

Welcome to PCoIP Software Client for macOS

Welcome to the Teradici PCoIP® Software Client for macOS Administrators' Guide.

PCoIP Software Clients are applications that establish PCoIP sessions with remote Windows or Linux desktops. Connections can be made to virtual machines via PCoIP agents, and to remote workstations via PCoIP Host Software and Remote Workstation Cards.

This guide explains how to install, configure, and use the PCoIP Software Client for macOS. It includes client system requirements and information on host dependencies.

Who Should Read This Guide?

This guide is intended for administrators and users who install, configure, or use the Teradici PCoIP® Software Client for macOS.

Understanding terms and conventions in Teradici guides

For more information on the industry specific terms, abbreviations, text conventions, and graphic symbols used in this guide, see [Using Teradici Product and Component Guides](#) and the [Teradici Glossary](#).

What's New in This Release

The PCoIP Software Client for macOS 19.08 introduces the following features and enhancements:

Enhanced Security and Stability

This release contains improvements and enhancements around the security and stability of the Software Client.

Additional Documentation

The following guides contain additional information relevant to PCoIP systems and PCoIP Software Clients:

- For more information about Teradici Cloud Access Software, including detailed information on included PCoIP components as well as Teradici All Access plans, see the [Teradici Cloud Access Architecture Guide](#).
- For more information about Teradici PCoIP agents, which are required on remote virtual machines, see the following pages:
 - [Teradici PCoIP Standard Agent for Windows](#)
 - [Teradici PCoIP Graphics Agent for Windows](#)
 - [Teradici PCoIP Standard Agent for Linux](#)
 - [Teradici PCoIP Graphics Agent for Linux](#)
- For information about Teradici PCoIP Host Software, which is required on remote workstations using a Teradici PCoIP Remote Workstation Card, see the following pages:
 - [PCoIP Host Software for Windows](#)
 - [PCoIP Host Software for Linux](#)

System Requirements

The following table outlines the system requirements for the PCoIP Software Client for macOS:

System	Version Required
PCoIP Software Client Operating Systems	<ul style="list-style-type: none"> • macOS Mojave (10.14) • macOS High Sierra (10.13)
Compatible PCoIP agents	All PCoIP agents and versions
Compatible Teradici Remote Workstation Cards	TERA22x0 with firmware 5.0.1+
Compatible PCoIP Host Software	<ul style="list-style-type: none"> • Host Software for Windows: 4.3.1+ • Host Software for Linux: 4.7.0+

Remote Workstation Platforms

PCoIP Host Software must be installed on Remote Workstation machines to enable keyboard and mouse functionality.

Wacom Tablet Support

The Software Client for Mac supports Wacom tablets in a *bridged* configuration, where peripheral data is sent to the desktop for processing.

Bridged Wacom Tablets

Bridged Wacom tablets are supported only in low-latency environments. Tablets in network environments with greater than 25ms latency will show reduced responsiveness and are not recommended.

The following Wacom tablet models have been tested and are supported on a PCoIP Software Client for Mac.

PCoIP client support for *bridged* Wacom tablets and the Software Client for Mac

	PTK-440	PTH-451	PTH-660	PTH-860	Cintiq 22HD
PCoIP Standard Agent for Linux	✓	—	✓	✓	—
PCoIP Graphics Agent for Linux	✓	—	✓	✓	—
PCoIP Standard Agent for Windows	✓	—	✓	✓	—
PCoIP Graphics Agent for Windows	✓	—	✓	✓	—
PCoIP Remote Workstation Card	—	—	—	—	—

Other Wacom tablets may work, but have not been tested.

Installing the PCoIP Software Client for macOS

In this section, you'll learn how to install and uninstall the PCoIP Software Client for macOS.

Before You Begin

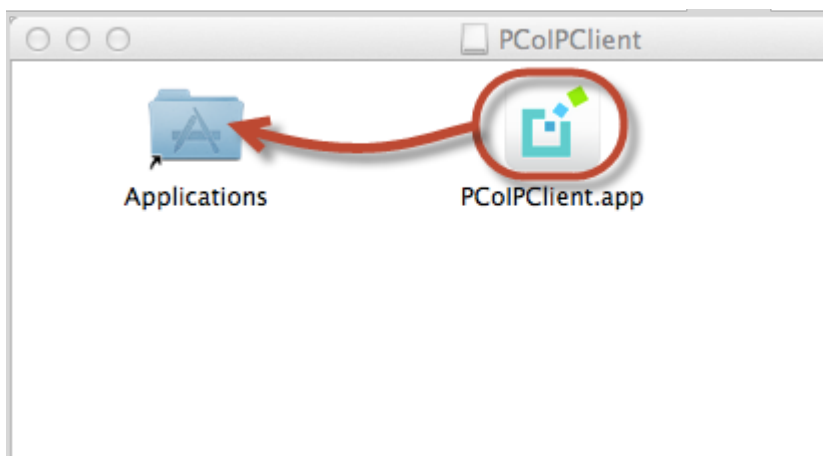
Before installing a PCoIP Software Client:

- You must be logged in as an administrator to the client machine.
- Close any existing PCoIP Software Client applications.

Installing the PCoIP Software Client

To install the PCoIP Software Client:

1. Copy the PCoIP Software Client disk image file *PCoIPClient.dmg* to your desktop.
2. Double-click the file to mount the volume.
3. Accept the license agreement by clicking **Agree**.
4. In the *PCoIPClient* volume window, drag the **PCoIPClient** icon into the **Applications** folder icon to install the program.



5. To optionally create an alias on the desktop or the dock:
 - Double-click the **Applications** folder icon to open the folder.

To uninstall the PColP Software Client:

- Drag the client application to the desktop or dock.
6. To eject the volume when you are finished, drag it to the trash.

To uninstall the PColP Software Client:

- Navigate to the Applications folder and drag the PColPClient program to the trash. Or, right-click the application and select Move to Trash.

Using the PCoIP Software Client

After installing a PCoIP Software Client on your client machine, you can connect to the following PCoIP solutions or products or hosts:

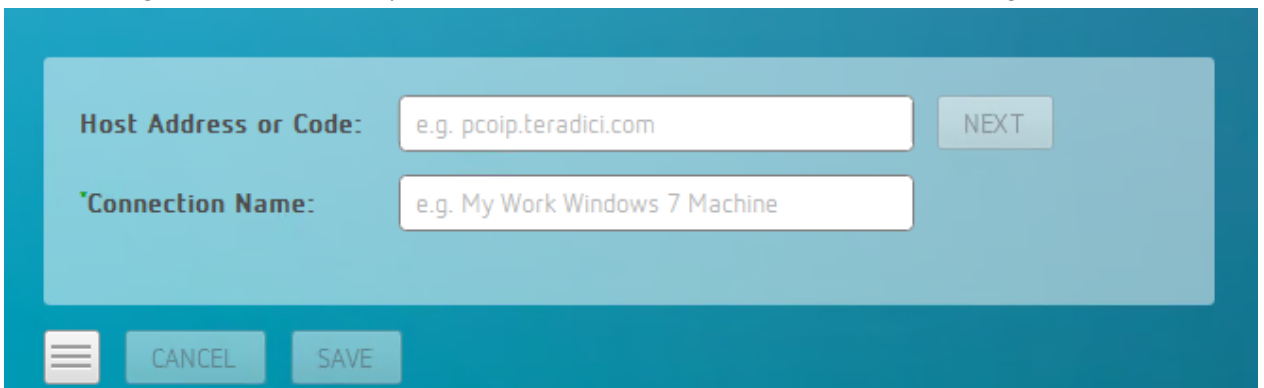
- Teradici PCoIP Graphics Agent or PCoIP Standard Agent installed as part of Teradici Cloud Access Software.
- Teradici PCoIP Remote Workstation Card and Teradici PCoIP Host Software installed in a Windows or Linux workstation.

Connecting to Virtual Machines

You can connect to virtual Windows or Linux hosts that have a PCoIP Standard Agent or PCoIP Graphics Agent installed. Connections can be made directly to individual host machines, or via a connection broker in managed deployments.

