ICE RemoteWare Documentation

Release 15.0.0

Penguin Solutions

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CONTENTS

CHAPTER

ONE

ICE REMOTEWARE PREREQUISITES

Learn more about the server and client requirements for using the ICE RemoteWare™ product.

1.1 About the ICE RemoteWare Software

ICE RemoteWare 15.0.0, commit 7ecaab77d7d81e9a40e4516e6bef1668d7e1de1f.

1.2 Introduction

The ICE RemoteWare product is a web server that provides secure, easy remote access to teams working on Linux, Windows, and MacOS workstations through standard web browsers, eliminating the need for client-side installations and changes to firewall policies.

1.3 Server Requirements

This section describes the hardware and software requirements for the workstation hosting the ICE RemoteWare server.

1.3.1 Server OS

The ICE RemoteWare software is supported and tested on the following 64-bit operating systems:

- Rocky Linux 8 and 9
- Windows 10, 11, and Windows Server 2019
- Windows Server 2022 (server-side only)
- MacOS Big Sur 11 to MacOS Sonoma 14
- Ubuntu 20, 22 and 24

Important

Rocky Linux users: XWayland is not currently supported. Please see *Installing the Server on Rocky Linux* for instructions on enabling Xorg as the default X server.

Attention

There is a known graphics issue with older GNOME 3 Shell based systems (GNOME 3 and GDM) on machines that don't have an attached monitor. We recommend upgrading to GNOME 3.28+ or using the MATE desktop environment and LightDM as a workaround.

If you require other versions of Windows, RedHat, and Debian based flavors of Linux, please contact Penguin Solutions for additional support.

1.3.2 Server Hardware

We recommend the following CPU, Memory, and GPU:

Server-Side	Recommended
CPU	Intel Core i5, one core per monitor + 1
Memory	2 GB
GPU	Any

1.3.3 Server Network

The server's bandwidth (BW) requirements are the sum of the bandwidth required by all connected clients.

A client's bandwidth requirements are the sum of the video bandwidth and the audio bandwidth. Video bandwidth depends on the display resolutions, the selected video encoding, and the number of displays. These bandwidth values can be found in *Client Requirements*. Note that even though multiple clients may be sharing the same desktop, each client needs its own connection to that screen with its own bandwidth usage.

By default, audio bandwidth is 1.411 Mbps when it is enabled by the end-user. When audio is disabled by the end-user, it consumes no bandwidth.

To calculate the maximum server bandwidth (BW) requirements, use the following equations:

```
Video BW Per User = Displays per User * BW per Display
```

```
Audio BW Per User = 1.411 Mbps
```

```
Max Server BW = Users * (Video BW per User + Audio BW per User)
```

For example, if we want to plan for a single user to have video and audio access to a server that has a single display showing at 1080p with our normal (lossy) encoding:

```
Video BW Per User = 1 display * 6 Mbps = 6 Mbps
```

```
Audio BW Per User = 1.411 Mbps
```

```
Max Server BW = 1 user * (6 Mbps + 1.411 Mbps) = 7.411 Mbps
```

As a second example, if we want to plan for three users to have video and audio access to a server that has dual displays showing at 2K with our normal (lossy) encoding:

```
Video BW Per User = 2 displays * 12 Mbps = 24 Mbps
```

```
Audio BW Per User = 1.411 Mbps
```

```
Max Server BW = 3 users * (24 Mbps + 1.411 Mbps) = 76.233 Mbps
```

1.3.4 Server Screen Resolutions

The performance of the remote access is partly dependent on the server's screen resolution and the client's ability to process that resolution quickly.

> The ICE RemoteWare software allows system administrators to pick a maximum screen resolution width and height in the config file (by default 2560x1440). If the user attempts to change the screen resolution above this setting, then the video scales down automatically. This can alleviate situations where users set the screen resolution so high that their client machine becomes unusable.

For most users, we recommend our default values. If you'd like to test higher screen resolutions, we recommend doing so with gradual increases.

> **Warning**
>
> Changing screen resolutions has two known issues:
>
> 1. **Multiple rapid resolution changes may lead to service instability.** Changing the screen resolution more than 5 times over a few seconds may cause the service to restart or quit.

For more information about changing screen resolutions, see *Change Screen Resolution*.

