications. Note that, if this setting is enabled, the sequence shift down, shift down, space down, space up will not trigger setup mode, so the sequence must be typed faster if this setting is enabled.

Rgreceiver.Hotkeys.IsCtrlAltDeletePassThroughEnabled=bool (0)

Rgreceiver.Hotkeys.IsCtrlAltDeletePassThroughEnabled.IsMutable=bool (1)

When a Windows local computer detects a Ctrl-Alt-Delete key sequence, it does not send the sequence to the remote computer—only the local computer processes the key sequence. Setting this property to 1 will result in both the Remote and local computers processing the key sequence. Note that some third party software tools or OS configurations may be available to disable the Ctrl-Alt-Delete sequence on the local computer.

Rgreceiver.Hotkeys.IsGameModeEnabled=bool (1)

This property allows the user to disable the Game Mode functionality. When the **Rgreceiver.Hotkeys.IsGameModeEnabled** property is set to 1 the Game Mode functionality is available. When the **Rgreceiver.Hotkeys.IsGameModeEnabled** property is set to 0 the Game Mode functionality is disabled. In other words, pressing Hotkey-G has no affect. See [Game Mode on page 86](#) for more details.

Receiver Remote Clipboard properties

Rgreceiver.Clipboard.IsMutable=bool (1)

If set to 1, the Remote Clipboard setting in the Receiver Control Panel can be changed by the user. If set to 0, the user cannot change the Remote Clipboard settings. The default value is 1—the Remote Clipboard setting can be changed by the user.

Rgreceiver.Clipboard.IsEnabled=bool (1)

Rgreceiver.Clipboard.IsEnabled.IsMutable=bool (1)

This is a per-receiver property. If set to 1, the local user can use Remote Clipboard. If set to 0, the local user cannot use Remote Clipboard. The default value is 1—Remote Clipboard is enabled.

`Rgreceiver.Session.<N>.Clipboard.IsEnabled=bool (1)`

This is a per-session property. If set to 1, Remote Clipboard is enabled for the session N Remote Display Window. In order for Remote Clipboard operation to be enabled for session N, the per-receiver property `Rgreceiver.Clipboard.IsEnabled` must also be 1. The default value for both properties (per-receiver and per-session) is 1—Remote Clipboard is enabled.

`Rgreceiver.Clipboard.FilterString=string` (see below for the default value)



NOTE: This property is for advanced users only. The property string should be changed from its default value only if Remote Clipboard doesn't support the clipboard format required by your application. For more information on clipboard formats, see the Microsoft Developer Network article [Clipboard Formats at `http://msdn2.microsoft.com/en-us/library/ms649013.aspx`](http://msdn2.microsoft.com/en-us/library/ms649013.aspx).

This property contains a list of clipboard formats allowed to be transferred using Remote Clipboard. Therefore, this property is a *keep filter*, not a *reject filter*. The string is a regular expression, and is used by both the Remote and local computers. The `rgreiverconfig` file contains the following entry for this property, which indicates the default clipboard formats supported by RGS:

```
# Rgreceiver.Clipboard.FilterString="|1|2|7|8|13|16|17|Ole Private Data|
Object Descriptor |Link Source Descriptor|HTML Format|Rich Text Format|
XML Spreadsheet|"
```

The default clipboard formats are:

- 1 (CF_TEXT)—Text format. Each line ends with a carriage return/linefeed (CR-LF) combination. A null character signals the end of the data. Use this format for ANSI text.
- 2 (CF_BITMAP)—Bitmap format.
- 7 (CF_OEMTEXT)—Text format containing characters in the OEM character set. Each line ends with a carriage return/linefeed (CR-LF) combination. A null character signals the end of the data.
- 8 (CF_DIB)—A memory object containing a BITMAPINFO structure followed by the bitmap bits.
- 13 (CF_UNICODETEXT)—Unicode text format. Each line ends with a carriage return/linefeed (CR-LF) combination. A null character signals the end of the data.
- 16 (CF_LOCALE)—Locale identifier associated with text in the clipboard
- 17 (DIBV5)—Bitmap color space and bitmap data
- Ole Private Data—A private application format understood only by the application offering the format.
- Object Descriptor—OLE2 object descriptor
- Link Source Descriptor—Link to OLE2 object
- HTML Format—Text is in Hypertext Markup Language format
- Rich Text Format—A text format that includes special formatting features, such as bold, italics, and centering.
- XML Spreadsheet—A format created by Microsoft to allow Excel spreadsheets to be saved in XML (Extensible Markup Language) format. This format is supported by other applications as well.

Receiver logging properties

`Rgreceiver.Log.IsMutable=bool (1)`

If set to 1, the logging settings in the Receiver Control Panel can be changed by the user. If set to 0, the user will not be able to change any of the logging settings. This property can be used to permanently enable or disable logging settings before the RGS Receiver is started. The default value is 1—logging settings can be changed.

```
Rgreceiver.Log.IsFileLoggerEnabled=bool (1)
```

```
Rgreceiver.Log.IsFileLoggerEnabled.IsMutable=bool (1)
```

If set to 1, logging output from the RGS Receiver will be sent to a file. The default value is 1 —log to a file.

```
Rgreceiver.Log.Filename=string (rg.log)
```

```
Rgreceiver.Log.Filename.IsMutable=bool (1)
```

This property specifies the path to the log file, and is only used if `RgReceiver.Log.IsFileLoggerEnabled` is set to 1. The default path on Windows is located in the directory where the RGS Receiver is installed, normally `C:/Program Files/Hewlett-Packard/Remote Graphics Receiver/rg.log`. The default path on Linux is `$HOME/.hpremote/rgreceiver/rg.log`.

```
Rgreceiver.Log.Level=string ("INFO")
```

```
Rgreceiver.Log.Level.IsMutable=bool (1)
```

RGS supports five logging levels: DEBUG, INFO, WARN, ERROR, and FATAL. If DEBUG is chosen, all level of output from DEBUG to FATAL will be output to the log file. If WARN level is chosen, all levels from WARN to FATAL will be output. The default value is INFO—all DEBUG output is turned off.

```
Rgreceiver.Log.MaxFileSize=int (1024)
```

```
Rgreceiver.Log.MaxFileSize.IsMutable=bool (1)
```

This sets the maximum size of the log file in kilobytes (Kbytes). The default maximum size is 1,024 Kbytes.

Receiver image codec properties

```
Rgreceiver.ImageCodec.IsMutable=bool (1)
```

If set to 1, the local user can adjust the image quality using the Remote Display Window toolbar. If set to 0, the user cannot change the image quality. This property and the following property can be used to permanently set the image quality before the Receiver is started. The default value is 1—the image quality can be adjusted by user.

```
Rgreceiver.ImageCodec.Quality=int (65)
```

```
Rgreceiver.ImageCodec.Quality.IsMutable=bool (1)
```

This property sets the image quality in the Remote Display Window, and can be set to a value from 0 to 100. A value of 100 is the highest quality image while 0 is the lowest image quality. Under most circumstances, the default value of 65 will be sufficient. Lower values of `Rgreceiver.ImageCodec.Quality` will typically reduce RGS bandwidth requirements on the network. If the Sender property, `Rgsender.ImageCodec.Preferred`, is set to `Rgsender.ImageCodec.Preferred=JPEG-LS`, the `Rgreceiver.ImageCodec.Quality` property is ignored.



NOTE: Even with an image quality of 100, RGS still performs image compression to reduce the network bandwidth requirements. While the image on the Receiver will usually appear visually lossless to the user at an image quality of 100, the actual image data sent over the network from the Sender to the Receiver will be “lossy” to a limited extent. The exception is the Sender codec JPEG-LS which is mathematically lossless. See [Sender general properties on page 137](#) for more information.

```
Rgreceiver.ImageCodec.IsBoostEnabled=bool (1)
```

```
Rgreceiver.ImageCodec.IsBoostEnabled.IsMutable=bool (1)
```

This property requires that both the RGS Sender and Receiver be version 5.2.6 or later. Setting the property to 1 will improve (boost) image quality for certain types of images, namely those images containing significant amounts of text or lines. Because of the high contrast ratio between adjacent pixels, such images often don't compress well. When this property is set to 1, such high contrast cases will be compressed in a manner to better preserve their visual quality, but at the possible expense of higher network bandwidth and/or lower image update rates. The default value is 1—image quality will be improved.

This property affects the setting of the Boost checkbox as described in [Remote Display Window toolbar on page 53](#).

Auto Launch session properties

These properties are per-session (per-connection) properties. If, for example, the user wants to auto connect to various remote computers, these properties can be used to specify the properties of each of the various Remote Display Windows on the local computer. A .rgreceiver file is required for each remote computer. These properties contain the parameter <N> which currently must be set to 0 in the .rgreceiver file. The .rgreceiver file may also contain Window size and placement properties. For example, the name of the Sender system is specified by the property Rgreceiver.Session.0.Hostname. See [Auto Launch on page 86](#) for general details. Only a single instance of the RGS Receiver is currently supported. Any existing connection to a remote computer must be closed prior to Auto Launching another connection. To connect to multiple remote computers simultaneously, see [Using RGS in Directory Mode on page 83](#).



NOTE: These properties are used only on Windows, control automatic connection to the remote computer and do not have default settings.

```
Rgreceiver.Session.<N>.IsConnectOnStartup=bool
```

This property specifies whether the Receiver should automatically try to connect on start-up via an associated file event.

```
Rgreceiver.Session.<N>.Hostname=string
```

The hostname or IP address as a utf8 encoded string, to use if automatically connecting on start-up.

```
Rgreceiver.Session.<N>.Username=string
```

The username as a utf8 encoded string, to use if automatically connecting on start-up.

```
Rgreceiver.Session.<N>.Password=string
```

The password as a utf8 encoded string, to use if automatically connecting on start-up.

```
Rgreceiver.Session.<N>.PasswordFormat=Encrypted | Clear | XOR
```

The format of the password. RGS supports three formats Encrypted, Clear or XOR. Encrypted is only supported on Windows and is the hexadecimal string representation of a password encrypted using the Windows command CryptProtectData. Clear is the password as clear text. XOR is the hexadecimal string representation of a password XORed against the value 129. See [http://msdn.microsoft.com/en-us/library/aa380261\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa380261(VS.85).aspx) for more information on implementing the Windows API function CryptProtectData.

Window placement and size properties

As described previously, these properties are per-session (per-connection) properties. If, for example, the Receiver connects to two remote computers, these properties can be used to specify the properties of each of the two Remote Display Windows on the local computer. These properties contain the parameter <N> which ranges from 0 to N-1 for the creation of N sessions (connections). For example, for the first session, the X position of the Remote Display Window is specified by the property Rgreceiver.Session.0.RemoteDisplayWindow.X.

Note that these properties do not take affect until a connection is actually established to a remote computer.

`Rgreceiver.Session.<N>.RemoteDisplayWindow.X=int (0)`

`Rgreceiver.Session.<N>.RemoteDisplayWindow.X.IsMutable=bool (1)`

This property specifies the X position of the session N Remote Display Window, as measured from the left side of the local computer display.

`Rgreceiver.Session.<N>.RemoteDisplayWindow.Y=int (0)`

`Rgreceiver.Session.<N>.RemoteDisplayWindow.Y.IsMutable=bool (1)`

This property specifies the Y position of the session N Remote Display Window, as measured from the top of the local computer display.

`Rgreceiver.Session.<N>.VirtualDisplay.IsPreferredResolutionEnabled=bool (0)`

`Rgreceiver.Session.<N>.VirtualDisplay.IsPreferredResolutionEnabled.IsMutable=bool (1)`

This property, if set true (1), enables the following preferred resolution property values to be communicated to the remote computer. The default value is 0—do not enable the preferred resolution property to be communicated to the remote computer.

`Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionHeight=int (0)`

`Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionHeight.IsMutable=bool (1)`

See the description of the following property.

`Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionWidth=int (0)`

`Rgreceiver.Session.<N>.VirtualDisplay.PreferredResolutionWidth.IsMutable=bool (1)`

This property and the above property specify the preferred resolution of the Remote Display Window (in pixels). This resolution is communicated to the remote computer Sender, which will attempt to adapt its resolution to match the resolution preference of the local computer. If the remote computer is unable to match the resolution preference of the local computer, a warning dialog is displayed on the local computer



NOTE: The per-session property `Rgreceiver.Session.<N>.VirtualDisplay.IsPreferredResolutionEnabled` takes precedence over the per-Receiver property `Rgreceiver.IsMatchReceiverResolutionEnabled`. This allows individual sessions to override the global property.

RGS Sender properties

RGS supports the following hierarchy of methods to set the Sender properties (with 1 being the highest and 3 being the lowest):

1. Properties set using the Sender command line
2. `rgreiverconfig` file properties
3. Sender default properties

Properties set by methods higher on the list override properties set by methods lower on the list. For example, a Sender command line property can override a property specified in the `rgsenderconfig` file. Similarly, an `rgsenderconfig` file property can override a Sender default property.