To connect to a remote workstation or virtual desktop:

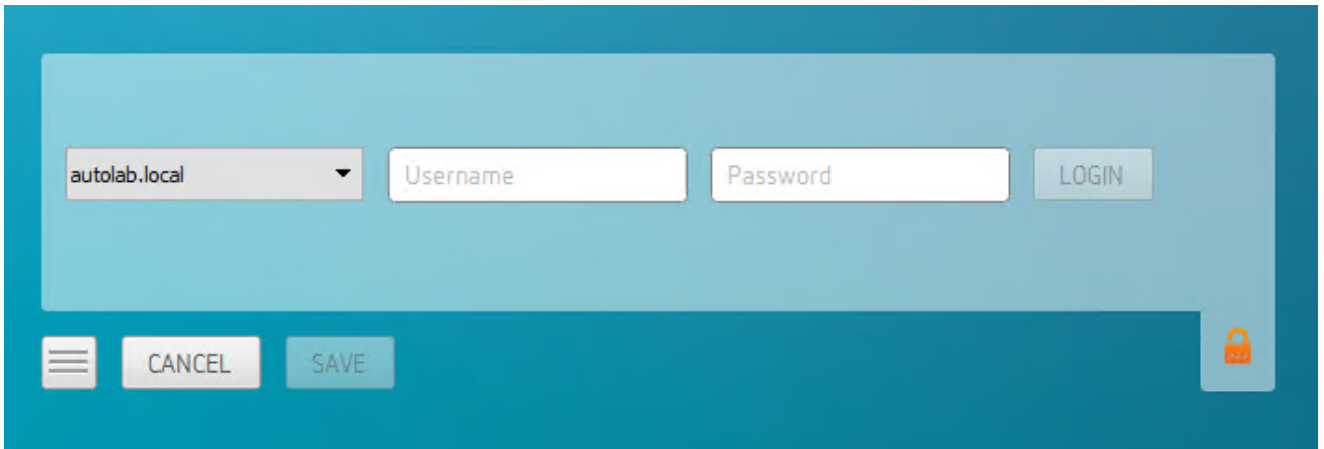
1. Double-click the PCoIP Client desktop icon, alias, or program file *PCoIPClient* to launch the application.
2. In the *Host Address or Code* field, enter one of the following:
 - For **direct connections**, provide the address of the host machine.
 - For **managed connections**, provide the address of the connection manager.

The image shows a screenshot of a software dialog box for connecting to a virtual machine. The dialog has a teal background. It contains two input fields: 'Host Address or Code:' with the placeholder text 'e.g. pcoip.teradici.com' and 'Connection Name:' with the placeholder text 'e.g. My Work Windows 7 Machine'. To the right of the first field is a 'NEXT' button. At the bottom of the dialog are three buttons: a menu icon (three horizontal lines), 'CANCEL', and 'SAVE'.

If you want to save this connection later for easy recall, enter a name in the *Connection Name* field. You will save the connection in step 5.

3. Click **NEXT**.

4. On the next screen, select your domain from the dropdown list, enter your user name and password for the desktop, and then click **LOGIN**.



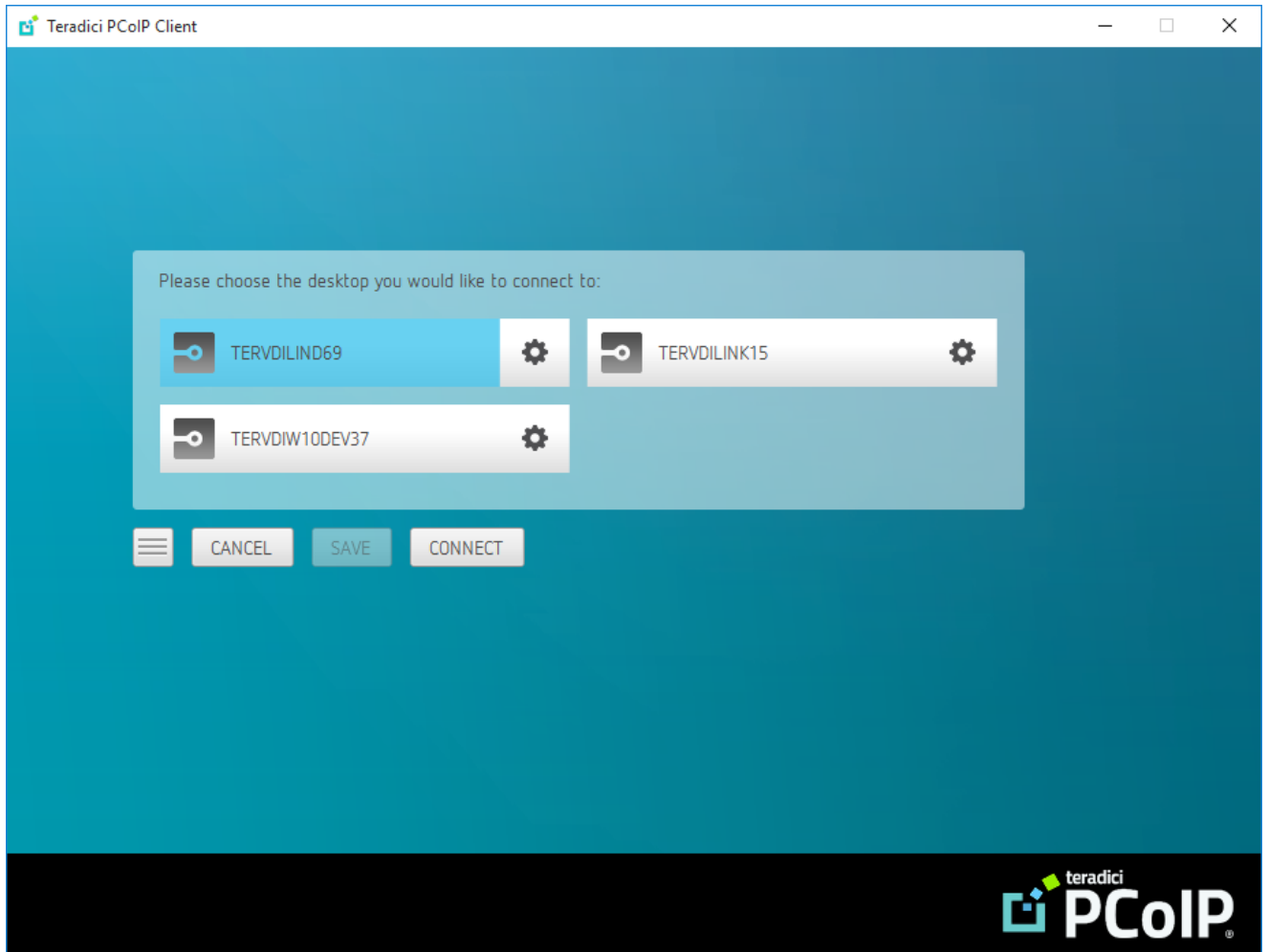
If your domain does not appear in the list, specify it along with your user name (for example, `MyDomain\MyUserName`).

About the Security Padlock Indicator

The login screen displays a red padlock indicator when accessing a PCoIP agent desktop that uses default self-signed certificates. The icon indicates that the software's certificate is not signed by a trusted certificate authority (CA). You can use your own CA to create a certificate and then install the appropriate files at each end. If the client trusts your internal CA, a green padlock icon displays on the screen instead. To learn more about certificates, see the PCoIP agent administrators guides listed in the Teradici Cloud Access Architecture Guide.

To connect to a remote workstation or virtual desktop:

5. If your login is successful, the following screen appears with a list of available desktops:



6. Click **Connect** to connect to the selected desktop.

 **A short interface delay is normal**

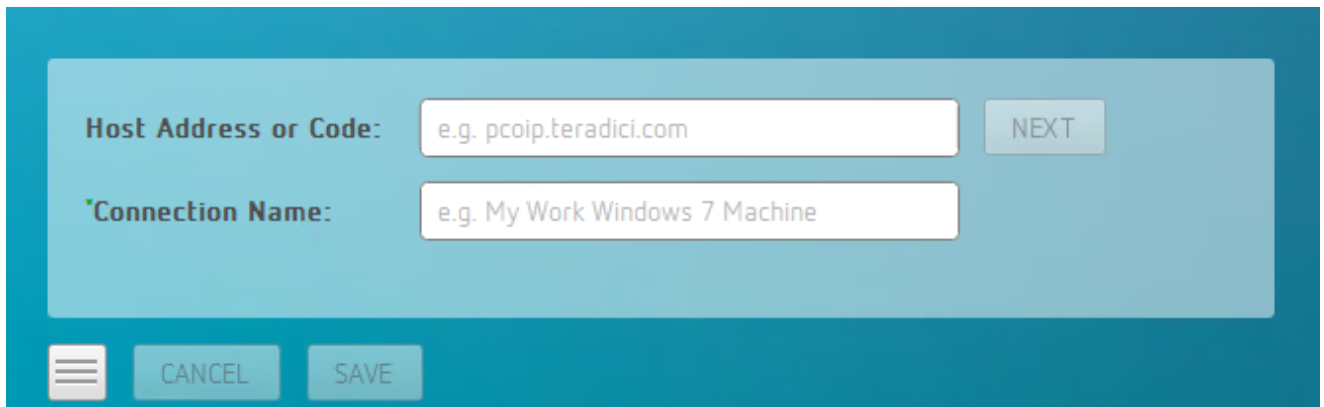
When a session is first connected, it may take a few seconds before you can take control of the keyboard and mouse. This is normal behavior.