1.3.5 Server Audio

The ICE RemoteWare product will stream audio from a remote server if it has a functional audio device and proper drivers. In Linux, pulseaudio is required and is already installed by default on many linux systems.

MacOS users must follow the instructions in *Install BlackHole for MacOS Audio* to add MacOS Audio Support.

1.3.6 OpenSSL

OpenSSL is an open source implementation of the SSL and TLS protocols and must be installed on the server host. Most Linux distributions have this installed by default, but in Windows this is installed by the ICE RemoteWare server-side installer.

1.3.7 SSL Certificate

An SSL certificate signed by a trusted certificate authority is used to provide encryption and authentication for a client's HTTPS connection to the ICE RemoteWare web server. By default, the ICE RemoteWare product comes with a self-signed SSL certificate and private key that should not be used in secure production environments.

For more information on generating SSL certificates, see *Setup*.

1.4 Client Requirements

You can connect to the server using either an HTML5 browser or our native client (ICE RemoteWare Client).

1.4.1 Client Hardware and Network

Client-side hardware and network requirements are largely based on the server's screen resolution and the number of pixels changing on the screen at a given time.

The table below shows CPU and Network requirements when remoting a single full screen movie using our normal video encoder at 24-30 frames per second. Turning on audio streaming will consume an additional 1.411 Mbps of bandwidth.

Table 1: Normal Video Recommendations

Server Resolution	Network (Mbps)	CPU, Native Client	CPU, Chrome
1280 x 720	3	Intel Core i5	Intel Core i5
1920 x 1080	6	Intel Core i5	Intel Core i7-3520M
2560 x 1440	12	Intel Core i7-3520M	Intel Core i7-2600K
3840 x 2160	25	Intel Core i7-2600K	Intel Core i7-5775C

The tables below show recommendations for visually lossless and lossless video encodings, respectively. These options are only accessible with the native client.

Table 2: Visually Lossless Video Recommendations

Server Resolution	Network (Mbps)	CPU, Native Client
1280 x 720	11	Intel Core i7-3520M
1920 x 1080	22	Intel Core i7-3520M
2560 x 1440	32	Intel Core i7-3520M
3840 x 2160	64	Intel Core i7-2600K

Table 3: Lossless Video Recommendations

Server Resolution	Network (Mbps)	CPU, Native Client
1280 x 720	65	Intel Core i7-2600K
1920 x 1080	125	Intel Core i7-2600K
2560 x 1440	200	Intel Core i7-5775C
3840 x 2160	400	Intel Core i7-5775C

Note

The ICE RemoteWare Client is more optimized than the Chrome Browser so it requires lower CPU resources to achieve the same frame rate.

Note

Acceptable network latency is application and workflow dependent. In some cases, 150ms may be acceptable. Performance may degrade if the client is running background applications that consume significant amounts of CPU time, memory, or network bandwidth.

1.4.2 Web Browser Support

The following web browsers are supported and listed in order of performance:

- Chrome 59+
- FireFox 56+
- Microsoft Edge Legacy 44.17763.1.0+
- Microsoft Edge 79+
- Safari 7+

Note

Chrome provides the best performance and is recommended.

These browsers by default enable TLS 1.2, WebGL and WebSocket features that are necessary for security and optimal ICE RemoteWare performance. While WebSocket support is a hard requirement, the ICE RemoteWare software is capable of running without WebGL support at reduced performance levels.

The following links can be used to determine if your browser supports necessary features for an optimal ICE RemoteWare experience:

Browser Feature	Test for Browser Support
Security Protocol TLS 1.2	https://www.ssllabs.com/ssltest/viewMyClient.html
WebGL	https://get.webgl.org/
WebSockets	http://websocketstest.com/

Note

TLS 1.2 is the current standard used to secure HTTPS connections as of the writing of this document.

1.4.3 ICE RemoteWare Client

ICE RemoteWare Client is a native client that requires a separate application installation on the client side. It is similar to the web browser, but it includes some additional benefits:

- faster frame rates at higher screen resolutions
- lossless and visually lossless video support
- support for keyboard shortcuts reserved by web browsers (for example: `Ctrl + T`, `Ctrl + N`, `Ctrl + W`)

ICE RemoteWare Client is supported and tested on the following 64-bit operating systems:

- Rocky Linux 8 and 9

- Windows 10, 11, and Windows Server 2019
- MacOS Big Sur 11 to MacOS Sonoma 14
- Ubuntu 20, 22 and 24

Note

OpenGL 2.1 support is required.