The Sender, unlike the Receiver, does not support archive file properties because the Sender does not provide a user interface that allows its properties to be modified.

Sender command line properties

See [Setting properties on the command line on page 114](#).

rgsenderconfig file properties

See [Setting property values in a configuration file on page 114](#).

Sender default properties

The Sender has a set of default properties that are built into the Sender. These are identical to the property values in the Sender configuration file (rgsenderconfig) that is installed with the RGS Sender. However, as noted previously, the properties in both the Receiver and Sender configuration files are initially commented out.

Sender property groups

RGS supports the following groups of Sender properties:

- **General properties group**
 - `Rgsender.IsRdpLogoutDetectionEnabled`
 - `Rgsender.IsCopyRegionEnabled`
 - `Rgsender.IsRegionLimitEnabled`
 - `Rgsender.IsDisconnectOnLogoutEnabled`
 - `Rgsender.MaxImageUpdateRate`
 - `Rgsender.ImageCodec.Preferred`
 - `Rgsender.IsBlankScreenAndBlockInputEnabled`
 - `Rgsender.IsIloRemoteConsoleEnabled`
 - `Rgsender.IsAnonymousConnectionForceEnabled`
 - `Rgsender.PreferredDisplayMethods`
 - `Rgsender.IsCollaborationNotificationEnabled`
 - `Rgsender.IsReconnectOnConsoleDisconnectEnabled`
- **Microphone properties group**
 - `Rgsender.Mic.IsEnabled`
- **Network timeout property group**
 - `Rgsender.Network.Timeout.Error`
 - `Rgsender.Network.Timeout.Dialog`
- **USB access control list properties**

- `Rgsender.Usb.Acl.RulesetPropertyPath`
- `Rgsender.Usb.Acl.SchemaPath`
- `Rgsender.Usb.Acl.RulesetErrorTimeout`
- **Network Interface binding properties**
 - `Rgsender.Network.IsListenOnAllInterfacesEnabled`
 - `Rgsender.Network.Interface.n.IsEnabled`
 - `Rgsender.Network.AllowIpAddressSubnet`
 - `Rgsender.Network.Port`
- **Clipboard property group**
 - `Rgsender.Clipboard.IsEnabled`

Sender general properties

Rgsender.IsRdpLogoutDetectionEnabled=bool (1)

This property only applies to the Windows versions of the RGS Sender.

When a user disconnects from a RDC session, the Windows desktop on the remote computer is immediately available for an RGS connection. However, if the user logs out of the RDC session, the RGS Sender will be unable to access the desktop for about 60 seconds. If this property is set to 1, the desktop will be available to RGS almost immediately. The RGS Sender will monitor the RDC session for a logout, and begin the process of making the desktop available as soon as the logout is detected. If set to 0, the RGS Sender will not monitor the RDC session for a logout. The default is 1—allow quick access to the Windows desktop after Remote Desktop logout.

Rgsender.IsCopyRegionEnabled=bool (1)

If set to 1, RGS Copy Regions are sent from the Sender to the Receiver. If set to 0, RGS Copy Regions are turned off and will be sent to the Receiver as Image Update Regions. This is for advanced use and should not be set. The default value is 1—send RGS Copy Regions.

Rgsender.IsRegionLimitEnabled=bool (0)

This property is used to limit the number of update rectangles in a update region. This is for advanced use and should not be set. The default value is 0—do not limit regions.

Rgsender.IsDisconnectOnLogoutEnabled=bool (1)

If set to 1, the RGS connection will be disconnected when the user logs out. If set to 0, the RGS connection will remain connected to the Sender when the user logs out. The default value is 1—always disconnect when the user logs out.

Rgsender.ImageCodec.Preferred=string (NC HP2 JPEG-LS)

Available CODECs are:

- NC (HP3) The default since release 5.0
- HP2 The default prior to release 5.0
- JPEG-LS Lossless, available since 5.3.2

This property sets the preferred CODEC for encoding and decoding all image data sent from the Sender to the Receiver. Both the Sender and Receiver must support the specified CODEC, otherwise the connection will fall back to the lowest common CODEC. The system will automatically select the best CODEC for normal use. For situations requiring a mathematically lossless CODEC, select JPEG-LS. Note the JPEG-LS codec ignores the `Rgreceiver.ImageCodec.Quality` property.

Rgsender.MaxImageUpdateRate=int (30)

This property limits the number of image updates per second transmitted from the remote computer to the local computer. The value is the maximum number of updates per second. If the image update rate is too high, and using too much network bandwidth, the `MaxImageUpdateRate` can be set to limit the number of image updates per second. The default value is 30. To specify no limit on the number of image updates per second, set the property to 0—this is interpreted to mean that the image update rate should not be limited.

Rgsender.IsBlankScreenAndBlockInputEnabled=bool (1)

If set to 1, this property enables monitor blanking on certain remote computers when a primary user logs in from a local computer. This property also enables blocking of input from a keyboard and mouse that are directly connected to the remote computer. If set to 0, monitor blanking is disabled. The default value is 1—monitor blanking is enabled. For details on monitor blanking, see [Remote computer monitor blanking operation on page 109](#).

`Rgsender.IsILORemoteConsoleEnabled=bool (0)`

This property is supported only on Linux. If set to 0, the iLO (integrated Lights-Out) console is disabled when an RGS connection is made. This prevents the user's desktop session from being visible through the iLO remote console. When set to one, the user's desktop session will be viewable through the iLO remote console. The default is 0—disable viewing of the user's desktop session through iLO.

`Rgsender.IsAnonymousConnectionForceEnabled=bool (0)`

To enable Easy Login functionality, this property value can be changed from 0 to 1.

CAUTION: Enabling the above property on a standalone workstation remote computer may allow a local computer user unauthorized access to the remote computer. If Easy Login is enabled via this property, a local computer user can connect to the logged out or locked desktop of the remote computer without providing a username or password. If a user at the remote computer console logs in or unlocks the desktop, the anonymous local computer user will be promoted to a primary user.

This will result in the remote computer monitor being blanked, and the remote computer input disabled. At this point, the unauthorized local computer user will have full control of the remote computer, possibly requiring the remote computer user to cycle power on the computer to regain control.

`Rgsender.PreferredDisplayMethods=string (GPU ChangeList Comparitron)`

This property controls the order of and use of the three methods the RGS Sender may use to process the video stream prior to sending it to the Receiver. This property should not normally be changed from the default built into the RGS Sender. Enter the methods in priority order of usage. If a method is not currently supported in the system, the next method in the list will be tried. The `rgdiag` tool will report which methods are supported on Windows. (see [Using the RGS Diagnostics Tool on Windows on page 37](#))

- "GPU" uses the Graphics Processing Unit (GPU) hardware to quickly compare one full screen to a previous full screen. A specific graphics card and driver are required. The RGS Sender will test for the availability of the graphics card and driver. This method is supported only on Windows Vista and later.
- "ChangeList" method uses, in Windows, the RGS mirror-driver, and on Linux, the "Remote Graphics" X server extension to detect display changes. Windows Vista and later is forced to Basic mode. Aero mode is not supported.
- "Comparitron" method uses the system's CPU to compare one full screen to a previous full screen. This method is supported only on Windows. Animated cursors are displayed as a static cursor.

`Rgsender.IsCollaborationNotificationEnabled=bool (1)`

This property allows the user to enable or disable display of the collaboration notification dialog (see [Collaboration notification dialog on page 47](#)). If set to 1, the collaboration notification dialog is displayed. If set to 0, the collaboration notification dialog is not displayed. The default value is 1—display the collaboration notification dialog.

CAUTION: Caution is advised in disabling the collaboration notification dialog because neither the Remote User (if present) or the Local Users will be notified who is participating in a collaboration session. Furthermore, if display of the collaboration notification dialog is disabled, the warning dialog in [Figure 7-9 Local computer warning dialog if the remote computer is unable to blank its monitor on page 110](#) (which is displayed when the remote computer is unable to blank its monitor) will also be prevented from being displayed.

`Rgsender.IsReconnectOnConsoleDisconnectEnabled=bool (1)`

This property allows the user to enable or disable session reconnection during session logout. Supported on Windows Vista and later. The default value is 1.

Microphone property group

`Rgsender.Mic.IsEnabled=bool (1)`

This property is only supported on the Windows Sender. If set to 1, remote microphone is enabled (on/unmuted). If set to 0, remote microphone is disabled (off/muted). The default value is 1—remote microphone is enabled (on/unmuted).

Sender network timeout properties

`Rgsender.Network.Timeout.Error=int (30000)`

The timeout in milliseconds used to detect and disconnect an inactive connection. The default value is 30,000 milliseconds (30 seconds). See [Network tab on page 61](#) for more details.

`Rgsender.Network.Timeout.Dialog=int (15000)`

The timeout in milliseconds used to display and wait on responses from input dialogs, such as the authorization dialog and PAM authentication dialog. The default value is 15,000 milliseconds (15 seconds). See [Network tab on page 61](#) for more details.

Sender USB access control list properties

The following properties provide information on the access control list (ACL) file used to control the attachment of USB devices to a remote computer. See [Remote USB Access Control List on page 77](#) for information on the ACL file.

`Rgsender.Usb.Acl.RuleSetPath=string (hprDefaultUsbAcl.xml)`

This property specifies the name of the XML file that implements the Remote USB Access Control List (ACL).

`Rgsender.Usb.Acl.SchemaPath=string (hprUsbAcl.xsd)`

This property specifies the name of the schema file that accompanies the Remote USB XML file.

`Rgsender.Usb.Acl.RuleSetErrorTimeout=int (5000)`

This property is used by the Sender Remote USB code while monitoring the ACL file (`hprDefaultUsbAcl.xml`). If this file disappears or otherwise becomes inaccessible while the Sender is running, this property controls how long the Sender waits for the file to be restored. If the timeout expires, all currently connected USB devices are disconnected. If the file is restored prior to expiration of the timeout period, the USB devices remain connected. The default timeout value is 5,000 milliseconds (5 seconds).

Network Interface binding properties

The following properties permit control of which network interface the RGS Sender binds to. Use of the network interface binding properties is described in [Network Interface reconfiguration using the Sender network interface binding properties on page 30](#).

`Rgsender.Network.IsListenOnAllInterfacesEnabled=bool (1)`

This property can be used to force the Sender to listen for RGS connections on all network interfaces. The default value is 1—force the Sender to listen for RGS connections on all available network interfaces.

`Rgsender.Network.Interface.n.IsEnabled=int (see below for default values)`

This property can be used to specify the network interface that the Sender will listen on. The “n” in the property name specifies the index of the network interface, beginning at 0 for the first network interface, 1 for the second network interface, and so on. If this property value is 1 (enabled), the Sender will listen on the network interface of index “n”. If the property is 0, the Sender will not listen on that network interface.

If `Rgsender.Network.IsListenOnAllInterfacesEnabled=1`, this property is ignored, and the Sender will listen for RGS connections on all network interfaces.

If `Rgsender.Network.IsListenOnAllInterfacesEnabled=0`, the Sender will listen on any network interface “n” where `Rgsender.Network.Interface.n.IsEnabled=1`.

The default values for this property are as follows:

- For `n=0`, the default value is 0—do not listen on this network interface
- For `n>1`, the default value is 0—do not listen on these network interfaces

`Rgsender.Network.AllowIpAddressSubnet`=string (all IP addresses)

This property is used to specify the range of IP addresses that the Sender will listen on for an RGS connection request from the Receiver. A network interface must be enabled, and its IP address must be in the range specified by this property, in order for the Sender to listen on the network interface. The format for this property is:

`xx.xx.xx.xx/yy` – IP address and netmask in CIDR notation

If `Rgsender.Network.IsListenOnAllInterfacesEnabled=1`, this property is ignored, and the Sender will listen for RGS connections on all network interfaces.

If `Rgsender.Network.IsListenOnAllInterfacesEnabled=0`, the Sender will listen on any network interface “n” where `Rgsender.Network.Interface.n.IsEnabled=1`, and the Receiver IP address is in the range specified by this property.

`Rgsender.Network.Port`=int (42966)

This property controls the port used for communications with the RGS Sender. If this property is not specified, the Sender will listen on port 42966, which is the default port used by the Receiver in establishing a connection to the Sender. If this property is used to modify the Sender port number, the user will need to specify the same port number on the Receiver to establish a connection with the Sender, as described in [Using RGS in Normal Mode on page 41](#).

Sender clipboard property

`Rgsender.Clipboard.IsEnabled`=bool (1)

If set to 1, Remote Clipboard is enabled—specifically, the copy and cut functionality in the Remote Display Window is enabled. If set to 0, the copy and cut functionality is disabled. The default value is 1 —Remote Clipboard is enabled.

`Rgsender.Clipboard.IsAlwaysAuthorized`=bool (1)


If set to 1, Remote Clipboard works on a limited permissions receiver window for collaboration mode.