Connecting to Amazon Workspaces

You can connect to Amazon Workspaces desktops for either Linux or Windows. Connections can use either Active Directory or an existing Radius server to provide multi-factor authentication (MFA).

To connect to a virtual desktop:

1. Double-click the PCoIP Client desktop icon, alias, or program file *PCoIPClient* to launch the application.
2. In the *Host Address or Code* field, enter the Amazon Workspaces registration code:

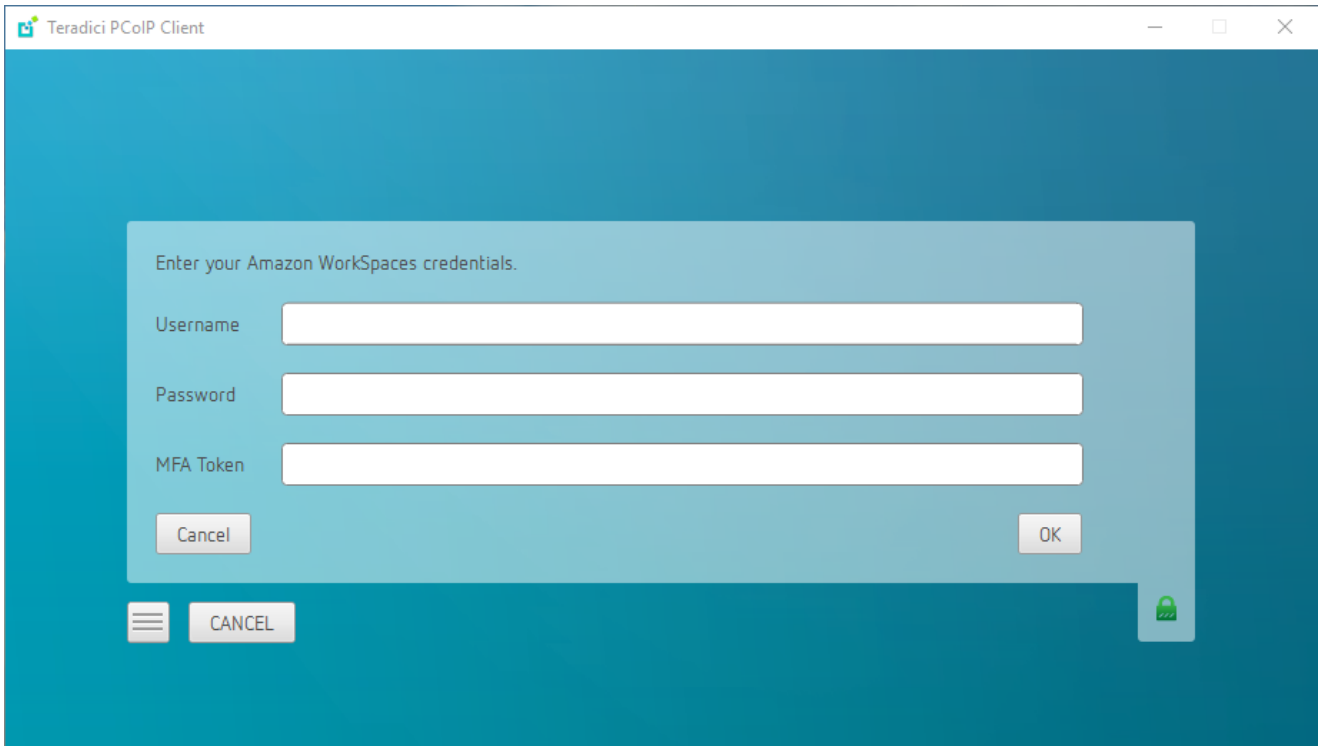
The image shows a screenshot of the PCoIP Client application's configuration window. The window has a dark blue header and a light blue background. There are two text input fields. The first field is labeled 'Host Address or Code:' and contains the text 'e.g. pcoip.teradici.com'. To the right of this field is a button labeled 'NEXT'. The second field is labeled '*Connection Name:' and contains the text 'e.g. My Work Windows 7 Machine'. At the bottom of the window, there is a menu icon (three horizontal lines), a 'CANCEL' button, and a 'SAVE' button.

If you want to save this connection later for easy recall, enter a name in the *Connection Name* field.

3. Click **NEXT**.

To connect to a virtual desktop:

4. On the next screen, enter your Amazon WorkSpaces Username, Password and MFA token and then click **OK**.



i About the Security Padlock Indicator

The login screen displays a red padlock indicator when accessing a PCoIP agent desktop that uses default self-signed certificates. The icon indicates that the software's certificate is not signed by a trusted certificate authority (CA). You can use your own CA to create a certificate and then install the appropriate files at each end. If the client trusts your internal CA, a green padlock icon displays on the screen instead. For information on security features around certificates, see [PCoIP Software Client Security Modes](#). To learn more about certificates, see the PCoIP agent administrators guides listed in the [Teradici Cloud Access Architecture Guide](#).

A short interface delay is normal

When a session is first connected, it may take a few seconds before you can take control of the keyboard and mouse. This is normal behavior.

Connecting to Teradici PCoIP Remote Workstation Cards

You can connect to remote workstations with a Teradici PCoIP Remote Workstation Card and PCoIP Host Software installed. Refer to [System Requirements](#) for supported versions.

Initial Workstation Configuration

Before you can connect to your remote workstation for the first time, a few things must be configured on the host machine.

These configuration actions only need to be taken once on each remote workstation in your system:

- **Enable monitor emulation for the video ports on your remote workstation**

If monitor emulation is not enabled, you may see blank gray screens when you connect from the PCoIP Software Client.

To enable monitor emulation, log in to the card's Administrator Web Interface (AWI) and select **Enable Monitor Emulation on Video Port n** from the Configuration > Monitor Emulation menu. For more information, see the [Tera2 PCoIP Zero Client Firmware 4.x and Remote Workstation Card Firmware 4.9 Administrators' Guide](#).

- **Disable temporal dithering**

Temporal dithering causes blurriness, heavy packet loss, and high CPU usage on the PCoIP Software Client machine. See [Should I disable the dithering feature of my graphics card in a remote workstation environment? \(KB 15134-207\)](#) for more information.

- **Linux workstations: configure PCoIP Host Software to Start Automatically**

To configure the PCoIP host software to start automatically, log into the workstation using a PCoIP Zero Client or directly from a local mouse and keyboard, and modify the workstation startup script to launch the PCoIP host software. For details, see [Installing PCoIP Host Software Binary RPM in the PCoIP® Host Software for Linux User Guide](#).

Connecting to a Remote Workstation Card

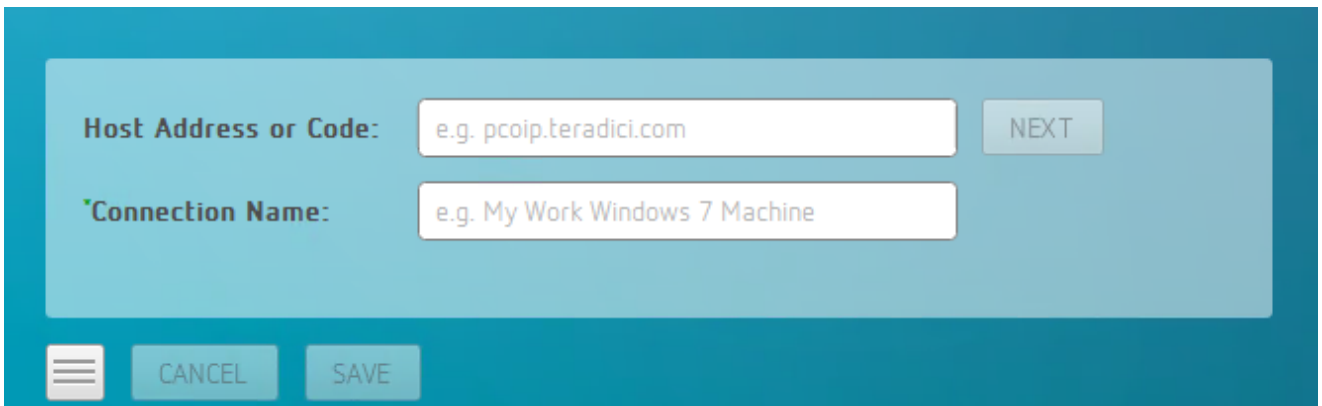
Once the remote workstation is properly configured, you can connect to it from the PCoIP Software Client.