Note

New in v11.2: ICE RemoteWare Client can also be launched from URI links such as: `irw://<server>`

1.5 Feature Requirements and Setup

ICE RemoteWare features are designed to be ready to use across all platforms that meet the recommended hardware and operating systems listed above. Some of these features include:

- Authentication over Active Directory, LDAP, PAM, SCAuth, RHV OAuth2, and more
- Secure HTTPS communication
- Video playback up to 1440p
- Audio
- Multi-display support
- Text paste
- Quality of Service adaptation
- US keyboard and mouse support
- Collaboration

Some features have additional requirements. These are organized by server-side operating system below:

1.5.1 All Operating Systems

Enabling 4K Video on all OSes

1. Set `Server.Video.MaxWidth` and `Server.Video.MaxHeight` to `-1` in the XML config file.
2. Connect with the native client instead of a browser for best performance.

Enabling Lossless and Visually Lossless Video on all OSes

1. Connect with the native client instead of a browser.

1.5.2 Rocky Linux

Enabling USB Forwarding on Rocky Linux

USB devices can be forwarded between native clients and remote servers that meet the following requirements:

1. The server's license file must have a valid 'irw-usb' entitlement. If you do not see this entitlement in your license file, please contact Penguin Solutions sales for more information.
2. The Server-USB module must be installed on the remote server. See *Installing Server-USB Module on Rocky Linux* for more information on this step.
3. The Client-USB module must be installed on the client side. See *Installing Client-USB Module on the Client* for more information on this step.

Enabling Xorg X server as the default on Rocky Linux

XWayland is not currently supported. Please see *Installing the Server on Rocky Linux* for instructions on enabling Xorg as the default X server.

1.5.3 Windows

Enabling Audio on Windows VMs

Only if you are running the server on a Windows Virtual Machine: Download and install Screen Capture Recorder 0.12.10.

1.5.4 MacOS

Enabling Audio on MacOS

1. Download and install BlackHole 0.2.9. See *Install BlackHole for MacOS Audio* for more information.
2. Note: Audio is not supported on MacOS Virtual Machines.

Enabling USB Forwarding on MacOS Big Sur

USB Forwarding to Big Sur servers is no longer supported due to a change in Big Sur. Please update to MacOS Monterey or later for USB Forwarding support. NOTE: Big Sur clients can still forward USB devices to other servers.

Re-Enabling USB Forwarding after Updating to MacOS Monterey

If you have an existing ICE RemoteWare installation and you've updated from Big Sur (or earlier) to Monterey (or later), follow these steps to install 'VirtualHereUniversal' and re-enable USB Forwarding:

1. Use a Finder window to open the Applications folder
2. Right-click on 'ICE RemoteWare' and select 'Show Package Contents'
3. Open 'Contents' and then 'Resources'
4. Open the VirtualHereUniversal dmg by double-clicking on 'VirtualHereUniversal.dmg'
5. Drag the 'VirtualHereUniversal' application into the Applications folder

6. Move the deprecated 'VirtualHere' application to the Trash

CHAPTER

TWO

RELEASE NOTES

This page lists the version history of ICE RemoteWare™ releases.

2.1 What's New in v15.0.0

- **Scyld Cloud Workstation has been renamed and rebranded to ICE RemoteWare**
- **Redesigned and updated the documentation**
- **Multi Session support on Linux. The multi session feature allows multiple users to run their own sessions concurrently**
- **Added scripts on Linux distribution to set up secure password- less connections**
- Option added to control and set keep-alive settings on TCP sockets
- Showing network address in addition to user name in connect notifications
- Added the server's hostname on sign-page and it's page title
- Fixed an issue where the details of the path to the SSL certificates in the configuration file was deleted
- Fixed an error in the installation validation where a missing VH license triggered a misleading error report
- Improved the dependency information for Linux packages
- Fixed a problem with clients where they might stop working during user login on Linux systems
- Improved sign-in and -out experiences
- Removed CentOS7 from the list of supported OSes
- Fixed a problem where sometimes clients lost keyboard and mouse access when connecting to a server with multiple displays