A Supported hardware and software

RGS support matrix

Table A-1 RGS support matrix

	Windows XP Professional	Windows 7 Professional, Enterprise	Windows 8 Pro, Enterprise	RHEL 5.9, 6.6	SLED 11.2
RGS Receiver (Desktops/ notebooks)	✓	✓	32-bit, 64-bit Desktop mode only	✓	
RGS Sender (Personal workstations)	✓	✓	64-bit	✓	✓
RGS Receiver (HP thin clients)	Windows Embedded Standard			Embedded Linux	
HP t820	WES 7, WES 8				
HP t620	WES 7, WES 8			HP ThinPro 4.4	
HP t610	WES 2009, WES 7, WES 8			HP ThinPro 4.3, 4.4	
HP gt7725				HP ThinPro 3.3	
HP mt40, mt41	WES 7				
RGS Sender (ISS)	Windows XP 32-bit, 64-bit Citrix XenServer v6	Windows 7 64-bit Bare Metal & Citrix XenServer v6	RHEL 5.9, 6.6 32-bit, 64-bit Bare Metal & Citrix XenServer v6	SLED 11.2 32-bit, 64-bit Bare Metal & Citrix XenServer v6	
SL390 (Gen7)		✓	✓	✓	
SL250 (Gen8)		✓	✓	✓	
WS460c (Gen6)		✓			
WS460c (Gen8)	✓	✓	✓	✓	

 **NOTE:** Both the remote and local computers require 1.5 GHz or greater processor with SSE2 multimedia instruction extension, 32-bit color display adapter, and 512 MB minimum RAM. Senders support NVIDIA Quadro and AMD FirePro graphics only. Supported Linux distributions may require specific versions of the kernel, xorg.config, and/or xserver.

 **NOTE:** Remote USB is not supported if the remote computer is running Linux.

Advanced Video Compression requirements

Table A-2 Advanced Video Compression requirements

RGS Sender	RGS Receiver
<p>CPU encoding—4 cores or more running at 2 GHz (minimum); 8 cores or more running at 2 GHz (recommended)</p> <p>NOTE: If using GPU encoding, the CPU only needs to meet the requirements listed in RGS support matrix on page 141.</p>	<p>CPU decoding—2 cores or more running at 2 GHz</p>
<p>GPU encoding—NVIDIA Quadro 2000 or better graphics card with driver version 305.29 or greater</p> <p>NOTE: If the GPU requirements are not met, RGS will revert to CPU encoding.</p> <p>NOTE: If you are running the Sender on RHEL, RGS will revert to CPU encoding.</p>	
<p>IMPORTANT: Internet access on the Receiver side is required for a one-time Advanced Features activation. If a proxy is required, the system must be set up with manual proxy configuration. Activation will not work with PAC or WAPD (automatic configuration script and automatic proxy detection).</p>	

Remote Audio device support on Linux

An audio device is required to be installed in Linux-based remote computers in order for application-generated audio to be sent to the local computer. Furthermore, the audio device installed in the remote computer must have the ability to record from a control that is the mix of all audio signals. On a Windows computer, by way of comparison, this control is often called “Stereo Mix”. Linux, however, does not follow a standard naming convention for this control—hence, the need to evaluate individual audio devices to determine their suitability for use on Linux.


RGS will attempt to capture application generated audio from the Sender and playback the result on the Receiver. Not all audio device drivers provide the capability to capture application generated audio.


The following list of audio devices are known to work on Redhat EL4 and Redhat EL5:

- SoundBlaster Audigy 4—SB0660
- SoundBlaster Audigy 4—SB0610
- SoundBlaster Audigy 2ZS—SB0350
- SoundBlaster—SB0160
- SoundBlaster Live!—CT4780
- SoundBlaster Live!—CT4760

HP personal workstations have a high definition audio device on the motherboard. This device is known to use a driver on Redhat EL4 and Redhat EL5 that does not allow RGS to capture application generated audio.

The Linux virtual audio driver can be used on systems without audio hardware. In some cases, it may be desirable to disable the physical audio device and install the virtual audio driver. See [Sender audio on Linux on page 39](#) for information on how to install the virtual audio driver.

 **IMPORTANT:** The Linux virtual audio driver is the “only” supported audio device for RHEL V6. Hardware audio devices are not supported.

 **NOTE:** The Linux virtual audio driver is not supported in a virtual machine. Timing information from the kernel in a virtual machine may not be precise enough to ensure consistent audio quality.

Keyboard locale support

The following keyboard localizations are supported when connected to a Linux Sender:

1. French
2. German
3. Japanese
4. Norwegian
5. Swedish
6. United Kingdom
7. U.S. English

The following keyboard localizations are supported when connected to a Windows Sender:

1. Belgian French
2. Canadian French
3. Chinese (Simplified) – US Keyboard
4. Chinese (Traditional) – US Keyboard
5. Czech
6. Czech (QWERTY)
7. Danish
8. Dutch
9. Finnish
10. French
11. German
12. Italian
13. Japanese
14. Korean
15. Latin American
16. Norwegian
17. Portuguese
18. Portuguese (Brazilian ABNT)
19. Russian
20. Spanish
21. Swedish
22. Swiss French
23. Swiss German
24. Turkish Q

- 25. United Kingdom
- 26. United Kingdom Extended
- 27. United States-International
- 28. US

Application support

RGS supports all applications, except those applications that use full screen exclusive mode. RGS may not be suitable for most full screen games. If a full-screen MS-DOS command prompt window is created on the Sender (using, for example, `command.com`), the window will be reset to its default size by RGS. Likewise, if a full-screen Windows XP command prompt window is created (using `cmd.exe` or the command prompt icon), the window will also be reset to its default size by RGS. Full-screen DirectDraw applications are not supported (however, DirectDraw applications in a Window may work, and should be qualified individually).

On remote computers running Linux, OpenGL-based applications can only be remoted if the remote computer is using NVIDIA graphics.

The Sender and Receiver executables are signed for compatibility with strict anti-virus programs.

Video overlay surfaces

When the Windows Sender is installed on a computer, video overlay surfaces (also known as overlay planes) are disabled on the computer. Some media players that use video overlay surfaces will not display correctly. This can often be resolved by disabling the use of video overlay surfaces in the media player.

Most OpenGL applications will detect the disabling of overlay surfaces, and will work correctly. However, if your OpenGL application attempts to use the disabled overlay surfaces, it may display incorrectly. If this is the case, check to see if your OpenGL application provides a mechanism for the user to manually disable the use of overlay surfaces.

B Troubleshooting RGS

This appendix provides suggestions on troubleshooting potential issues with RGS and also lists the RGS error messages and their possible causes.

Potential issues and suggestions

Table B-1 Potential RGS issues and troubleshooting suggestions

Issue	Suggestion
Cannot connect to the RGS Sender	Verify that the pre-connection checklist is satisfied as described in Pre-connection checklist on page 25 .
A connection is established but it appears to time out.	See the section Troubleshooting network timeouts on page 147 .
Graphics performance appears slow	See Optimizing RGS performance on page 104 .
Remote Audio doesn't work	<ul style="list-style-type: none">• If using a Linux Receiver, verify that audio has been installed correctly as described in RGS Receiver audio requirements on Linux on page 21.• See the troubleshooting suggestions in Troubleshooting Remote Audio on page 152.
Remote USB doesn't work	<ul style="list-style-type: none">• Verify that USB has been correctly configured during Receiver installation on Windows as described in Installing the RGS Receiver on Windows on page 14.• See the troubleshooting suggestions in Troubleshooting Remote USB on page 154
I want to restore the Receiver properties to factory defaults.	Uninstall and reinstall the RGS Receiver.
Java applications not working as expected	Use GDI with Java by disabling the use of DirectDraw. See Performance tuning for Windows on page 106 for details.

Troubleshooting network timeouts

RGS uses TCP/IP over a standard computer network to transmit data. Although TCP/IP is a reliable transport mechanism, it does not guarantee network packet delivery. The TCP/IP network stack performs well on a relatively stable network. However, network issues beyond RGS can affect the probability and timing of network packet delivery. Possible network issues include:

- Network over-subscription, resulting in congestion and packet loss
- CPU utilization by other processes and tasks, starving the TCP/IP network stack
- Incorrectly configured or malfunctioning network switches, routers, and network interfaces
- A disconnected network cable

To deal with such network issues, the Receiver and Sender support network timeout mechanisms to provide notification to the user of network issues.

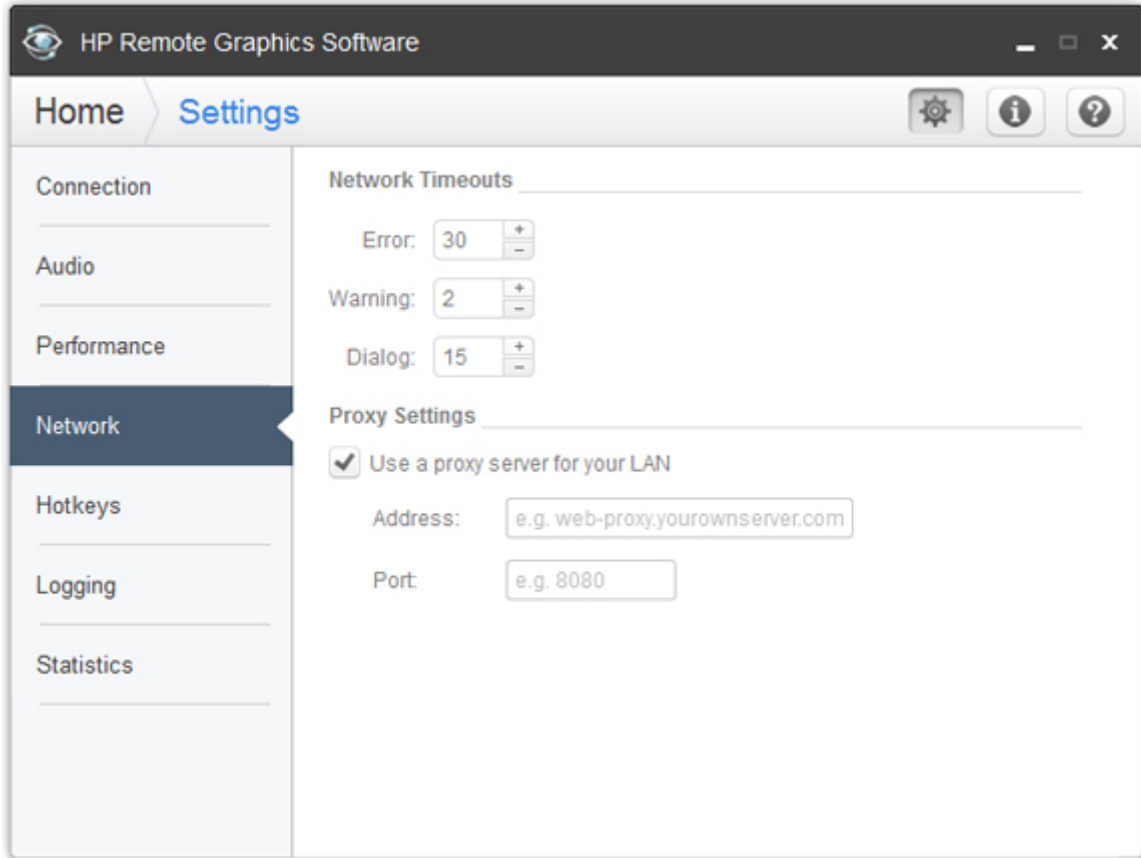
Receiver network timeouts

RGS provides two user-settable Receiver timeout properties to allow you to optimize RGS for your particular network conditions (such as low-bandwidth or high-latency conditions). These properties allow you to specify timeout values that, if exceeded, will cause the RGS Receiver to take specific actions, such as displaying a warning dialog or closing the RGS connection. The two Receiver timeout properties are:


- **Receiver warning timeout property**—If this value is exceeded, the Receiver displays a network connection warning.
- **Receiver error timeout property**—If this value is exceeded, the Receiver closes the connection.

The Receiver error and warning timeout properties can be set in the Receiver Control Panel (see [Figure B-1 Receiver Control Panel on page 148](#)) and are specified in seconds. The Receiver timeout properties can also be set in the `rgreceiverconfig` file or on a command line—in both of these cases, the timeout properties are specified in milliseconds. [Figure B-1 Receiver Control Panel on page 148](#) shows the default Receiver timeout periods and the corresponding timeout properties.

Figure B-1 Receiver Control Panel



If a temporary network disruption occurs for less time than the Receiver warning timeout property, the Receiver will not display a warning, and the user will experience only a brief drop in Remote Display Window interactivity. This means, for example, that a user moving or scrolling a window might see a momentary decrease in interactivity. If the user is not interacting with the Remote Display Window during a temporary network disruption, the network disruption may not even be noticeable (unless dynamic content such as video fails to update at an appropriate rate).