Workstation configuration is required before connecting

If you experience connection problems or degraded performance, make sure that the workstation is configured as described in Initial Workstation Configuration.

To connect to a remote workstation with a Teradici PCoIP Remote Workstation Card installed:

1. Double-click the PCoIP Client desktop icon, alias, or program file (PCoIPClient) to launch the application.



2. In the **Host Address** box, enter the fully-qualified computer name or IP address of the Teradici PCoIP Remote Workstation Card installed in the remote workstation.
3. *Optional:* In the **Connection Name** box, enter a name for your connection. This field accepts any Unicode character.

The Connection Information can be saved

If you provide a connection name now, you will have the option of saving the connection after you are authenticated. Saved connections can be quickly recalled later, without manually re-entering connection information.

4. Click **NEXT**.

 **A short interface delay is normal**

When a session is first connected, it may take a few seconds before you can take control of the keyboard and mouse. This is normal behavior.

5. If your desktop is locked upon connection and requires you to enter Ctrl+Alt+Delete to log in, select **Connection > Send CTRL-ALT-DEL** from the PCoIP Software Client menu bar.

Connecting to a USB Device

Remote Windows hosts using the PCoIP Standard Agent or the PCoIP Graphics Agent can use USB devices that are attached to the client. When you connect a local USB device to your remote host it will be disabled on the client machine.

USB device connections do not persist across multiple PCoIP sessions. You must connect your USB device each time you connect.

PCoIP Agent needs to be configured to enable USB redirection

The USB menu will only show up if the PCoIP Agent has been configured to enable USB redirection and a USB device has been detected by the PCoIP Client.

One-time PCoIP Software Client for macOS login

The first time you connect after a Mac installation, you must enter a Mac administrator user name and password. You only need to do this when you install a new client.

ePadLink Signature Pad are connected via local termination

If you are using an ePadLink Signature Pad it can be connected via local termination. You do not need to carry out any other steps to establish this connection.

To connect to a USB device:

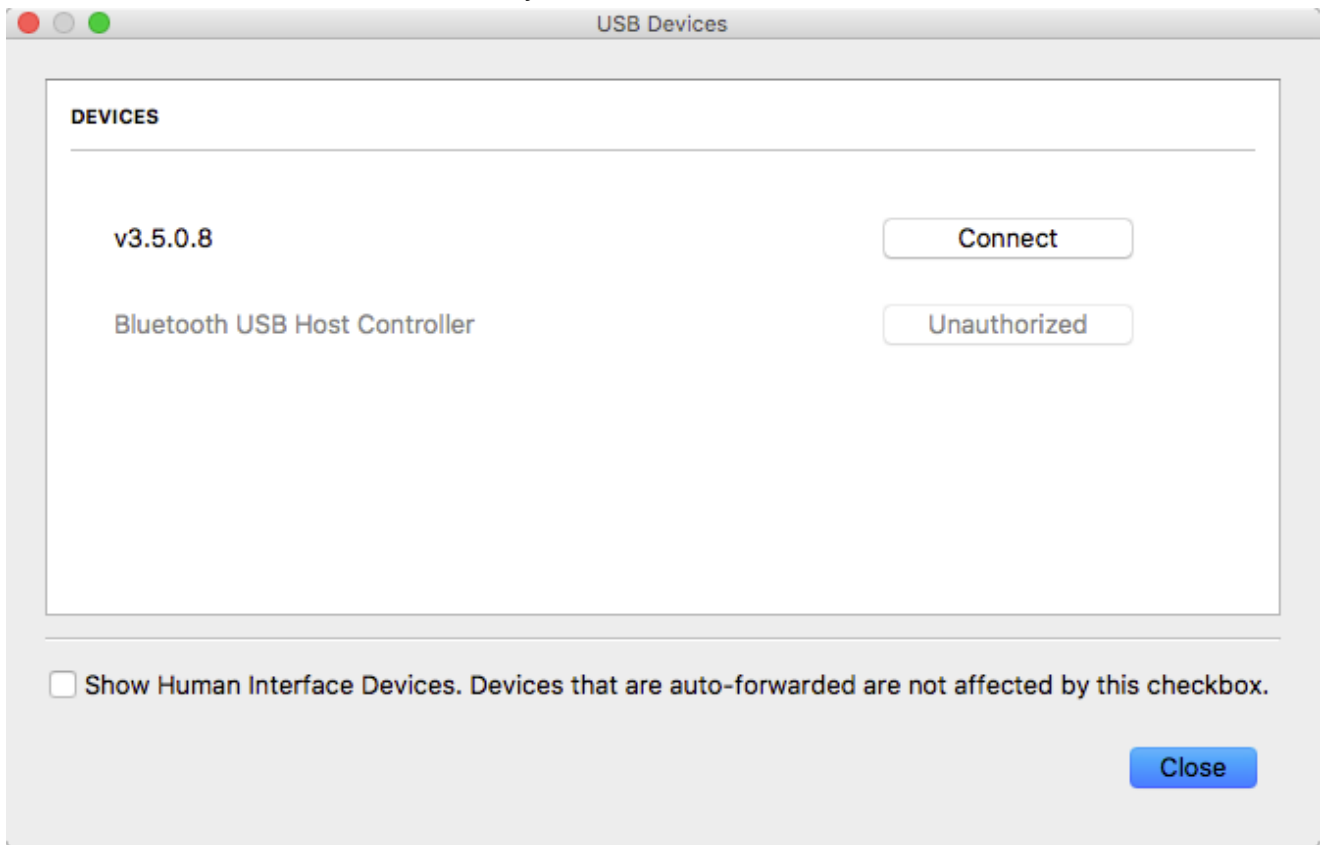
1. Attach the USB device you want to connect.
2. Select **Connection > USB Devices** from the PCoIP Software Client menu.

A list of USB devices connected to your client machine appears. Integrated USB devices, such as built-in cameras on laptops, will appear in this list along with devices you have plugged in yourself.

Some devices will identify themselves only as *USB Device*.

To disconnect a USB device:

3. Click **Connect** beside the USB device you want to use.



Connecting to Human Interface Devices

Most Human Interface Devices (HIDs), such as keyboards and mice, are automatically handled by the PCoIP Software Client and don't appear on in this list even if they use a USB connection.

If you need to connect a Human Interface Device that can't be locally processed, like a 3D mouse or a Wacom tablet, enable the **Show Human Interface Devices** checkbox to reveal the device in the USB device list and click its Connect button.

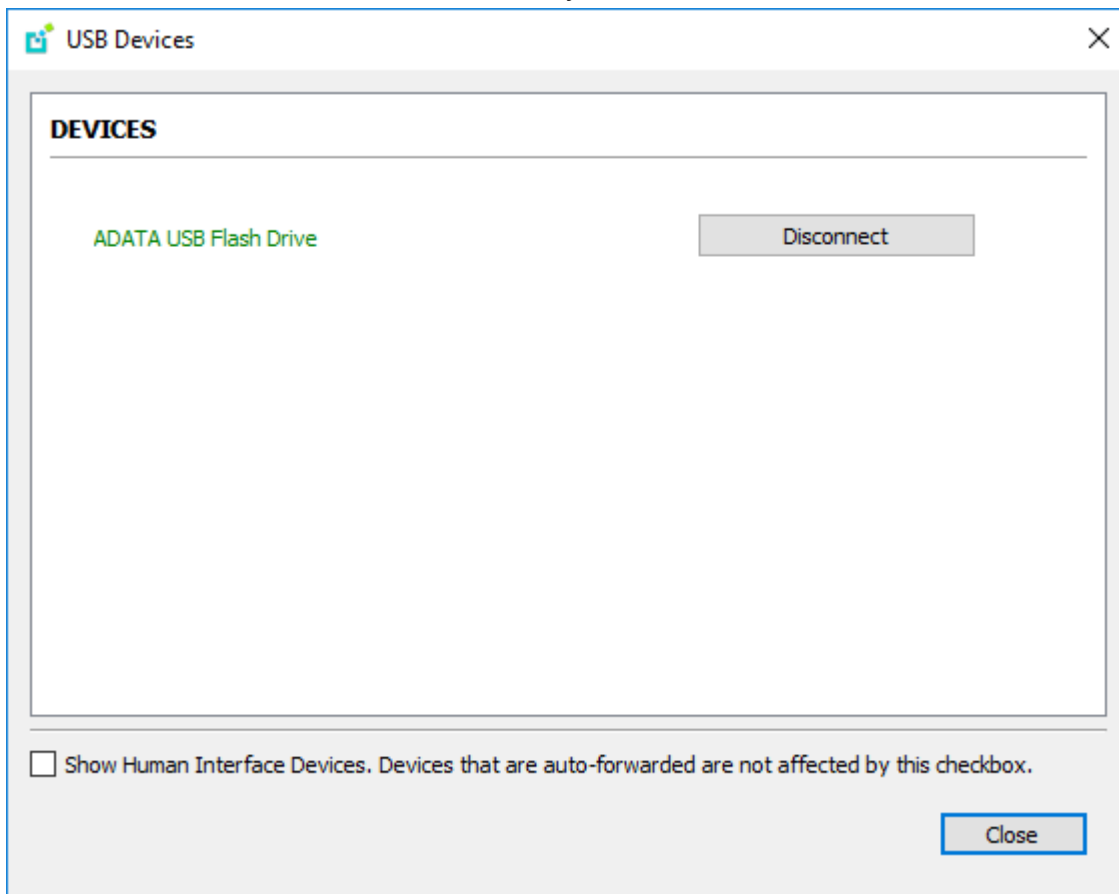
You may also have to complete additional configuration steps or install drivers on the host machine.