2.2 Known Issues

- Native client: Download files from server not working (#4574)
- Copy Remote Clipboard is not supported on Safari (#4254)
- Linux: NvFBC video capture is very slow when log level is set to debug (#4248)
- Linux: During NvFBC capture login into the OS might require relogin into the server (#4241)
- MacOS: NativeClient does not continue mouse dragging when mouse leaves window (#3970)
- MacOS: Sometimes audio gets corrupted when connected requiring the user to reconnect (#3122)

- Safari on BigSur (macOS 11) and earlier doesn't support connecting to servers with self-signed certificates. Please use Chrome as a workaround (#3971)
- Windows systems with no mouse devices will not show a mouse cursor. Please enable the Microsoft 'Mouse Keys' feature to force Windows to show a cursor as a workaround (#1079)
- Disconnecting Wacom Tablets from the USB Forwarding Menu will disable 'Mouse Keys' on Windows and this may cause the cursor to disappear if there are no mouse devices. Please re-enable 'Mouse Keys' or reconnect the Wacom Tablet as a workaround (#3986)
- Wayland based display servers are not supported. A X11 based windowing system must be enabled (#4132)

2.3 Version History

2.3.1 v14.0.1

- Fix for Linux system without a proper display manager

2.3.2 v14.0.0

- **Added Ubuntu 24 support**
- **Added File Download from server**
- **Added File Upload to server**
- **Added Trial Mode, user can evaluate ICE RemoteWare for a limited time without a trial license**
- **Added Network Address Filter to server**
- **Added USB Allow List to server**
- Command line option added to load additional config file
- Improvements to trial mode
- Added a warning when the user space server is not running
- Removed ctrl-alt-del button in the client UI when connected to a MacOS server

2.3.3 v13.2.0

- Disabled Audio forwarding on OS login screens
- Fixed Ctrl+F12 keyboard shortcut for users who aren't controllers
- Multiple fixes to the Advanced Setting page, e.g. for systems without any authorization, added an option to allow guest access, client UI changes reflecting configuration changes
- Advanced Setting page has default mode for commonly used settings and an expert mode for more advanced configuration
- Fixed Log Viewer for systems without authorization, added an option for guest access
- Fixes for multi-display systems for Log Viewer and Advanced Setting pages
- Enabled "window-manager-less" mode on Linux
- Added a configuration setting to turn off license upload

- Fixes for keyboard handling of Japanese characters
- Server logs any unrecognized settings in config file
- MacOS audio: Fixed server crash and improved audio handling
- Fixed an issue during log into a server when authentication is disabled

2.3.4 v13.1.0

- **Added Advanced Settings page for configuration file editing**
- **Added License Management page for managing missing, outdated, and invalid licenses**
- **Added a Log Viewer for viewing server and service log files (To enable, set Server.LogViewer.Enabled to true)**
- **Added Kiosk Mode to the Native Client to create a locked-down experience (use command line flag –kiosk or /kiosk for windows)**
- **Added MacOS Sonoma 14 support**
- **Deprecated MacOS Catalina 15 support**
- Enabled copying from remote clipboards of Windows servers
- Added Allow list to control the types of USB devices that are allowed to be forwarded to the server (see *Server.VirtualHere.AllowedUsbDevices* for more information)
- Added notifications when a USB device is forwarded to the server
- Improved Japanese language handling on Native Client
- Fixed race condition during USB forwarding
- Fixed an issue preventing the Native Client from copying the server clipboard to the client
- Fixed Windows issue preventing domain account users from logging in twice into the server
- Fixed cursor not displaying on Linux when using the nvfbc video source

2.3.5 v13.0.1

- Fixed Japanese text input on MacOS and added a key mapping example
- Added autodetection of keyboard layout change to MacOS server
- Made missing audio support error message on on demand (MacOS only)

2.3.6 v13.0.0

- **Added remote clipboard copying (Linux and MacOS only)**
- **Added 'Fit to Window' view**
- **Added support for Windows Server 2022 (server-side only)**
- **Added beta support for MacOS Sonoma 14**
- Deprecated USB Forwarding on MacOS Big Sur 11
- Added clipboard synchronization notification