 **NOTE:** In many cases, the TCP/IP network stack is able to detect and resolve network errors, such as a transmitted packet not being acknowledged. However, if a more serious problem occurs, such as a network cable being unplugged from the local computer, the TCP/IP stack will notify the RGS Receiver of a network exception. In this case, the RGS connection will be closed immediately, independent of whether a network timeout property has been exceeded.

After the Receiver warning timeout property has been exceeded (two seconds, in this case), the Receiver Remote Display Window will dim and display a warning message to the user. The dimmed window and warning message notify the user of the potentially stale contents in the Remote Display Window. During this time, the Remote Display Window will appear unresponsive to the user. If connectivity returns, the Remote Display Window will return to its normal appearance and interactivity.

If the connection loss extends beyond the Receiver error timeout property (30 seconds, in this case), the Remote Display Window and the Receiver connection will be closed, and the "Connection Lost!" error dialog will be displayed.

The recommended Receiver timeout strategy is to set a short warning timeout property and a longer error timeout property. With these settings, the user is notified of potential network disruptions relatively quickly while allowing sufficient time for the network to possibly recover. For networks with potential disruptions

greater than two seconds, a higher Receiver warning timeout property may be appropriate to lessen distraction of the user.

Experience has demonstrated that 30 seconds is a reasonable Receiver error timeout property, although some users adjust this property lower to force connections to close sooner. Higher settings, such as 60 seconds, are often impractical because they force the user to wait an inordinate amount of time before RGS closes the connection.

Sender network timeout

The RGS Sender supports the Sender error timeout property, `Rgsender.Network.Timeout.Error`. This property can be set only by using the `rgsenderconfig` file or on a command line—the Sender doesn't have a dialog to set this property. The Sender error timeout property is independent of the Receiver timeout properties. The Sender begins by using the maximum of the `Rgsender.Network.Timeout.Error` property and the `Rgsender.Network.Timeout.Dialog` property.

When the Receiver negotiates its connection to the Sender, it notifies the Sender of its error timeout property. For sync pulse timeout purposes, the Sender adopts the minimum of:

```
Rgreceiver.Network.Timeout.Error
```

and the maximum of

```
{ Rgsender.Network.Timeout.Error AND Rgsender.Network.Timeout.Dialog }
```

For example, if the Sender error timeout property is 30 seconds and the Receiver error timeout property is 20 seconds, the Sender will use 20 seconds for its sync pulse timeout because 20 seconds is the minimum of both. If the user adjusts the Receiver error timeout property to 60 seconds, the Sender will use a value of 30 seconds for sync pulse timeout because, again, 30 seconds is the minimum of both error timeouts.

If a Sender sync pulse timeout occurs, the Sender will terminate its connection to the Receiver. Unlike the Receiver, which displays warning and error messages, the Sender does not display a message prior to terminating the connection. The user must initiate a reconnection from the Receiver to the Sender to restore connectivity.

A relatively small Sender error timeout property is recommended. If the Receiver and Sender connectivity is impacted by a network disruption, the Sender could take as long as its error timeout property to determine the connectivity loss, and fully terminate the connection. During the time from the actual network disruption until the Sender error timeout expires, the Sender will not send image updates to other Receivers (if the Server is serving multiple Receiver connections). This will impact the interactivity of other users for no apparent reason. After the Sender error timeout expires, the Sender will terminate the faulty connection, and continue updating the other Receivers.

Network timeout issues

Listed below are several timeout-related issues and their potential causes.

- **Remote Display Window repeatedly dims, and displays a connection warning message**—This is likely caused by frequent network disruptions between the Receiver and Sender. The dimming of the display serves as a notification to the user that the Remote Display Window may contain stale information. If frequent notifications are annoying, and the network issues do not improve, see the section [Network tab on page 61](#) and adjust the Receiver's warning timeout value found on the Receiver Control Panel or the property `Rgreceiver.Network.Timeout.Warning`.
- **The Remote Display Window dims, the Receiver disconnects, and displays a "Connection closed" error dialog, but the user can often immediately connect again**—Most likely the network connectivity between the Receiver and Sender was temporarily lost. Other possible problems include:

- The Sender unexpectedly terminated.
- The remote computer experienced a failure
- The remote computer CPU utilization prevented the Sender from making progress,
- The length of this connectivity loss exceeds the Receiver's error timeout value, controlled by the Receiver's `Rgreceiver.Network.Timeout.Error` property so the Receiver disconnected.

If this condition persists, it is possible that network disruptions are exceeding the Receiver error timeout value. If this is a network issue and is not resolvable, consider adjusting the error timeout of the Receiver to reduce Receiver disconnection. Additionally, the Sender timeout might need to be increased too. Please refer to [Network tab on page 61](#) for further details.

- **When connecting to a Linux remote computer, the PAM authentication dialog displayed by the Receiver does not appear long enough to enter the user's credentials such as username and password**—This is likely caused by the Receiver dialog timeout value being too small. See the section [Receiver network properties on page 129](#) for further details on setting timeouts. The user should first check the Receiver Control Panel to determine the Network dialog timeout setting and adjust as appropriate.
- **When connecting to the remote computer, the authorization dialog is not displayed long enough for the user to respond to it**—This is likely caused by too small of a Sender's dialog timeout value. Please refer to [Sender network timeout properties on page 139](#) for further details on the property `Rgsender.Network.Timeout.Dialog`. The default value for this property is 15 seconds.
- **When connecting to a Linux remote computer, the PAM authentication often fails**—There are several reasons why this might occur:
 - PAM may be configured incorrectly
 - The user could be entering incorrect credentials
 - The timeouts are too short.

See [Installing the RGS Sender on Linux on page 21](#) to determine if PAM is correctly configured. See [Network tab on page 61](#) for further details on setting timeouts. The user could try increasing the Receiver's network dialog timeout as well as the Sender's error and dialog timeouts to see if this helps. If this does not help and the user is convinced that the timeouts are not being exceeded, then it is likely a PAM authentication configuration problem.

- **The Remote Display Window is not updating and appears to be hung**—This is most likely caused by a network disruption. You can adjust the warning timeout to get notification when this occurs. You can also adjust the error timeout to disconnect and dismiss the Remote Display Window sooner. The default warning timeout is two seconds. The default error timeout is 30 seconds. See [Network tab on page 61](#) for further details on setting the Receiver timeouts.
- **Increasing the Receiver error dialog timeout doesn't appear to have an effect and the Receiver still disconnects**—This is likely caused by either:
 - A network failure resulting in detecting lost connectivity by the Receiver (resulting in a disconnected connection)
 - The Sender timeouts are shorter than the Receiver's timeouts, and the Sender disconnects the Receiver.

It is not always the case that network error timeouts are honored. A network error timeout only establishes an upper bound on the duration of retries before returning with an error. If the computer determines that network connectivity is lost and an error returns by the network stack to the Receiver, then the connection will disconnect sooner than the error timeout setting. If the Sender's timeout values are shorter than the Advanced capabilities Receiver's, the Sender may close the connection

sooner than the Receiver, disconnecting the Receiver. If the issue continues, consider increasing the Sender's error timeout value. See [Network tab on page 61](#) for further details on setting timeouts.

Troubleshooting Remote Audio

Several potential audio issues are described below along with their potential causes.

- No mixer control available on Windows XP — If a mixer control such as “Wave Out Mix”, “Stereo Mix”, “What U Hear”, or an equivalent control is not available, Remote Audio will not work. Either disable the audio device and reinstall the RGS Sender to get the virtual audio driver, update the audio driver, or use a different audio device.
- No audio on Windows Receiver—Verify that your local computer audio device is working. The volume control slider on the Receiver should play the default beep when released. Ensure that the Speaker Button on the Receiver Control Panel is not in the mute position. Refer to [Configuring audio on the Windows XP Sender on page 166](#) for information on selecting the mixer as the input line. Refer to [Calibrating audio on the Windows XP Sender on page 169](#) for information on how to ensure the volume levels are not too low. Make sure that mute is not enabled on the Wave line of the Sender or Receiver Volume Control.
- No audio on Windows 7 after connecting or disconnecting an audio device—Reconfiguring an audio device while an application is using that device can cause the application to stop working. If an audio device is reconfigured, the Sender may stop transmitting audio. Disconnecting the Receiver and reconnecting will cause the Sender to use the new audio configuration.

Some audio device drivers have the ability to detect when a speaker jack is in use. Plugging in headphones to these devices may cause the device to reconfigure. This can result in temporary loss of Remote Audio. Reconnecting the Receiver may be necessary to restore audio.

If all of the audio devices on a system are configured as not plugged in, the audio device cannot be opened. Some programs, such as Windows Media Player, will display an error indicating that an audio device is not available. Something will need to be plugged into one of the unplugged devices to allow audio to work on these devices.

- Audio not continuous—Low bandwidth connections can cause discontinuities in the audio stream. Reducing the quality and turning off stereo may improve the audio quality. Some high priority CPU intensive tasks may disrupt the audio stream. The Windows Task Manager may help you identify such a task. Another possible problem may be a bad network setup.
- PC speaker sounds not working—The Sender captures all audio information sent through the mixer. This includes most audio alerts, MIDI, Direct Sound and Direct Music. Sounds generated by the PC speaker are not captured by the Sender and will not be transmitted.
- Audible pops and glitches in sound—This is most likely because the network bandwidth or system resources are starving the audio streaming from continuous play.
 - Try a lower audio quality setting to reduce network bandwidth usage.
 - Be sure your system is not doing something so computationally intensive that it is starving RGS from keeping up with graphics and audio processing.
- Enabling audio causes continuous network traffic—When the Sender detects an audio signal, that signal is sent to the Receiver. If the audio device on the Sender is silent, there should not be any network traffic due to audio. If the audio device is generating a large amount of noise, that noise may be interpreted as an audio signal, and be sent to the Receiver. This may occur when something is connected to the “Line In” port of the audio device. Reducing volume levels or disconnecting any external devices may help reduce the interference.

- ToggleKeys sound not working—The Accessibility control in Windows will play a sound when some control keys are pressed. This sound is not heard on the Receiver because it is played through the PC Speaker. See the section “PC speaker sounds not working” above.
- No audio with multiple audio devices—The Sender will open up the device that is registered as the default audio device. The Sender is a service that is running in a different context. If you have multiple audio devices, it may choose a different device than you have selected as the default. Disable the extra audio device to ensure the Sender uses the correct device. See [Configuring audio on the Windows XP Sender on page 166](#) to set up the audio device after disabling the extra audio device.

Troubleshooting Remote Clipboard

Both the RGS Receiver and the RGS Sender have the ability to log various types of information to log files during their operation. If the logging level is set to DEBUG on the Receiver and Sender, Remote Clipboard information will be stored in the Receiver and Sender log files. These log files can then be used to detect and resolve Remote Clipboard problems.

Remote Clipboard entries in the log files have the text below preceding the Remote Clipboard information. In particular, the string “(format filter)” identifies each log file entry that contains Remote Clipboard information. In this section, the text preceding the Remote Clipboard information will not be shown.

11-08-08 00:26:14 DEBUG - (format filter) ...Remote Clipboard information...

To demonstrate use of the RGS logs to view Remote Clipboard information on the Receiver and Sender computers, an example is presented in which a copy and paste is performed from a Sender computer to a Receiver computer. The steps in this example are:

1. Set the `Rgreceiver.Clipboard.FilterString="|1|2|13|Object Descriptor|HTML Format|"`
2. Establish an RGS connection from the Receiver to the Sender.
3. Open Notepad on the Receiver computer.
4. Open Notepad on the Sender computer (via the Remote Display Window) and enter some text.
5. Highlight the text in the Sender Notepad window, and then select **Copy**.
6. Paste the text into the Notepad window on the Receiver computer.

To set the `Rgreceiver.Clipboard.FilterString` as shown above, the `rgreceiverconfig` configuration file is modified to specify the property:

```
Rgreceiver.Clipboard.FilterString="|1|2|13|Object Descriptor|HTML Format|"
```

The RGS Receiver is stopped and then restarted to ensure this property is used. When an RGS connection is established, the RGS Receiver sends this filter string to the RGS Sender. From the RGS Receiver’s perspective, it’s setting a “remote filter” (on the Sender). From the Sender’s perspective, it’s setting its local filter string when it receives the filter string from the Receiver.



NOTE: If the clipboard on either the local or remote computer already contains content at the time the RGS connection is established, a sending formats entry will appear in the log file of that computer preceding the setting filter log entry. The sending formats log entry is due to the clipboard contents being sent to the remote computer when the RGS connection is first established.

Troubleshooting Remote USB

If you have problems connecting a remote USB device from a local computer to a remote computer, the following checklist may help identify the problem.

Computers supporting Remote USB

Ensure that both the remote computer and the local computer support Remote USB.