To disconnect a USB device:

1. Select **Connection > USB Devices** from the PCoIP Software Client menu.

To disconnect a USB device:

2. Click **Disconnect** beside the USB device you want to disconnect.

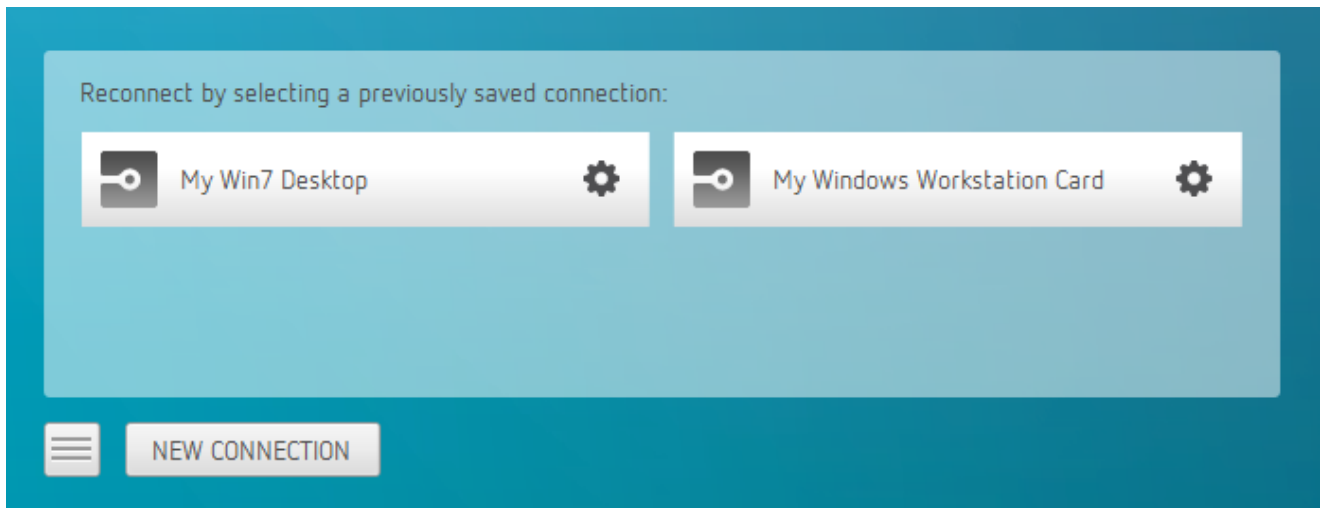


Using Saved Connections

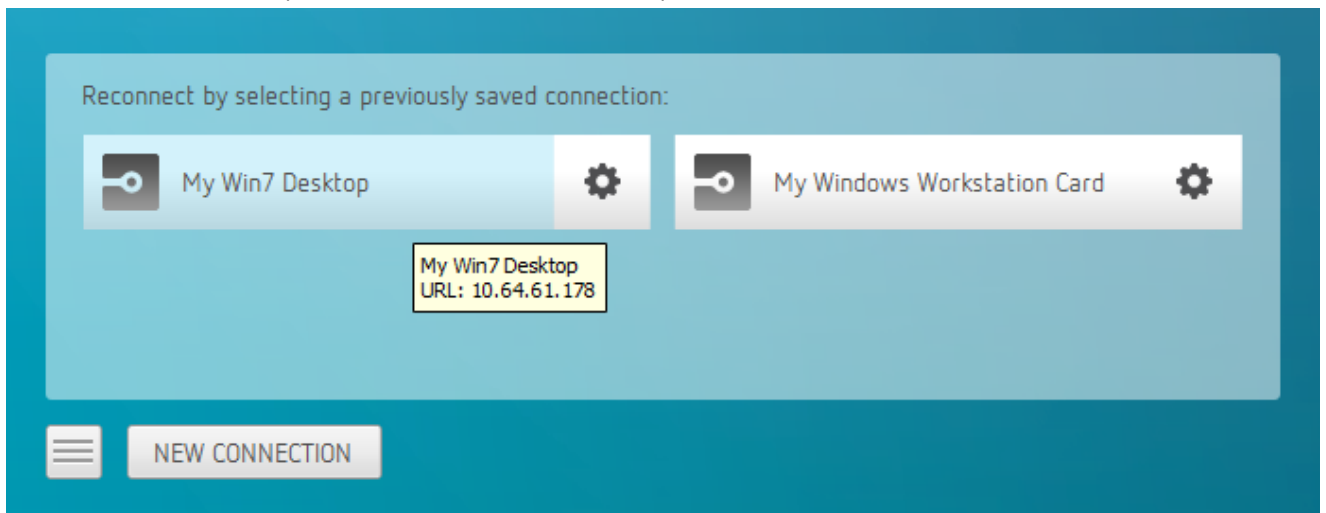
Once you have saved a connection, you can use it to reconnect easily.

To reconnect using your saved connection:

1. Click the button for the saved connection. The button label displays the connection name you assigned when you configured the connection.

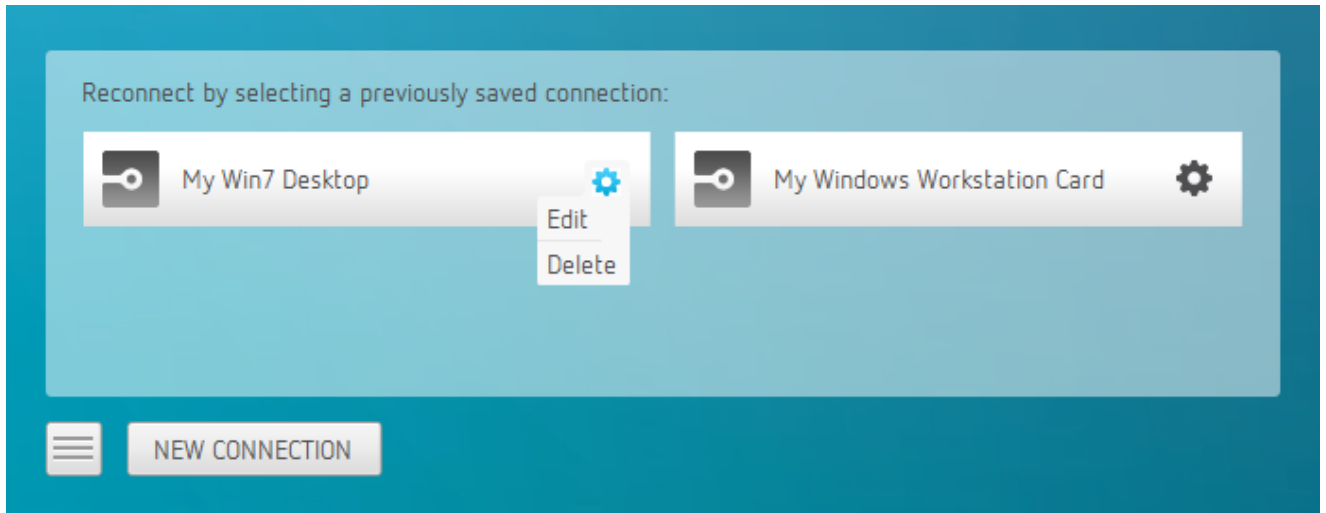


2. To see the connection address, hover your mouse over the saved connection. Hovering over a saved virtual desktop will also show the desktop name.