- Added notification for when MacOS copy-paste server is not running
- Updated VirtualHere server to 4.5.9 and VirtualHere client to 5.5.4
- Improved mouse responsiveness when client is overloaded
- Fixed keyboard handling of Shift+Insert, Shift+Delete, Shift+NumPad, Shift+Cancel/Stop, and Ctrl+Alt
- Fixed handling of user defined port numbers
- Fixed several issues with installation on Google Cloud instances
- Added workaround for Linux systems where SELinux has made shared memory inaccessible

2.3.7 v12.3.0

- **NOTE:** Existing ICE FlexLM installations must be updated to ICE FlexLM v11.19.3
- **Added support for Rocky Linux 9**
- **Added support for Ubuntu 22.04 LTS**
- **Added support for MacOS Ventura 13**
- **Added beta support for Windows Server 2022**
- **Added Japanese keyboard support**
- Updated VirtualHere server to 4.5.6 and VirtualHere client to 5.4.7
- Updated recommended BlackHole version to 0.5.0 for MacOS audio
- Updated to OpenSSL 3.1 on Windows and MacOS
- Improved stability of VirtualHere integration on Linux
- Improved MacOS Installer
- Improved page loading times
- Improved Windows RDP disconnect handling
- Improved handling of Google Cloud using Google Graphics Array on Windows
- Fixed handling of Ubuntu service shutdown
- Fixed graphics capturing bug on Optimus systems in Windows
- Fixed graphics capturing bug when logging into Linux systems
- Fixed copy-paste on MacOS servers not working on first attempt
- Fixed potential lockout when MacOS lock screen Cancel button causes host to sleep
- Fixed server crash on ARM-based Monterey hosts when switching audio source to Blackhole 16ch
- Fixed Windows native client not shutting down cleanly
- Fixed Windows validation tool unable to run without admin rights
- Fixed service log gets too many messages when server restart fails

2.3.8 v12.2.0

- **Added keyboard support for all Latin and Cyrillic languages**
- **Reduced CPU load when screen window is minimized or in background tab**
- **Reintegrated NvFBC in Linux** to reduce server CPU load
- **Changed Fullscreen keyboard shortcut on native client to Ctrl+F11**
- **Added hardware color conversion for Windows**
- Improved login and logout loading transitions
- Added IPv6 support in native clients
- Added support for sending Cmd+Q to server from MacOS clients
- Changed QoS to be more conservative
- Fixed error page link to home page
- Updated Linux package dependencies

2.3.9 v12.1.1

- **Fixed URI scheme** not registered after performing RPM update of native client
- Fixed internal ping time counter
- Reduced debug level messaging in MacOS
- Fixed Linux 'x11' videosource config option
- Fixed server '–setConfig' command line option
- Removed 'Jointly engineered with Colorado Code Craft' from sign in page

2.3.10 v12.1.0

- **Added support for up to 60 fps frame rate on Linux servers**. Configuration file update is required to enable. See *Server.Video.Encoding.H264.MaxFrameRate* for more information.
- **Added support for Windows 11 and Windows Server 2019**
- **Added support for Ubuntu 20.04 LTS**
- Added beta support for Ubuntu 22.04 LTS (requires: OpenSSL 1.1.1)
- Deprecated support for Ubuntu 16.04 LTS
- Deprecated support for MacOS High Sierra 10.13 and MacOS Mojave 10.14
- Improved user interface load time
- Improved keyboard and mouse response times
- Improved handling of non-English keyboards in Linux
- Fixed Rocky Linux Client's USB Forwarding instability
- Fixed native client video instability during scrolling
- Fixed race condition in service restart tool for Windows
- Fixed race condition in handling CentOS 7 logouts

- Fixed MacOS video sources not always being available after reboot
- Fixed native client crash when adding a third display
- Prevent multiple users from connecting when lossless or visually lossless video encoding is active