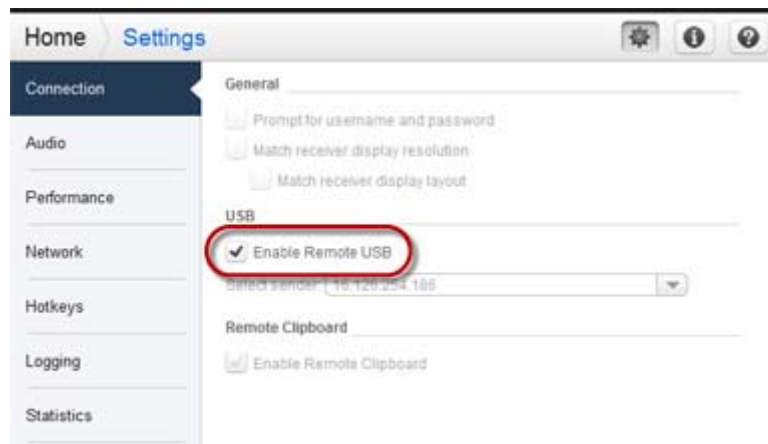
Supported USB devices

Verify that the USB device you're using is supported. HP has tested a number of USB devices to verify they work correctly when attached to a remote computer from a local computer.

Enable Remote USB

Verify that Remote USB is enabled under the USB option tab of the Receiver Control Panel (see [Figure B-2](#) [Checkbox to enable Remote USB on page 154](#)).

Figure B-2 Checkbox to enable Remote USB



Check USB cable connections

Verify that the USB device is physically connected to the local computer. Check to see that it has power and is turned on. Some devices may require that the user initiate an action before it connects.

To further verify your connections, recognized devices on the Receiver system appear in the Proc file system under the `/proc/devices/usb_remote` directory. At least two files appear in this directory for a single connected device:

- `/proc/devices/usb_remote/devices` — File contains a list of recognized devices by the Receiver system.
- `/proc/devices/usb_remote/#` — If only one USB device is recognized, the "devices" file will have a single entry, 192. The file descriptor named 192 is the Remote USB device. Dumping this file with 'cat 192', for example, displays specific data about device 192. This should reflect the connected USB device. If multiple devices are connected, then each will have a file descriptor numbered consecutively starting at 192.

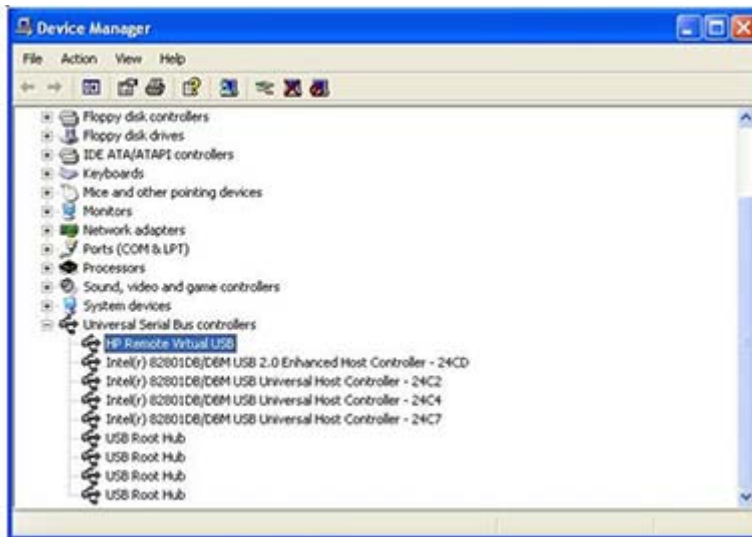
Reset the USB device

If the USB device has a reset button, press the button.

HP Remote Virtual USB Driver

Verify that the HP Remote Virtual USB driver is installed and active on the remote computer. Open the Windows Device Manager, and verify that HP Remote Virtual USB is listed under Universal Serial Bus Controllers (see [Figure B-3 HP Remote Virtual USB driver on page 155](#)).

Figure B-3 HP Remote Virtual USB driver



If the HP Remote Virtual USB driver is not reported, reinstall the RGS Sender software. During installation, verify that the Remote USB box is checked in the Configuration window.

USB device drivers and program support

Verify that the device drivers and programs required by the device are installed and available on the Sender system. Many USB devices require manufacturer-supplied software to work on a system. This software must often be installed before the USB device is connected to the system.

RGS error messages

This section lists the error messages reported by the RGS Receiver and describes possible reasons for them.

Table B-2 RGS Receiver error messages

Error	Description
Connection lost!	<p>The RGS Sender has closed the connection. Possible reasons include:</p> <ul style="list-style-type: none">• The Sender may have explicitly disconnected your connection. For example a user may have selected disconnect all connections from the Sender icon or Sender GUI or the user may have logged off.• Another user has connected to the Sender using the same username and password.• If you connected to a desktop that was not logged in and another user logged in your connection will be disconnected.• If you were connected to a logged in desktop and the logged in user disconnects your connection will be disconnected too.• The network may have been disconnected, closed, or temporarily disrupted.• The Sender service/daemon may have been stopped, re-started, or killed.• The Sender system may have been stopped/shutdown, or re-started.• If connecting to a Linux computer, the X Server may have been stopped or re-started.• The Sender or X Server may have experienced a failure.
Unable to connect to Sender!	<p>If this error is reported, see Pre-connection checklist on page 25 for a list of possible causes.</p>
Authentication failed!	<p>The RGS Sender has refused to allow a connection. Possible reasons include the following:</p> <ul style="list-style-type: none">• The authentication credentials that you entered, such as domain name, user name and password, are not valid or recognized by the Sender system.• The Sender's authentication is not configured appropriately. Please consult the User's manual and README.txt for the latest directions and issues with respect to configuring authentication.
Directory not found or not accessible!	<p>The directory file is not available. Possible reasons include:</p> <ul style="list-style-type: none">• The directory file name or location has been mistyped.• The file has been moved or is no longer available.• The network is down or experiencing a disruption.• The user does not have read permission on the file.
User not found in directory!	<p>The username of the current user of the HP Remote Graphics Software Receiver is not found in the directory file. Possible reasons include:</p>

Table B-2 RGS Receiver error messages (continued)

	<ul style="list-style-type: none">• The username entered in the directory file does not exactly match the real username.• The domainName entered in the directory file is incorrect. See Directory file format on page 83 for information about choosing the correct domainName.• The username of the current user is not entered in the directory. If the directory file is on a shared drive with restrictive permissions, consult an IT specialist to add the proper entry.
Authorization failed!	The connection was authenticated, but another user is already logged into the desktop of the Sender system. When a connection is attempted to another user's desktop, a dialog is displayed on the Sender desktop asking the logged in user to allow the connection. A user is not allowed to connect to another user's desktop unless they are explicitly allowed/authorized. Either the connection was not granted access, or the dialog timed-out and the connection was implicitly denied.
Error: No license found for the Sender you are trying to connect to!	A license was not found for the RGS Sender.
Error: License Expired for the Sender you are trying to connect to!	The license has expired for the RGS Sender.
Error: License Invalid for the Sender you are trying to connect to!	The license is invalid for the RGS Sender.
Setup Mode hotkey sequence too short.	The key sequence specified by the user is too short.
Setup Mode hotkey sequence too long.	The key sequence specified by the user is too long.
Setup Mode hotkey sequence may only consist of Ctrl, Alt, Shift and Space.	The key sequence specified by the user contains invalid keys.
A space may only be entered after Ctrl, Alt or Shift is pressed.	The Setup Mode hotkey sequence cannot start with a space.
Setup Mode hotkey sequence is invalid. The sequence has been reset to the default.	The Setup Mode hotkey sequence specified using a property either on the command-line or in the property configuration file is invalid, and has been reset to the default.
Setup Mode hotkey sequence is invalid. The sequence has been disabled.	The Setup Mode hotkey sequence specified using a property either on the command-line or in the property configuration file is invalid, and the property Rgreceiver.Hotkeys.IsMutable is disabled. Therefore, hotkeys have been disabled.
Unable to connect to Sender: The Receiver was unable to resolve the specified hostname or IP Address. Verify that you entered the value correctly.	This is usually indicative of a DNS error.
Unable to connect to Sender: The Receiver resolved the specified hostname or IP address, but cannot connect to the Sender. Verify that the system is accessible on your network and that the Remote Graphics Sender service has been started and is listening on a public IP address and is not blocked by a firewall.	The Receiver was able to look up and resolve the specified hostname or IP address. However, the Receiver was unable to establish a connection to the Sender. There are several possibilities such as the Sender is not installed, the Sender is not running, the Sender is listening on the wrong network interface, or a firewall is blocking the Sender.

C Technical support

Obtaining HP technical support

If you encounter an issue that requires technical support, please do the following prior to contacting HP for assistance:

- Be in front of the local computer or remote computer, whichever one is appropriate.
- Note the operating system.
- Note any applicable error messages.
- Note the applications you were using when you had the issue.
- Be prepared to spend the time necessary to troubleshoot the problem with the service technician.

For a listing of all worldwide technical support phone numbers, visit <http://www.hp.com/support>.



NOTE: If your phone call is answered by a voice recognition system, and if you're asked to provide the name of the product, please say "Remote Graphics Software", not "RGS".

Other RGS documents

Other RGS documents such as the HP Remote Graphics Software Licensing Guide can be found at: <http://www.hp.com/support/rgs>

D RGS on Windows XP

This appendix discusses several topics that apply to Windows XP only.

- [Easy Login and Single Sign-on](#)
- [RGS Admin Tool on Windows XP](#)
- [Audio on the Windows XP Sender](#)

Easy Login and Single Sign-on

Setting the local security policy in Windows XP

The local security policy "*Interactive logon: Do not require CTRL-ALT-DEL*" must be disabled to support Easy Login or Single Sign-on. This can be set in the Windows "Local Security Settings" under "Security Options." The RGS Diagnostics Tool programmatically detects if this local security policy is set correctly. See [Using the RGS Diagnostics Tool on Windows on page 37](#) for information on this tool.



NOTE: Creating the GinaDLL registry key disables the Windows "Fast User Switching" and "Welcome Screen" features.

Manually enabling Easy Login in Windows XP

Although the manual method is not the preferred method to enable Easy Login, it is provided so that administrators will know exactly what parts of the operating system are being modified. To manually enable WinLogon to load the hprgina.dll module, perform the following steps:

1. Install the Sender on the HP workstation. If the RGS Sender is not installed or installs with errors, do not perform the remaining steps. Doing so will put the computer in a state that requires a complete re-installation of the operating system.
2. After the RGS Sender is installed, confirm that hprgina.dll exists in the C:\WINDOWS\system32 directory. The Sender installer copies hprgina.dll directly into the system32 directory.

CAUTION: If the hprgina.dll does not exist in C:\WINDOWS\system32, do not perform the remaining steps. Doing so will put the system in a state that requires a complete re-installation of the operating system.

3. Add the GinaDLL registry key if it does not already exist. This can be done through the use of regedit, the Windows Registry Editor. Create the key as type REG_SZ (a string type). The full path of the key is:

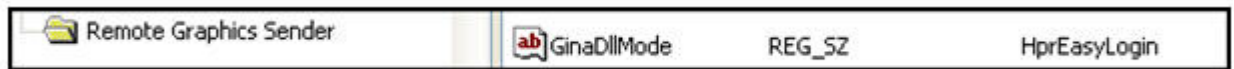
```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion  
\Winlogon\GinaDLL
```

4. Set the value of the GinaDLL key to the text "hprgina.dll" as shown in [Figure D-2 Addition of the GinaDLL key to the registry on page 162](#). Confirm the spelling before closing.
5. Add the GinaDllMode registry key if does not already exist. This can be done through the use of regedit as well. Create the key as type REG_SZ (a string type). The full path of the key is:

```
HKEY_LOCAL_MACHINE\Software\Hewlett-Packard\Remote Graphics Sender  
\GinaDllMode
```

6. To actually enable Easy Login, set the value of the GinaDllMode key to the text "HprEasyLogin". Confirm the spelling before closing. [Figure D-1 Addition of the GinaDllMode key to the registry on page 160](#) shows the registry key contents:

Figure D-1 Addition of the GinaDllMode key to the registry



7. Restart the computer. The hprgina.dll module will be loaded by WinLogon when started.

Summary—If the GinaDLL key does not currently exist in the registry, the Microsoft default GINA DLL (msgina.dll) is loaded by WinLogon. Adding the GinaDLL registry key, and setting its value to hprgina.dll, informs WinLogon to load the hprgina.dll instead of the default msgina.dll.

The hprgina module is a chaining GINA DLL. When the RGS hprgina.dll is loaded by WinLogon, the hprgina module loads the msgina.dll shared library. The hprgina module chains (forwards) all GINA requests to the msgina.dll module.