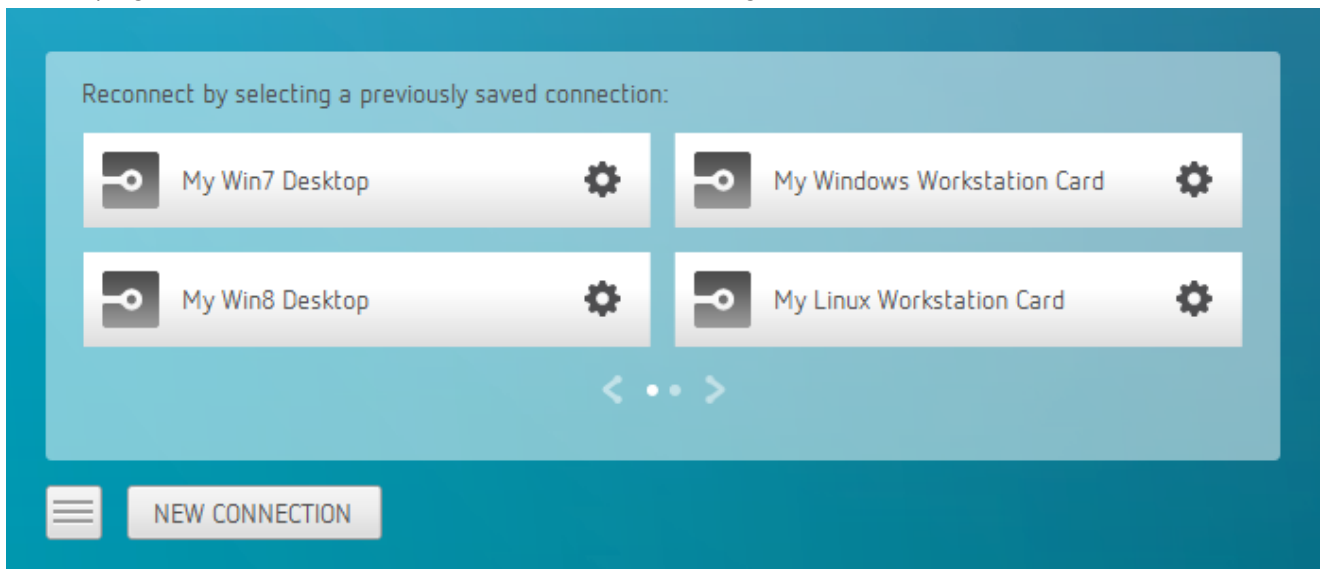


To reconnect using your saved connection:

3. To edit or delete a saved connection, click the configure button on the right, and then select the desired option from the popup menu.



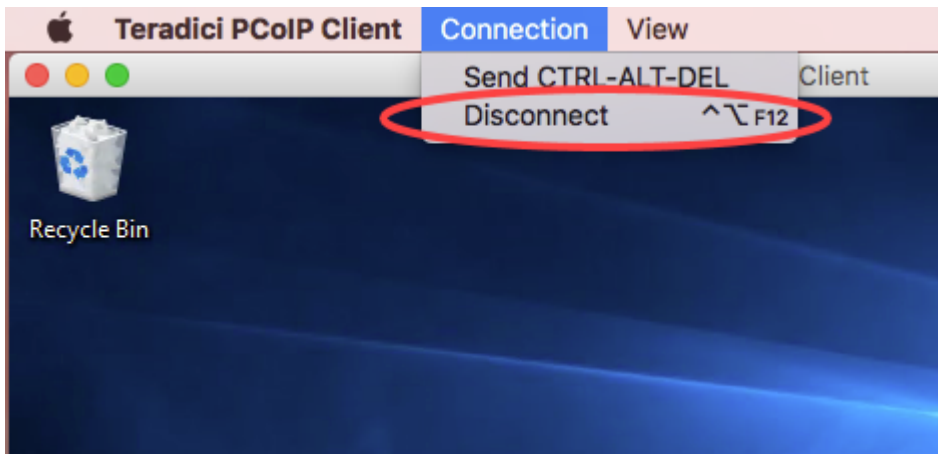
4. If you have saved multiple connections, click the desired one to reconnect. If you have more than four saved connections, additional saved connection buttons appear in an extended area of the page. Use the forward and back arrows to navigate between areas.



5. Any time you wish to connect to a new workstation, just click **NEW CONNECTION** to return to the main screen, and then enter the connection details.

Disconnecting a Session

To disconnect a PCoIP session from either client, select the **Connection > Disconnect** menu option.



Quickly Disconnect from a session

To quickly disconnect from a session, press **CTRL+Option+F12**

Quitting the application will also disconnect the current session.

Session Reconnection

If a network interruption is detected, the PCoIP session enters a reconnecting phase. In this phase the client will show you the network reconnecting dialog which indicates that there is a network issue and that the client is trying to reconnect and re-establish the PCoIP session. You can click **disconnect** to cancel the attempted reconnect and disconnect the session completely. If the reconnection is successful, the notification dialog will disappear and the session will be restored, if not, the session will be disconnected completely.

Changing the PCoIP Software Client Window Mode

You can use the PCoIP Software Client in full-screen or windowed mode. Full-screen mode is recommended in most cases.

Activating Full Screen Modes

The PCoIP Software Client provides two full-screen modes: one monitor and all monitors.

To switch from windowed mode to full-screen mode:

- To use one full-screen display, select **View > Show Fullscreen One Monitor**.

All open windows and applications will be moved to a single full-screen display. This is equivalent to disconnecting all but one monitor from a physical host.

- To use all available full-screen displays, select **View > Show Fullscreen All Monitors**.

This mode shows full-screen displays on all client monitors.

Keyboard shortcut

You can also enter full-screen mode by pressing **Ctrl+Option+Return** while in windowed mode. The shortcut will activate whichever full-screen mode was used last, or *all monitors* if no previous selection was made.

To switch from Fullscreen One Monitor to Fullscreen All Monitors mode:

1. Reveal the menu bar by moving the mouse cursor to the top of a client display.
2. Select **View > Show Fullscreen All Monitors**.

To switch from Fullscreen All Monitors to Fullscreen One Monitor mode:

1. Reveal the menu bar by moving the mouse cursor to the top of a client display.
2. Select **View > Show Fullscreen One Monitor**.

Persistent Display Topology

Depending on the display topology mode you have selected, for example **Fullscreen One Monitor**, if you disconnect and then reconnect to the session, it will maintain that same mode upon reconnection. The state and mode will be preserved.

Minimizing the PCoIP Software Client from a Full-screen Mode

To minimize a software client in full-screen mode:

1. Reveal the menu bar by moving the mouse cursor to the top of any display.
2. Select **View > Minimize Client**.

Keyboard shortcut

You can also minimize the client by pressing **Ctrl+Option+m** while in any full-screen mode.

Activating Windowed Mode

To switch from full-screen mode to windowed mode:

1. Reveal the menu bar by moving the mouse cursor to the top of any display.
2. Select **View > Leave Fullscreen**.

Keyboard shortcut

You can also enter windowed mode by pressing **Ctrl+Option+Return** while in any full-screen mode.

Enhanced Audio and Video Synchronization

Enhanced Audio and Video Synchronization provides improved full-screen video playback, reducing the difference in delays between the audio and video channels and smoothing frame playback on the client. This improves lip sync and reduces video frame drops for movie playback.

This feature introduces a small lag in user interaction responsiveness when enabled. Using enhanced audio and video synchronization will reduce the maximum frame rate.

Enhanced A/V Sync is enabled on a per-display basis, so you can dedicate individual displays to playback without impacting responsiveness on the others.

The enhanced A/V Sync feature is turned off by default and needs to be turned on for the menu items to appear.

To turn on A/V Sync:

1. Execute the following command:

```
sudo defaults write "com.teradici.Teradici PCoIP Client.plist"  
enable_enhanced_avsync 1
```

The above text is OS specific. Note the setting changed from 0 to 1.

When enabled, a check mark will appear beside the enhanced A/V Sync menu item on that display. It is disabled on all displays by default.