2.3.11 v12.0.1

- **Added support for Rocky Linux 8**
- Changed USB Forwarding to only be available by installing an optional module
- **Added support for up to 60 fps frame rate on Windows servers** using the new default video source ('windda')
- **Added support for up to 60 fps frame rate on ARM-based Mac servers**
- Improved handling of Windows sign-out confirmation screen
- Updated VirtualHere server to 4.4.2 and VirtualHere client to 5.3.6
- Fixed Windows active directory domain logins
- Fixed Windows and Linux keyboard handling
- Fixed Linux pactl zombie processes
- Fixed MacOS caffeinate zombie processes
- Fixed USB Forwarding menu not reflecting WACOM tablet unplug events
- Fixed remote cursor not hiding when disconnecting a WACOM tablet
- Fixed missing ShadowPassword fields in default MacOS and Windows configuration files
- Fixed Windows configuration file handling of 'auto' values
- Dropped support for Windows 7 and 8
- Dropped support for NvFBC
- Dropped support for Internet Explorer 11
- Dropped USB Forwarding support for MacOS Big Sur servers

2.3.12 v11.3.3

- Fixed MacOS installer alerts

2.3.13 v11.3.2

- Fixed crash of Windows server

2.3.14 v11.3.1

- Added support for MacOS server updates without a desktop login
- Added support for MacOS client clean installs and updates without a desktop login
- Fixed stuck video on MacOS login screen
- Improved MacOS server and client installer log messages
- Fixed Windows server validation tool
- Fixed Windows client unable to reopen screens
- Fixed missing Windows client DLLs msvcp140_1.dll and vcruntime140_1.dll
- Bug fixes for USB Forwarding
- Updated to VirtualHere server v4.3.8
- Updated to VirtualHere client v5.3.1

2.3.15 v11.3.0

- Added MacOS Monterey 12 client and server side support
- Added Apple Silicon M1 support for client and server
- Added 60 fps support for servers using Apple Silicon M1
- Fixed MacOS client caps lock
- Fixed MacOS client copy and paste
- Removed support for USB Forwarding to Big Sur servers due to a change in Big Sur. Please update to MacOS Monterey for USB Forwarding support. Big Sur clients can still forward USB devices to other servers
- Improved Windows USB Forwarding start-up
- Improved Windows sign out handling
- Improved Windows install verification tool
- Updated Windows and MacOS OpenSSL to 1.1.1l
- Added ability for native clients to auto resize to video
- Added support for **Audio.Output.SampleRate** values 48000 and 96000
- Fixed issue with scrollbars being inaccessible in fullscreen

2.3.16 v11.2.1

- **Added MacOS Big Sur client support (x86 only)**
- Updated USB Forwarding installation for MacOS Catalina and later

2.3.17 v11.2.0

- **Added ability to launch the native client using new URI scheme:** `irw://<server>`
- Added an application launcher for GNOME systems
- Changed native client command line to accept URL argument without flags
- Fixed Ubuntu client installer issue that prevented USB Forwarding

2.3.18 v11.1.1

- Fixed MacOS and Windows client whitescreen issue

2.3.19 v11.1.0

- **Added USB Forwarding (includes Wacom Tablet support)**
- Upgraded QT on Windows and MacOS to 5.14.2
- Improved audio quality on MacOS and Windows
- CentOS and RHEL customers encouraged to install using YUM repository (see documentation for more information)
- Added PrintScreen and Ctrl+Alt+Del to keyboard shortcuts
- Removed Windows installer menu for config file credential setup
- Changed minimum length of config file passwords to be six characters
- Added FAQ to help users who have WebGL blocked by their browser for certain graphics cards and driver combinations
- Fixed escape keydown issue
- Added –broker-passwd flag for MacOS
- Changed ScyldCloudAuth based usernames to be case insensitive

2.3.20 v11.0.1

- **NOTE:** This release is not compatible with earlier versions. Please update all server and client components
- **Added CentOS 8 with GDM support (Xorg must be enabled)**
- **NOTE:** Windows users should use the NVIDIA Control Panel to change screen resolution
- Discontinued CentOS 6 support
- Added notarization and code signing of MacOS packages
- Updated recommended BlackHole version to 0.2.9 for MacOS audio
- Added CSP policy
- Added Users API
- Added ‘broker’ account for API access
- Disabled ‘admin’ account by default on Linux and Windows
- Fixed initial static audio in MacOS