Chaining custom GINA modules for Easy Login in Windows XP

If it is determined in step 3 above that the GinaDLL registry key does exist and the value of the key is not msgina.dll, then a custom GINA module is currently loaded and being used by WinLogon. Custom GINA modules provide custom authentication dialogs or even custom user authentication methods. If it is determined that functionality of both the RGS Easy Login and a custom GINA module is required, the hprgina.dll needs further configuration. The hprgina.dll module needs to be set up to load the custom GINA module rather than the default msgina.dll as described above. There are three ways to enable the hprgina.dll module to load a custom GINA module:

Install time specification of the custom GINA module

A custom GINA module can be chained by the hprgina.dll at install time. This is the preferred method. The installer will bring up a GUI that allows the Easy Login GINA module (hprgina.dll) to be enabled, as well as provides a text box to enter the name of the custom GINA module. The name of the custom module is all that is needed, provided it is installed in the C:\WINDOWS\system32 directory. If the custom module is installed elsewhere, the full file path needs to be entered.

Using the RGS Admin Tool to specify a custom GINA module

The RGS Admin Tool can be used to chain a custom GINA module. When **Enable Easy Login** is selected, the associated text entry box **Chained GINA DLL** is not grayed out. Enter the name of the custom GINA module in the text box, and click **Apply**. Using the RGS Admin Tool to specify a custom GINA module is preferred over the manual method, described next.

Manually enabling hprgina.dll to load a custom GINA module

To manually enable the hprgina.dll module to load a custom GINA module, create a new registry key, ChainedGinaDLL, with the value of the key containing the name of the chained custom GINA module. Perform steps 1–6 shown above (the restart will be done below) plus the following three steps to chain custom modules:

1. Create the ChainedGinaDLL registry key. Create the key as type REG_SZ (a string type). The full path of the key is:

```
HKEY_LOCAL_MACHINE\Software\Hewlett-Packard\Remote Graphics Sender
\ChainedGinaDLL
```

2. Set the value of the new ChainedGinaDLL key to the name of the custom GINA module. For example, if the name of the custom GINA module is foogina.dll, then the value of the key should be foogina.dll. The value should match the string originally discovered in the registry key GinaDLL. Confirm the spelling before closing.
3. Restart the computer.

When the RGS hprgina.dll is loaded by WinLogon, hprgina.dll will load the chained GINA module foogina.dll. The hprgina module then chains all GINA requests to the foogina.dll module.

If the custom foogina.dll is also a chaining GINA module, foogina.dll, in turn, chains itself to the msgina.dll module. Three GINA DLLs will be loaded as part of the WinLogon.exe process: (1) hprgina.dll, (2) foogina.dll, and (3) msgina.dll.

Manually disabling Easy Login on Windows XP

To disable Easy Login without using the RGS Admin Tool, delete or rename the value of the GinaDLL registry key. If there is no other custom GINA module on the system, simply removing the GinaDLL key definition from the registry entry below disables Easy Login.

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Winlogon
\GinaDll
```

CAUTION: If the value of the GinaDLL key contains the name of a custom GINA DLL, and the file does not exist in C:\WINDOWS\system32, the system will not start correctly upon the next reboot. The system will then require a complete re-installation of the operating system.

The GinaDLL key is removed using regedit, the Windows Registry Editor. Be sure to actually remove the key by selecting the GinaDLL key in regedit, and select the Delete entry in the Edit menu. Once the key is deleted, it no longer shows up as a key in the WinLogon subkey. When the system reboots, the default GINA module, msgina.dll, will be loaded by the WinLogon.exe process.

If there is a custom GINA DLL module on the system and it replaces the default msgina.dll, change the value of the GinaDLL value from hprgina.dll to the name of the custom GINA module. To change the value of the GinaDLL key, select the GinaDLL key in regedit, and then select the Modify entry in the Edit menu. A dialog box appears allowing the value of the key to be changed. Type the name of the custom GINA module in the "Value data:" area. Confirm that the custom GINA module entered actually exists on the system in C:\WINDOWS\system32. When the system reboots the custom GINA module is loaded by the WinLogon.exe process.

Manually enabling Single Sign-on in Windows XP

Although the manual method is not the preferred method to enable Single Sign-on, it is provided so that administrators will know exactly what parts of the operating system are being modified. To manually enable Single Sign-on, perform the following steps:

1. Install the Sender on the HP workstation. If the RGS Sender is not installed or installs with errors, *DO NOT* perform the remaining steps. Doing so will put the computer in a state that requires a complete re-installation of the operating system.
2. After the RGS Sender is installed, confirm that hprgina.dll exists in the C:\WINDOWS\system32 directory. The Sender installer copies hprgina.dll directly into the system32 directory.

CAUTION: If the hprgina.dll does not exist in C:\WINDOWS\system32, do not perform the remaining steps. Doing so will put the system in a state that requires a complete re-installation of the operating system.

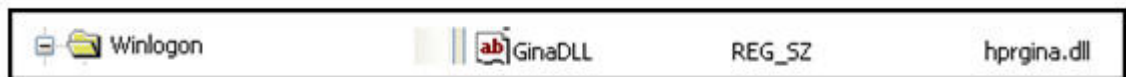
3. Add the GinaDLL registry key if it does not already exist. If the GinaDLL key does not exist, the Microsoft default GINA DLL (msgina.dll) is loaded by WinLogon. Adding the GinaDLL registry key, and setting its value to hprgina.dll informs WinLogon to load hprgina.dll instead of the default msgina.dll.

Adding the GinaDLL registry key is done using regedit, the Windows Registry Editor. Create the key as type REG_SZ (a string type). The full path of the key is:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion
\Winlogon\GinaDll
```

4. Set the value of the GinaDLL key to the text "hprgina.dll". Confirm the spelling before closing. [Figure D-2 Addition of the GinaDLL key to the registry on page 162](#) shows the registry key contents.

Figure D-2 Addition of the GinaDLL key to the registry



5. Add the GinaDllMode registry key if does not already exist. This can be done through the use of regedit as well. Create the key as type RGS_SZ (a string type). The full path of the key is:

```
HKEY_LOCAL_MACHINE\Software\Hewlett-Packard\Remote Graphics Sender
\GinaDllMode
```

6. To actually enable Single Sign-on, set the value of the GinaDllMode key to the text "HprSso". Confirm the spelling before closing. [Figure D-3 Addition of the GinaDllMode key to the registry on page 162](#) shows the registry key contents.

Figure D-3 Addition of the GinaDllMode key to the registry



7. Restart the computer. The hprgina.dll module will be loaded by WinLogon when started.

Summary—If the GinaDLL key does not currently exist in the registry, the Microsoft default GINA DLL (msgina.dll) is loaded by WinLogon. Adding the GinaDLL registry key, and setting its value to hprgina.dll, informs WinLogon to load hprgina.dll instead of the default msgina.dll.

Manually disabling Single Sign-on in Windows XP

To disable Single Sign-on without using the RGS Admin Tool, delete or rename the value of the GinaDLL registry key. If there is no other custom GINA module on the computer, simply removing the GinaDLL key definition from the registry entry below disables Single Sign-on.