To use enhanced A/V Sync:

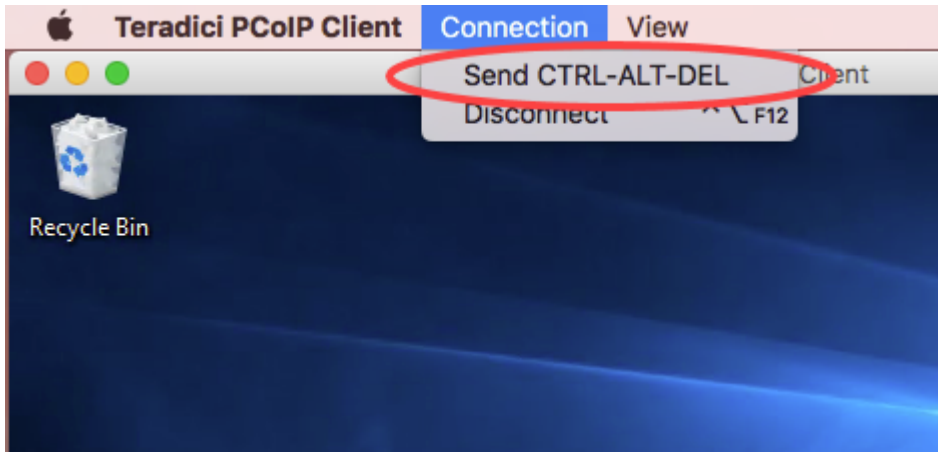
1. If you are in full-screen mode, reveal the menu bar on the display you want to enhance by moving the mouse cursor to the top of the screen.
2. On the display you want to enhance select **View>Enhanced A/V Sync** to toggle the enhanced sync mode.

i Persistent Display Topology

The Enhanced Audio and Video Synchronization feature is persistent across sessions from the same client, provided that the display topology has not changed.

Sending a Ctrl-Alt-Del Command

To send the Ctrl-Alt-Del keyboard command to a remote workstation, select the **Connection > Send CTRL-ALT-DEL** menu option.



Changing the Language

In addition to English, the PCoIP Software Client also supports these languages: Chinese (Simplified), French, German, Italian, Japanese, Korean, Portuguese (Brazil), Portuguese (Europe), Russian, Spanish, and Turkish. During installation, you can select one of the supported languages.

To change the language after installation:

- In **System Preferences > Language & Region > Advanced > General** tab, select another language in the **Format language** list.

PCoIP Ultra

The PCoIP Client provides support for PCoIP Ultra, the latest protocol enhancements from Teradici. PCoIP Ultra is optimized for truly lossless support with bit-exact color accuracy and preservation of content detail at the highest frame rates.

PCoIP Ultra protocol enhancements propels our industry-recognized performance into the future of remote computing, with faster, more interactive experience for users of remote workstations working with high-resolution content.

PCoIP Ultra is disabled by default. To enable it, see [Enabling PCoIP Ultra](#).

PCoIP Ultra Enhancements

In version 19.05, PCoIP Ultra provides the following benefits:

- Support for 4K/UHD high frame rate content.
- Efficient scaling across multicore CPUs leveraging AVX2 instruction sets.
- Highest image quality, with efficient build-to-lossless and color-accurate.
- Dynamic network adaptation and resilience.

The Software Client for MacOS 19.05 with PCoIP Ultra contains certain limitations around USB and printer plugin redirection. The latest beta version of PCoIP Ultra is available via our Technology Preview version, as outlined below.

PCoIP Ultra Technology Preview

PCoIP Ultra is an evolving technology, and new capabilities and enhancements are introduced frequently.

If you would like to test unreleased versions of PCoIP Ultra, we invite you to join the PCoIP Ultra Technology Preview program. Technology Preview users receive pre-release versions of Teradici software for use in non-production environments, and provide feedback to our engineering teams.

To learn more and to join the technology preview, visit the [Teradici Support site](#).

Requirements

To take advantage of PCoIP Ultra, you need to meet these requirements:

- A PCoIP agent (any type) 19.05.0 or later.
- A PCoIP Software Client for macOS, PCoIP Software Client for Windows or PCoIP Software Client for Linux, 19.05.0 or later.

PCoIP Software Client for Mac users

Support for PCoIP Ultra on the PCoIP Software Client for Mac is provided via the PCoIP Ultra Technology Preview as described above.

- The CPUs on both the agent and the client machines must support the AVX2 instruction set.

Troubleshooting Your PCoIP Software Client

This section demonstrates using PCoIP Software Client log files to troubleshoot problems you may encounter with your PCoIP Software Client.

PCoIP Software Client logs are text (.txt) files that contain system and session information about your connection. They are useful for troubleshooting problems. A new log file is created each time you use a PCoIP Software Client to initiate a PCoIP session.

Client logs are placed in `~/Library/Logs/Teradici/PCoIPClient`.

If you experience a problem, recreate the issue, generate a support bundle and contact [Teradici Support](#). You can also check the [Teradici PCoIP Community Forum](#) for troubleshooting information about this product.

Session Log IDs

The PCoIP Software Client creates a unique session ID when a new session is established, and distributes that ID to all components in the system. When PCoIP components generate log messages, they are prefixed by this unique session ID, allowing administrators and support to easily group events by session across multiple components:

```
yyyy-mm-ddThh:mm:ss.ffffffZ xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx > ...
```

For example:

```
2015-11-06T08:01:18.688879Z 4208fb66-e22a-11d1-a7d7-00a0c982c00d > ...
```

Log messages that do not pertain to a specific session will show a string of zeroes in place of the session log ID number.

Setting Log Levels

You can set log levels to determine the level of details provided in the log. Log levels range from 0 to 3, where 0 provides the least information and 3 provides the most information.

To set log levels:

- `open /Applications/PCoIPClient.app --args -l x` where `l` is lowercase L and `x` is desired the log level (1, 2, or 3).

Locating PCoIP Software Client for macOS Log Files

On a Mac computer, PCoIP Software Client log files are located within the user's Home Library folder, which is hidden by default. The recommended way to access Home Library files is to use the macOS Console.

You can also display log files in a macOS terminal window.

To display log files using the macOS Console:

1. To open the Console, go to the **Applications > Utilities** folder, and then double-click **Console**.
2. In the **FILES** section of the **Log List** pane on the left, navigate to the following folder: `~/Library/Logs/Teradici/PCoIPClient`
3. Select the desired log file to view its contents in the main pane.
4. To copy the contents:
 - Click anywhere in the log contents, and then select **Edit > Select All**.
 - Select **Edit > Copy**.
 - Paste the contents into an email or text file.

To display log files in a macOS terminal window:

1. To open a terminal window, go to the Applications > Utilities folder, and then double-click Terminal.
2. Navigate to the PCoIP Software Client log folder by typing the following command at the command line prompt:

```
cd ~/Library/Logs/Teradici/PCoIPClient
```
3. Type `ls` to display the list of log files.
4. To view the contents of a log file, use any macOS command-line editor to open it.
5. To open a terminal window, go to the **Applications > Utilities** folder, and then double-click **Terminal**.

6. Navigate to the PCoIP Software Client log folder by typing the following command at the command line prompt:

```
cd ~/Library/Logs/Teradici/PCoIPClient
```

7. Type `ls` to display the list of log files.
8. To view the contents of a log file, use any macOS command-line editor to open it.

Reconnecting a PCoIP Session

If a network interruption is detected, the PCoIP session enters a reconnecting phase. In this phase the client will show you the network reconnecting dialog which indicates that there is a network issue and that the client is trying to reconnect and re-establish the PCoIP session. You can click **disconnect** to cancel the attempted reconnect and disconnect the session completely. If the reconnection is successful, the notification dialog will disappear and the session will be restored, if not, the session will be disconnected completely.

PCoIP Software Client Security Modes

The PCoIP Software Client uses certificates to verify the identity of the host to which it connects. The security mode is configured by the `security_mode` setting in the **Teradici PCoIP Client** configuration file, which is described next. Three security mode options are available:

- **security_mode=0**: verification is not required. A red, unlocked padlock icon appears on the client login screen.
- **security_mode=1**: warn but allow (default). If a certificate cannot be verified, an 'untrusted server' warning displays and a red, unlocked padlock icon appears on the client login screen. Users still have the option of connecting.

This mode is used if `security_mode` is not set in the configuration file.

- **security_mode=2**: full verification is required. Users cannot connect unless a certificate can be verified.

PCoIP sessions are always encrypted

Your PCoIP session is still encrypted and secure if you connect with security mode 0 or 1. The red padlock icon indicates that the certificate presented by the host is not signed by a trusted certificate authority in the client's certificate store, not that the session is insecure.

Setting the Security Mode

Use the following procedure to set the PCoIP Software Client's security mode.

To set the security mode for the PCoIP Software Client:

1. Close the PCoIP Software Client.
2. Open a terminal window and type the following command at the command line:

```
sudo defaults write "com.teradici.Teradici PCoIP Client.plist" security_mode <value>
```

where `value` is your desired security option (0, 1, or 2).