- Fixed multiple users not able to access audio streams in Linux
- Fixed MacOS copy-paste
- Changed service architecture for all Linux platforms
- Updated Windows and MacOS OpenSSL to 1.1.1k
- Removed ability to customize Linux screensaver launcher
- Changed background color to a slight gray
- Optimized cursor loading
- Bug fixes and security updates

2.3.21 v10.2.2

- Added security patch to MacOS server
- Fixed missing MacOS client icon

2.3.22 v10.2.1

- **NOTE:** Existing ICE FlexLM installations should be updated to ICE FlexLM v11.17.0.1
- Added audio support for Safari
- Fixed MacOS issue with starting service from command line
- Fixed MacOS issue with audio toggle
- Fixed MacOS issue with video device detection on reboot

2.3.23 v10.2.0

- Improved audio settings to CD-Audio quality
- Improved audio-video sync by lowering default **Audio.Output.BufferTime** to 0.020s
- Added support for 8, 16, and 24 values to **Audio.Output.BitsPerSample**
- Added support for additional **Audio.Output.SampleRate** values
- Added ability to restart audio by toggling audio button
- Updated documentation for bandwidth and hardware requirements
- Fixed OS credentials login conflicts
- Fixed Linux user name detection
- Fixed Linux "Test AudioSource: pipe failed 'Too many files open'"
- Fixed Windows NvFBC multi-screen mouse cursor positioning
- Fixed Windows adding config file credentials dynamically
- Fixed MacOS for multiple user accounts
- Fixed MacOS login
- Fixed MacOS audio detection

- Fixed MacOS launcher

2.3.24 v10.1.1

- Fixed issue with Chrome not being able to sign in over HTTP
- Fixed issue with incomplete Config File Credentials preventing other sign ins

2.3.25 v10.1.0

- Added **server support for MacOS** 10.13, 10.14, and 10.15
- Added **client support for MacOS** 10.13, 10.14, and 10.15
- Added **on-screen performance monitor** to client
- Improved audio-video sync by lowering **Audio.Output.BufferTime** to 0.045s

2.3.26 v10.0.0

- Added **two-channel audio** for Windows 10, CentOS 7, and Ubuntu 16 servers. See the *Server Audio* section for more information
- Increased **Server.Video.MaxWidth** and **Server.Video.MaxHeight** to 1440p (2560x1440)
- Added **RHV Authentication Support**
- Added **support for IPv6**
- Updated Windows OpenSSL to 1.1.1g
- Fixed issue with High DPI scaling in Windows native client
- Fixed browser support for NvFBC at 4K resolutions

2.3.27 v9.2.1

- Fixed issue with visually lossless slider not updating in multi-display, multi-user situation

2.3.28 v9.2.0

- Added support for **visually lossless video** (single user, native client only)
- Improved lossless video performance
- Added support for Chrome 80's new SameSite cookie policy
- Fixed display detection error handling in linux startup script

2.3.29 v9.1.11

- Fixed custom application cursors not showing in Windows
- Fixed fullscreen button not showing for Guest users
- Changed UI to inform when no users have keyboard and mouse control

2.3.30 v9.1.10

- Added security patch to Server.Auth.OSAuthEnabled for Windows
- Fixed screen resolution changing in CentOS 7.7
- Fixed pausing and resuming guest video
- Fixed video halting when switching to Ctrl+Alt+Del menu in Windows 7
- Fixed black box cursor when connecting over a VM
- Added error messaging for missing PEM file
- Fixed ERR_BAD_SSL_CLIENT_AUTH_CERT connection error
- Improved log file messaging
- Improved screen scaling support

2.3.31 v9.1.9

- Fixed QoS to react faster to network changes
- Increased default **Server.Video.AvgBitRate** to `1280x720=3000k,1920x1080=6000k`
- Changed **Server.Video.AvgBitRate** to optionally accept a single `<resolution>=<bit-rate>` value and use the given bit-rate for all resolutions
- Disabled low bandwidth warning messages by default