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Winlogon
\GinaDll
```

⚠ CAUTION: If the value of the GinaDLL key contains the name of a custom GINA DLL, and the file does not exist in C:\WINDOWS\system32, the computer will not start correctly after the next reboot. The computer will then require a complete re-installation of the operating system.

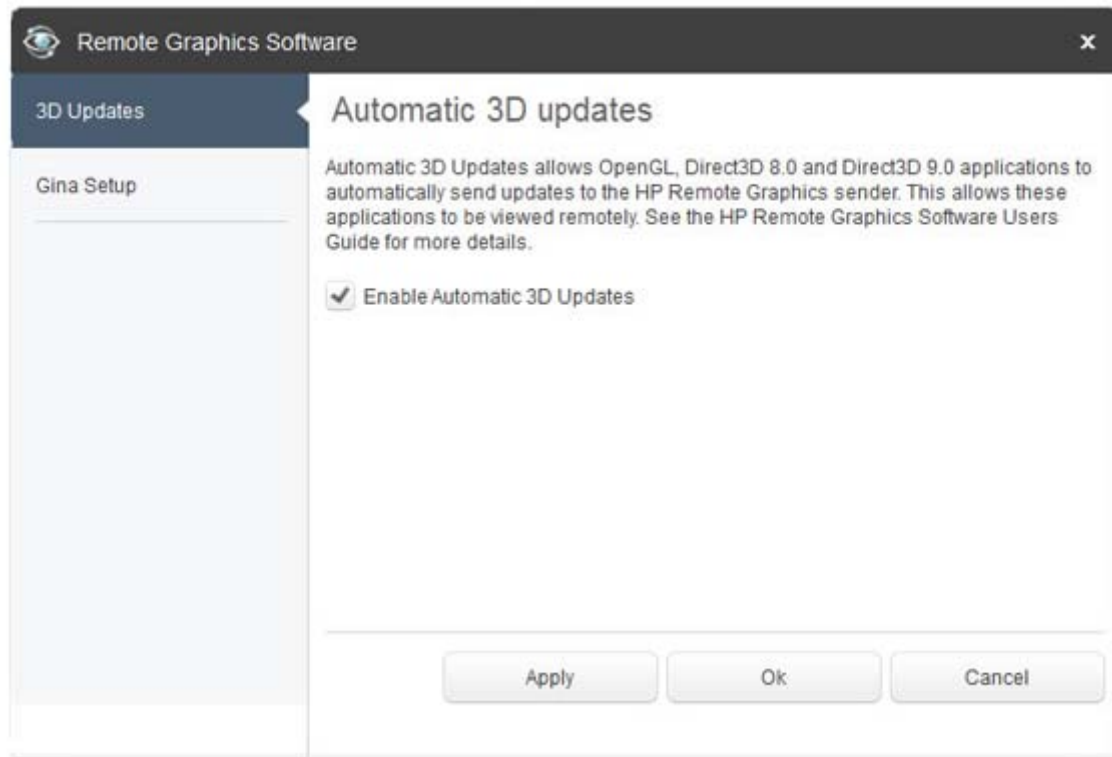
GinaDLL key is removed using regedit, the Windows Registry Editor. Be sure to actually remove the key by selecting the GinaDLL key in regedit, and select the Delete entry in the Edit menu. Once the key is deleted, it will no longer show up as a key in the WinLogon subkey. When the system reboots, the default GINA module, msgina.dll, will be loaded by the WinLogon.exe process.


If there is a custom GINA DLL module on the system, and if it replaces the default msgina.dll, change the value of the GinaDLL value from hprgina.dll to the name of the custom GINA module. To change the value of the GinaDLL key, select the GinaDLL key in regedit, and then select the Modify entry in the Edit menu. A dialog box appears allowing the value of the key to be changed. Type the name of the custom GINA module in the "Value data:" area. Confirm that the custom GINA module entered actually exists in C:\WINDOWS\system32. When the computer restarts, the custom GINA module will be loaded by the WinLogon.exe process.

RGS Admin Tool on Windows XP

When run on Windows XP, the RGS Admin Tool displays two tabs. The **3D Updates** tab (see [Figure D-4 3D Updates tab on page 164](#)) can be used to enable automatic 3D updates from the application to the Sender. These updates inform the Sender what screen rectangles have been changed by the 3D application.

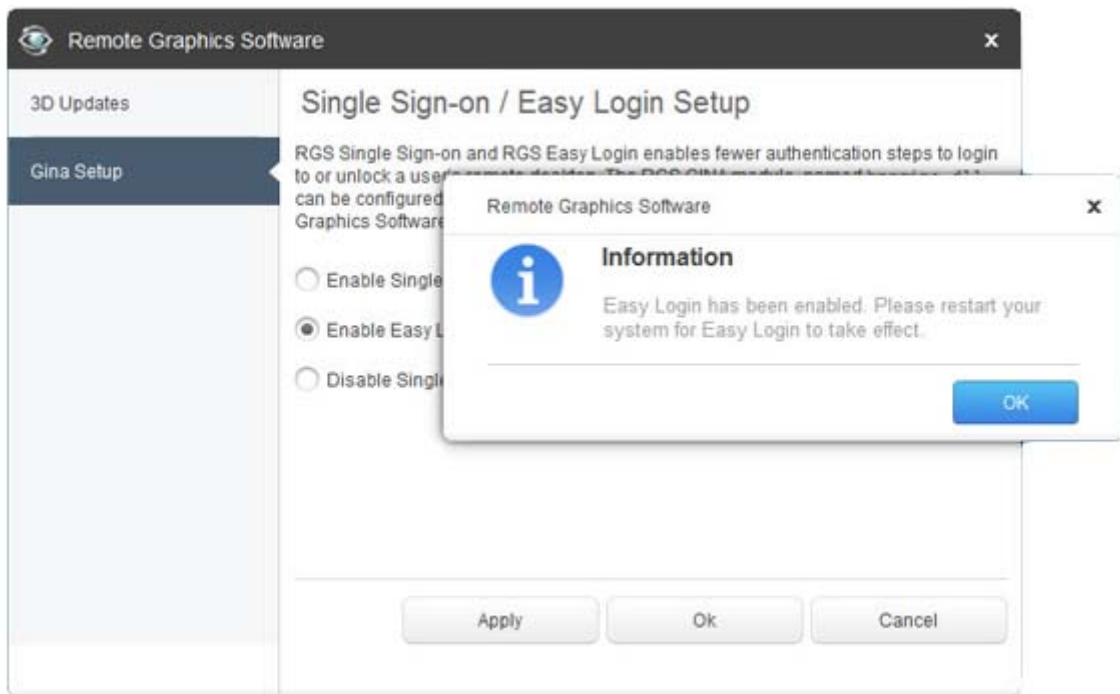
Figure D-4 3D Updates tab



 **NOTE:** RGS versions prior to RGS 4.0 required the manual placement of the RGS OpenGL32.dll library into the application directory for each application. For RGS 4.0 and later, this library may cause applications to fail on startup. Because automatic updates of OpenGL applications are now supported, the OpenGL32.dll library is no longer required, and should be removed from any application directories where it resides.


When the RGS Admin Tool is started, it reports the current status of Single Sign-on and Easy Login. To change the status, check the desired radio button. After clicking **Apply**, you'll be requested to restart your computer if the computer is running Windows XP—this is required in order for the new setting to take affect.

Figure D-5 Dialog to enable or disable Single Sign-on and Easy Login (Windows XP)



Audio on the Windows XP Sender

Configuring audio on the Windows XP Sender

 **NOTE:** It is critical that a mixer control such as “Wave Out Mix”, “Stereo Mix”, or some variation on “Mixer” is available. The Creative Audigy driver calls this the “What U Hear” control. See [Figure D-9 Recording Control dialog on page 168](#) for a mixer example. If a mixer control is not available, see [Troubleshooting Remote Audio on page 152](#) for troubleshooting suggestions.

To configure audio on the Windows XP Sender, open the Sound and Audio Devices Properties dialog in the Windows Control Panel, and select the Audio tab (see [Figure D-6 Sound and Audio Devices Properties dialog on page 166](#)).

Figure D-6 Sound and Audio Devices Properties dialog




To set the correct **Sound playback** device:

- If the remote computer has an audio device, set that audio device as the **Sound playback** default device.
- If the remote computer does not have an audio device, set **HP Remote Audio** as the **Sound playback** default device.

To set the correct **Sound recording** device:

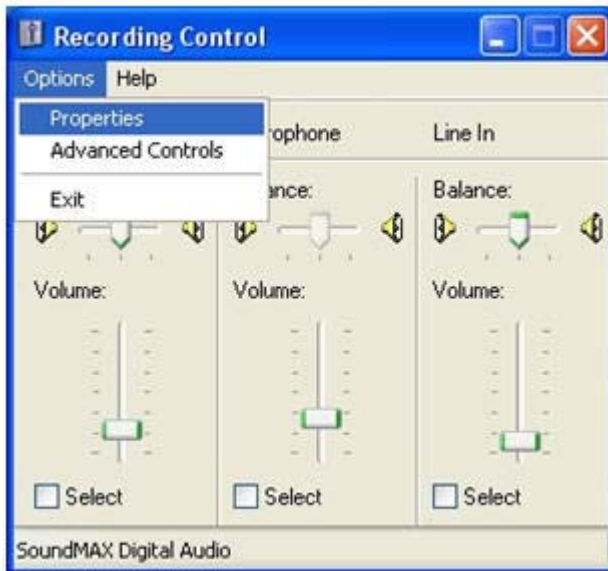
- ▲ Set **HP Remote Microphone** as the **Sound recording** default device.

 **NOTE:** Remote Microphone can be enabled/disabled using the Rgsender.Mic.IsEnabled property, as described in the section [Microphone property group on page 139](#).

The HP Remote Audio device has only the mixer available in the recording control panel and the volume level for this line cannot be adjusted. If an audio device is detected during installation, an attempt is made to select the mixer as the recorder input. Due to wide variations in naming and volume levels, it is likely that the mixer line will need to be selected by hand.

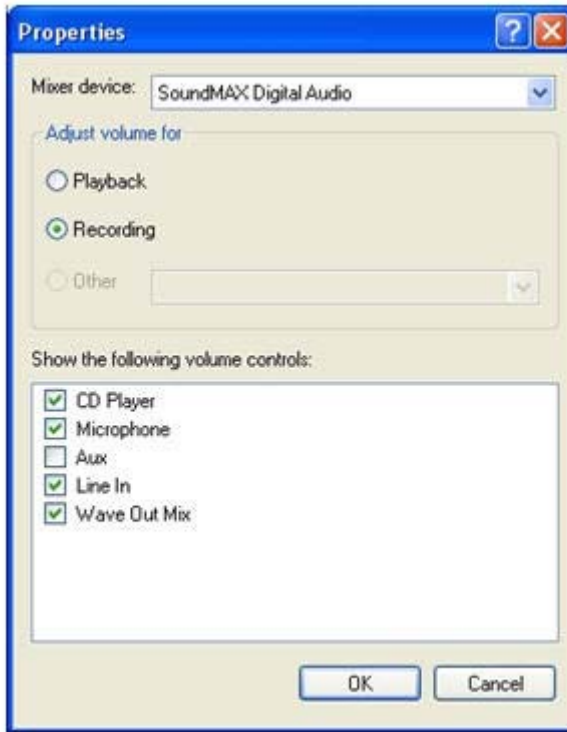
To select the mixer as the input line, click the **Volume** button in the Sound recording section of [Figure D-6 Sound and Audio Devices Properties dialog on page 166](#). This brings up the Recording Control window (see [Figure D-7 Select Recording Control Properties on page 167](#)). Many audio device drivers do not show all available inputs by default. The mixer line is often one of the control lines that is not visible by default. To make it visible, click the **Options** item in the menu, and then click **Properties** as shown.

Figure D-7 Select Recording Control Properties



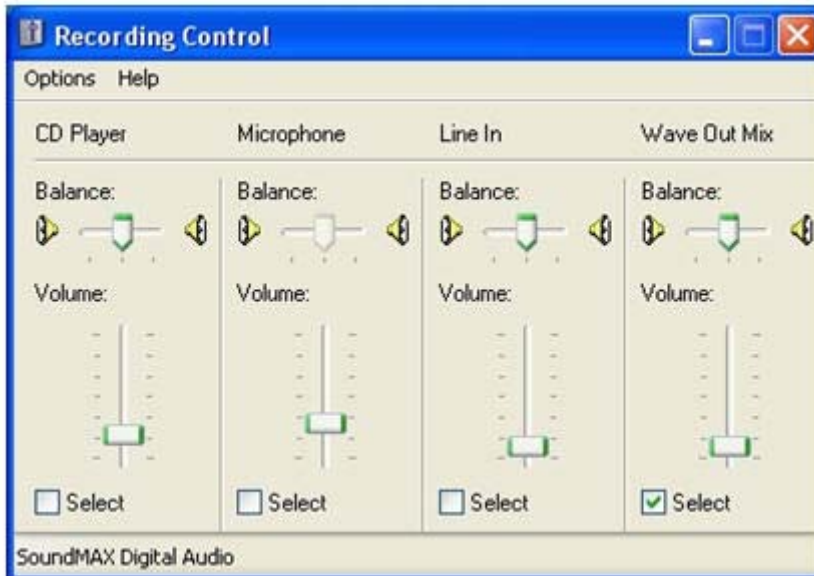
This brings up another window showing all available volume controls. The control associated with the mixer is often called “Wave Out Mix”, “Stereo Mix”, or some variation on “Mixer”. The Creative Audigy driver calls this the “What U Hear” control. Make sure this control is enabled in a similar manner to [Figure D-8 Recording Control Properties dialog on page 168](#).

Figure D-8 Recording Control Properties dialog



Press the **OK** button and the Recording Control window should now have the mixer line as one of the controls (see [Figure D-9 Recording Control dialog on page 168](#)). Make sure this item is selected, and the volume level is not at the lowest setting.

Figure D-9 Recording Control dialog



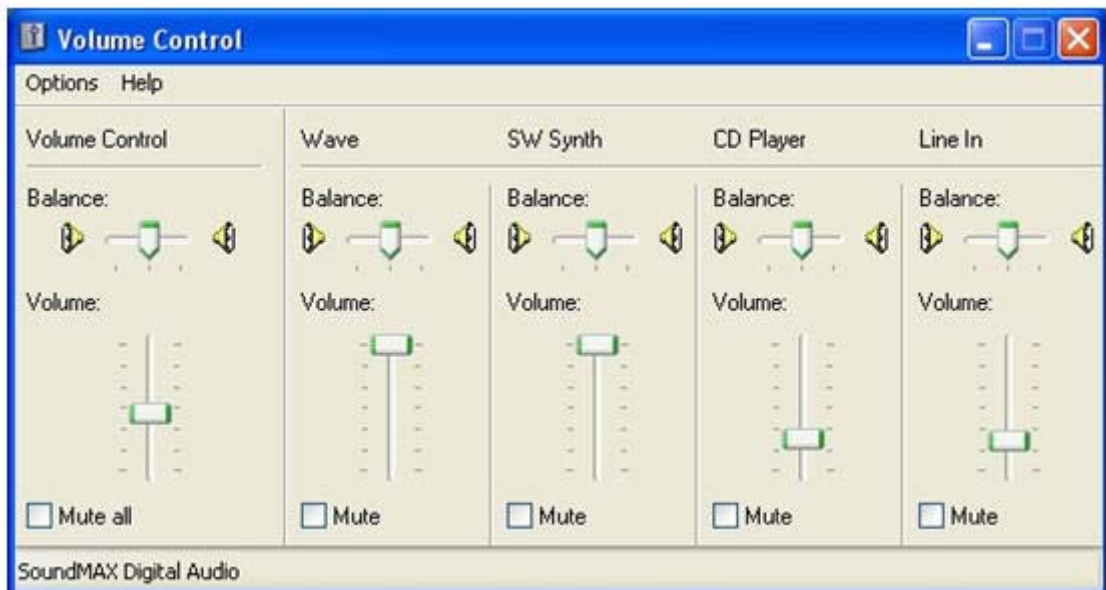
After selecting the mixer, the Sender should record audio information and send it to the Receiver. See the following section to improve the audio quality. If you are not receiving an audio signal, refer to [Troubleshooting Remote Audio on page 152](#).

Calibrating audio on the Windows XP Sender

The audio signal captured by the Sender is modified by two different device driver volume controls, and then the master volume level is artificially inserted into the signal. If these volume controls are too low, you might not hear the audio signal. If they are too high, the signal might be distorted. This section describes a technique to hand tune the volume controls to reduce the amount of distortion. These operations should be performed while connected to the Sender through the Receiver.

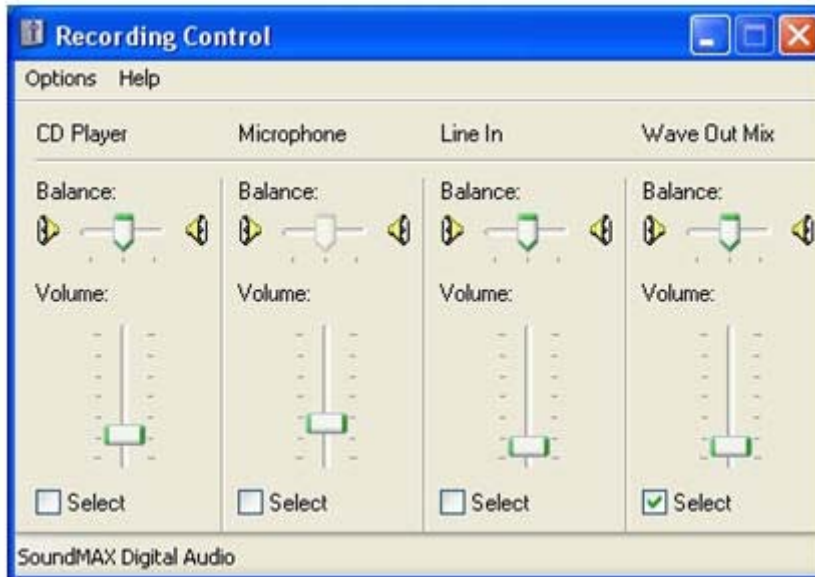
The Wave line of the volume control is the first volume control to affect the audio signal outside of the application that generates the signal. Setting this value to the maximum level gives you the most resolution in your audio signal. [Figure D-10 Volume Control dialog on page 169](#) shows the Wave volume control at its maximum level.

Figure D-10 Volume Control dialog



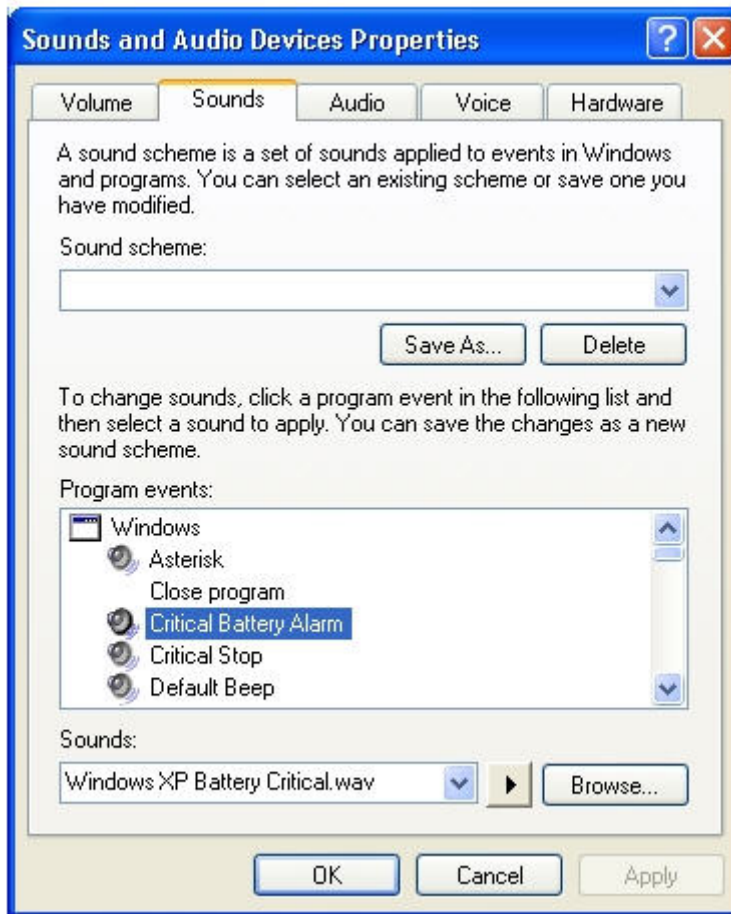
The next volume control to adjust is the mixer line in the Recording Control window. The name of this line varies with different audio devices. See [Configuring audio on the Windows XP Sender on page 166](#) for information on how to determine the name of this control. For our example, the control is called Wave Out Mix. Adjust this volume control while playing a sound. At higher levels, the audio signal gets clamped and the signal becomes distorted. Decrease the level until the sound becomes clear. On some devices, the mixer volume control does not go to zero. In this case, the Wave line of the Volume Control will need to be reduced. [Figure D-11 Recording Control dialog on page 170](#) demonstrates the Wave Out Mix level needed to eliminate distortion.

Figure D-11 Recording Control dialog



The best sound to play to calibrate your audio device is a low frequency sound with high amplitude. By default, Windows has a program event that meets these requirements. To play this sound, open up the Sound and Audio Devices window, and click the **Sounds** tab as shown in [Figure D-12 Sound and Audio Devices Properties dialog on page 171](#).

Figure D-12 Sound and Audio Devices Properties dialog



Select the Critical Battery Alarm program event, and press the play button (the triangle located next to the Browse button). The wav file associated with this event is recorded near maximum intensity. If you can play this sound without distortion, most sounds should play without distortion. Some media applications modify their audio signal prior to sending it to the audio device. The Windows Media Player may appear to distort some audio files. This is due to signal modification by some type of enhancement, such as an equalizer.

Index

A

- Admin Tool, Windows XP 164
- administrator alerts 96
- advanced capabilities 67
- Advanced Video Compression
 - description 7, 104
 - enabling 59
 - requirements 142
- agent design guidelines 96
- agent design issues 95
- application support 145
- Audio
 - Receiver requirements on Linux 21
- audio
 - calibrating, Windows XP Sender 169
 - configuring, Windows XP Sender 166
 - disabling on Sender 71
 - Linux Sender 39
 - Receiver properties 126
 - remote 68
 - Remote, troubleshooting 152