 **Reboot May Be Required**

After running the above command, you may be required to reboot your machine for this change to take effect.

Contacting Support

If you encounter problems installing or using Teradici technology, you can:

- Check for updated release notes, which may address the issue you are experiencing. Release notes are published on [Teradici Support](#).
- Browse the Teradici Knowledge Base.
- Submit a [support ticket](#).

The Teradici Community Forum

The PCoIP Community Forum allows users to have conversations with other IT professionals to learn how they resolved issues, find answers to common questions, have peer group discussions on various topics, and access the Teradici PCoIP Technical Support Service team. Teradici staff are heavily involved in the forums.

To join the Teradici community, visit the [Teradici Community Forum](#).

Creating a Technical Support File

Teradici may request a support file from your system in order to troubleshoot and diagnose PCoIP issues.

The support file is a tar.gz archive containing PCoIP Software Client for macOS logs and other diagnostic data that can help support diagnose your problem.

To create a support file:

1. Open a terminal window.
2. Launch the support bundler:

```
username$ /Applications/PCoIPClient.app/Contents/Resources/pcoip-client-support-bundler
```

The file will be created and placed in the user's home directory.

PCoIP Support Bundler Tool

Teradici may request a support file from your system to help troubleshoot and diagnose PCoIP issues.

Customizable Script

This script can be customized, in the case where the log files are located in a different location the script should be updated appropriately.

To create a support file:

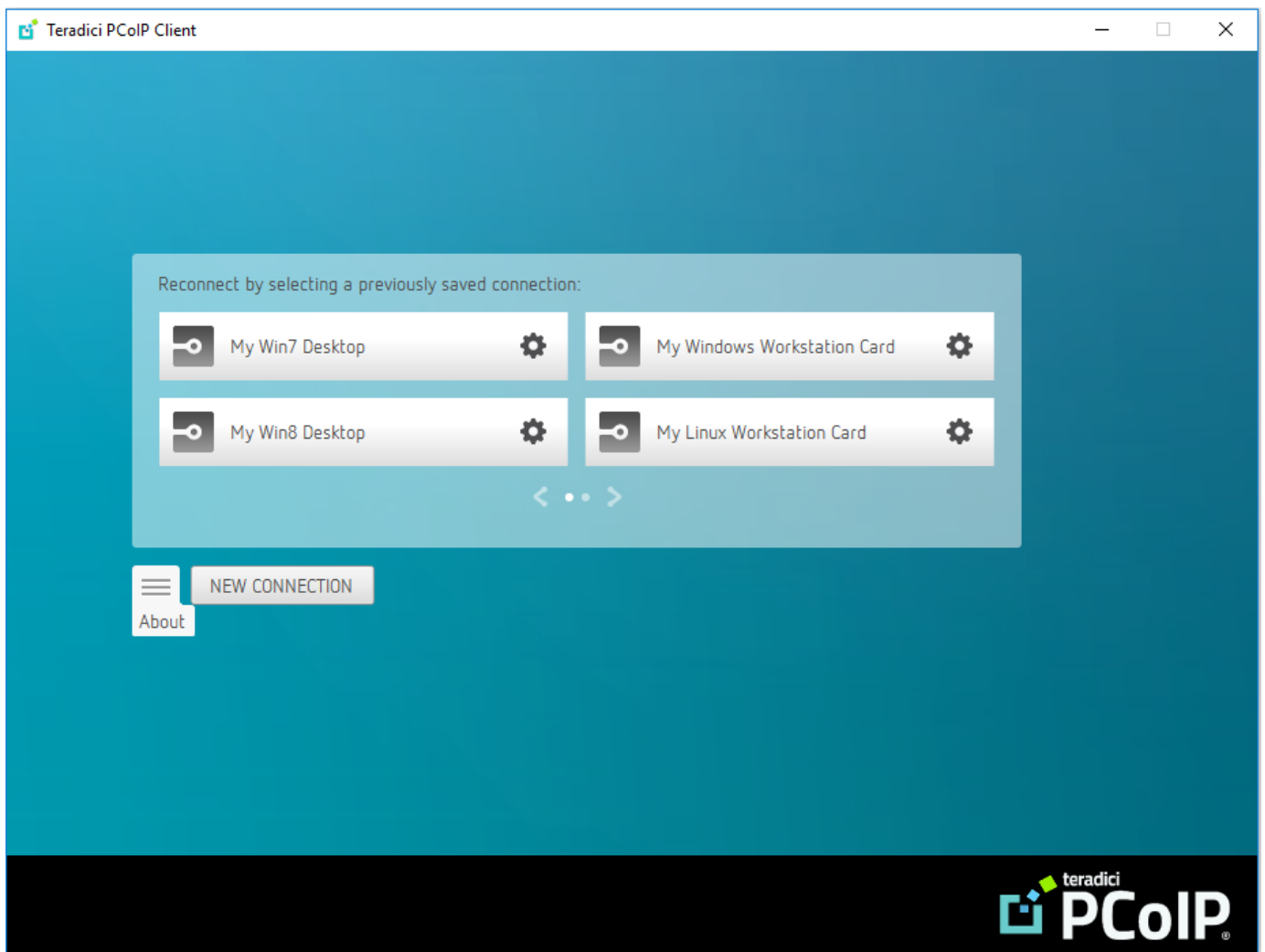
1. Open a terminal window.
2. Launch the support bundler:

```
/Applications/PCoIPClient.app/Contents/Resources/pcoip-client-support-bundler
```

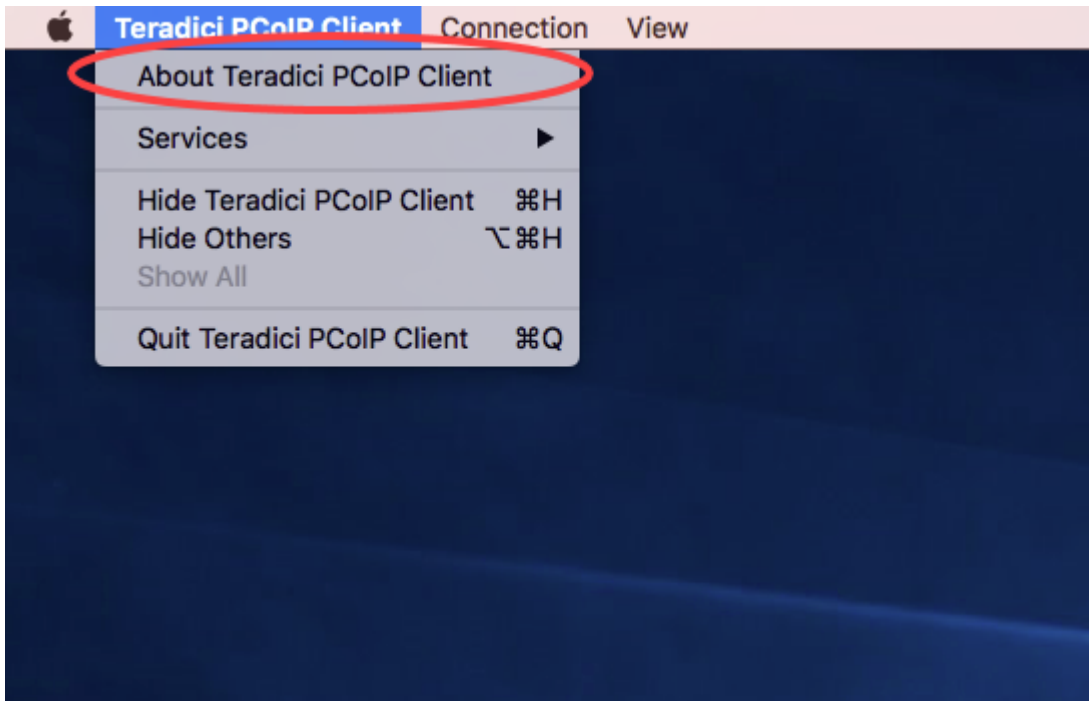
The file will be created and placed in the user's home directory.

Checking the PCoIP Software Client Software Release

The PCoIP Software Client pre-session window contains an About button in the lower left of the window. Click this button and then select **About** from the popup menu to display the PCoIP Software Client software release version.



From either client, you can also select the Teradici PCoIP Client > About Teradici PCoIP Client menu to display the software release version from within a PCoIP session.



 **About menu item only appears when the client is in session**

The *About Teradici PCoIP Client* menu item only appears when the client is in session. The menu item is not available from the pre-session GUI.