 - Windows XP Sender 166
- Audio tab 58
- authenticator properties 114
- Auto Launch 86
- auto-remoting 74
- automatic installation
 - Receiver on Windows 15
 - Sender on Windows 18

C

- checklist
 - local computer (Receiver) 25
 - pre-connection 25
 - remote computer (Sender) 25
- collaborating 45
- collaboration notification dialog 47
- collaboration session 45
- collaboration, effect of low bandwidth and/or high latency networks 48
- configuration, typical 6

- connection
 - many-to-one 10
 - one-to-many 11
 - one-to-one 10
 - topologies 10
- connection and user status 91
- Connection tab 56
- connection, creating 2

D

- desktop session logout 95
- Diagnostics Tool on Windows, Sender 37
- Directory Mode 83
- disconnects and reconnects, anticipating 96

E

- Easy Login 13
 - manually disabling on Linux 24
 - manually disabling, Windows XP 161
 - manually enabling, Windows XP 159
 - Windows XP 159
- error messages 156
- event logging, Sender on Windows 87

F

- features, RGS 7
- firewall, using RGS 31

G

- Game Mode 86
- getting started in Windows 1
- graphics performance, troubleshooting 106
- GUI, Sender on Windows 35

H

- hardware, supported 141
- hotkey sequence
 - changing, Setup Mode 64
- Hotkeys tab 62

HP PA

- setting Sender process priority using 36

HP Velocity

- description 7, 104
- installation on Receiver 15
- installation on Sender 18

HPRemote

- log 87
- usages of log 89

I

- image quality 53
- installation log file
 - Receiver 17
 - Sender 20
- installation, RGS 1
- installing
 - Linux 20
 - Receiver on Linux 20
 - Sender on Linux 21
- installing Receiver
 - automatically on Windows 15
 - manually on Windows 14
 - Windows 14
- installing RGS 14
 - Windows 14
- installing Sender
 - manually on Windows 17
 - Windows 17
- Interactive Experience controls 59
- interface controls 3
- interoperability of RGS and Microsoft Remote Desktop Connection 108
- interoperability, Sender and Receiver 9

K

- keyboard locales 144

L

- licensing, RGS 9
- Linux
 - black or blank connection session with Sender 112

- connection considerations 112
- full-screen crosshair cursors 112
- gamma correction on the Receiver 112
- installing 20
- installing Receiver 20
- installing Sender 21
- manually disabling Easy Login 24
- Receiver Audio requirements 21
- Remote Audio 70
- Remote Audio device support 143
- Sender audio 39
- starting Sender 39
- uninstalling Receiver 21
- uninstalling the Sender 24
- Linux Remote Audio device support 143
- local security policy
 - Windows XP 159
- log file
 - Receiver installation 17
- logging properties, Receiver 131
- Logging tab 65
- logging, additional information 90
- logging, Sender 40
- login methods 12

M

- manual installation
 - Receiver on Windows 14
 - Sender on Windows 17
- many-to-one connection 10
- Microsoft Remote Desktop Connection
 - interoperability with RGS 108
- Microsoft Remote Desktop Recovery 98
- mode
 - Directory 83
 - Game 86
 - Normal 41
 - Setup 51
- monitor blanking operation 109
- multi-monitor configurations 49

N

- network
 - Receiver properties 129
- Network Interface binding properties 139
- Sender 27
- Network Interface reconfiguration manual 27
- Sender network interface binding properties 30
- Network tab 61
- network timeout
 - issues 149
 - Receiver 147
 - Sender 149
 - troubleshooting 147
- Network timeout settings 61
- network, configuring for optimal performance 106
- Normal Mode 41
 - connection 43

O

- ommand line options on Windows, Sender 34
- one-to-many connection 11
- one-to-one connection 10
- operating systems, supported 141
- optimizing RGS performance 104

P

- password, changing 50
- Per-receiver properties 116
- Per-session properties 118
- Performance tab 59
- performance tuning for Windows 106
- performance,
 - configuring your network 106
- power saving states 31
- process priority
 - setting Sender using HP PA 36
- process priority, setting Sender 36
- properties
 - authenticator 114
 - Auto Launch session 133
 - general, Receiver 120
 - general, Sender 137
 - image codec properties 132
 - Receiver 115

- Receiver audio 126
- Receiver browser 126
- Receiver Experience 126
- Receiver hotkey 129
- Receiver logging 131
- Receiver network 129
- Receiver Remote Clipboard 130
- Receiver USB 127
- RGS 113
- Sender 134
- Sender network timeout 139
- Sender USB access control list 139
- setting on command line 114
- window placement and size 133

property

- clipboard, Sender 140
- groups, Receiver 116
- groups, Sender 135
- hierarchy, Receiver 115
- Microphone group 139
- Receiver microphone 127
- setting values in configuration file 114
- syntax 113

R

- Receiver
 - audio properties 126
 - Audio requirements on Linux 21
 - automatic installation on Windows 15
 - browser properties 126
 - experience properties 126
 - general properties 120
 - hotkey properties 129
 - image codec properties 132
 - installation log file 17
 - installing on Linux 20
 - interoperability with Sender 9
 - logging properties 131
 - manual installation on Windows 14
 - microphone property 127
 - network properties 129
 - network timeout 147
 - properties 115
 - property groups 116
 - property hierarchy 115

- Remote Clipboard properties
 - 130
 - uninstalling on Linux 21
 - USB properties 127
 - using 41
 - Receiver Control Panel 43
 - Receiver, starting 2
 - Remote
 - Application Termination 91
 - Audio 68
 - Clipboard 81
 - USB 72
 - Remote Audio
 - on Linux 70
 - on Windows 68
 - support on Linux 143
 - troubleshooting 152
 - Remote Clipboard
 - Receiver properties 130
 - troubleshooting 153
 - Remote Display Window toolbar 53
 - Remote microphones
 - on Linux 70
 - on Windows 68
 - remote power saving states 31
 - Remote USB
 - troubleshooting 154
 - Remote USB Access Control List 77
 - RGS
 - features 7
 - licensing 9
 - typical configuration 6
 - RGS Admin Tool 38
 - Windows 7 38
 - RGS Admin Tool, Windows XP 164
 - RGS documents, additional 158
 - RGS overview 5
 - RGS properties 113
 - RGS support matrix 141
- S**
- sample agent 99
 - security features 109
 - selective environment shutdown 95
 - Sender
 - audio on Linux 39
 - audio on the Windows XP 166
 - automatic installation on Windows 18
 - black or blank connection session, Linux 112
 - calibrating audio on the Windows XP 169
 - clipboard property 140
 - command line options on Windows 34
 - configuring audio on the Windows XP 166
 - disabling audio 71
 - event logging (Windows only) 87
 - general properties 137
 - GUI on Windows 35
 - installation log file on Windows 20
 - installation prerequisites for Windows 7 17
 - installing on Linux 21
 - installing on Windows 17
 - interoperability with Receiver 9
 - logging 40
 - manual installation on Windows 17
 - Network Interface binding 27
 - Network Interface binding properties 139
 - network interface binding properties 30
 - network timeout 149
 - network timeout properties 139
 - process priority on Windows 36
 - process priority using HP PA 36
 - properties 134
 - property groups 135
 - RGS Diagnostics Tool on Windows 37
 - Service Recovery Settings 97
 - starting and stopping on Windows 33
 - starting on Linux 39
 - uninstalling 20
 - uninstalling on Linux 24
 - USB access control list properties 139
 - using 33
 - settings, RGS 55
 - Setup Mode 51
 - changing hotkey sequence 64
 - Single Sign-on 13
 - manually disabling, Windows XP 162
 - manually enabling, Windows XP 161
 - Windows XP 159
 - smart card handling 75
 - software, supported 141
 - Standard login 12
 - starting Receiver 2
 - Statistics tab 66
 - support
 - application 145
 - keyboard locale 144
 - Remote Audio device on Linux 143
 - technical 158
 - support matrix 141
 - supported
 - hardware 141
 - operating systems 141
 - syntax, property 113

T

 - tab
 - Audio 58
 - Connection 56
 - Hotkeys 62
 - Logging 65
 - Network 61
 - Performance 59
 - Statistics 66
 - technical support 158
 - troubleshooting 146
 - error messages 156
 - graphics performance 106
 - issues, suggestions 146
 - network timeouts 147
 - Remote Audio 152
 - Remote Clipboard 153
 - Remote USB 154
 - typical configuration 6

U

 - uninstalling
 - Receiver on Linux 21
 - Sender on Linux 24
 - uninstalling Receiver
 - Windows 17
 - uninstalling Sender on Windows 20

USB

- Access Control List 77
- attaching local device to remote computer 72
- determining device information 79
- Local/Remote 72
- Receiver properties 127
- remote 72
- remote, troubleshooting 154
- Sender access control list properties 139
- supported devices 74
- user interface controls 3
- using RGS 32

V

- Video overlay surfaces 145

W

Windows

- additional features 97
- getting started 1
- installing Receiver 14
- installing RGS 14
- installing Sender 17
- performance tuning 106
- Remote Audio 68
- Sender command line options 34
- Sender GUI 35
- setting Sender process priority 36
- starting and stopping the Sender 33
- uninstalling Receiver 17

Windows 7

- Sender installation prerequisites 17

Windows XP

- audio on the Sender 166
- calibrating audio on the Sender 169
- configuring audio on the Sender 166
- Easy Login, Single Sign-on 159
- manually disabling Easy Login 161
- manually disabling Single Sign-on 162

- manually enabling Easy Login 159

- manually enabling Single Sign-on 161

- RGS 159

- RGS Admin Tool 164

- setting local security policy 159

- wrapping applications of interest 96