2.3.32 v9.1.8

- **NOTE:** This release is not compatible with earlier versions. Please update all server and client components.
- Added a new video decoder for **significant video improvement in modern browsers**
- Added **security patch to websocket protocol**
- Added support for **ScyldCloudAuth Token Authentication**
- Added ability to use a custom sign-in page by setting **Server.Auth.ExternalSignInPage** to a URL
- Improved QoS algorithm
- Added feature to halt server if port is already being used
- Fixed issue with setting Server.VideoSource to 'nvfbc' resulting in 'stream' video source
- Changed frame rate to reflect actual frames per second instead of decode time
- Fixed Mac Cmd key
- Fixed text paste not working in Chrome browser

2.3.33 v9.0.0

- Added single-user support for toggling **lossless video** (native client only)
- Added beta support for GNOME 3.28+ on CentOS 7
- Dropped server and client support for Ubuntu 14
- Reorganized main toolbar
- Added lossless video checkbox to new settings menu
- Added scaled video status message to new settings menu
- Upgraded QT to 5.9.7
- Updated Windows OpenSSL to 1.0.2r
- Fixed multi-display issues when enabling and disabling displays
- Improved user warning alerts
- Fixed multi-user slow-user warning icons
- Fixed alternative mouse cursor visibility
- Fixed mouse scrolling behavior in Chrome 73
- Fixed multi-display issue with double-clicking on screen buttons
- Fixed misleading "Another user is signed in" message
- Fixed issue where clicking on external links created a black window (native client only)
- Reduced mouse context menu options (native client only)
- Fixed "You need to enable cookies in order to log in" issue (native client only)

2.3.34 v8.1.5

- Fixed CentOS 6 issue with setting **Server.VideoSource** to `auto` or `nvfbc`
- Fixed minor multi-screen interface issues
- Fixed documentation by changing **Server.ConcurrentClients.MaxClientCount** to **Server.MultiUser.MaxClientCount**
- Hide Guest Invite buttons when **Server.MultiUser.MaxClientCount** is set to 1
- Fixed QoS stability issues

2.3.35 v8.1.4

- Added support for mouse dragging between tiled screens
- Switched to overlay scrollbars
- Updated QoS algorithm
- Fixed Javascript error in IE11

2.3.36 v8.1.3

- Fixed crash related to screen size changing
- Fixed flickering caused by decoder library and stream video source
- Fixed QoS stability issues

2.3.37 v8.1.2

- Fixed downscaling when resolution height is not divisible by 4

2.3.38 v8.1.1

- Added `--check` command line option to help test installation
- Added version compatibility checking to native client and server
- Added support for adding or removing displays
- Added Windows start menu shortcuts for easier access to log file and service restart
- Updated Windows OpenSSL to 1.0.2p
- Fixed Ubuntu 14 issue where video outputs swapped after screen size change
- Fixed resolution scaledown message text and added fade-out behavior
- Fixed button behavior for opening screens
- Fixed mouse location after display re-positioning
- Fixed support for Windows systems with multiple NvFBC GPUs

2.3.39 v8.0.1

- **NOTE:** This release is not compatible with earlier versions
- **NOTE:** A clean install of the Server is required (Windows only)
- Added ability to show **multiple screens** across **multiple displays**
- Renamed boot.log log file to win-service.log
- Added confirmation prompts to prevent accidental session closing
- Added ability to change PAM Service name by changing the **Server.Auth.PAM.Service** config option
- Fixed max video scaling issues that occurred after resolution changes
- Removed unneeded libraries from Server MSI installer
- Fonts are now hosted by the Server
- Client window bug fixes

2.3.40 v7.1.8

- Fixed native client blank connect dialogue appearing after service restarts
- Fixed native client black screen when reconnecting after Windows 10 service restarts
- Fixed native client scroll bars not appearing when reconnecting after Windows 10 service restarts
- Fixed Windows 10 service becoming unavailable after signing out
- Suppressed mouse cursors always shows in Windows 10
- Added HiDPI support for Windows stream encoder
- Fixed Linux log file location

2.3.41 v7.1.1

- Improved handling of scenarios where Windows has no console session
- Improved handling of scenarios where RDP session is active
- Documented 'Escape' workaround for black windows login screen issue
- Changed default XML config file value for **Server.IdleUserTimeout** to 120
- Fixed missing OpenSSL libraries in Windows
- Fixed client EULA

2.3.42 v7.1.0

- Changed **video bit-rate selection** to be based on screen resolution
- **Lower latency** for native client due to optimizations on color conversion and frame rendering

2.3.43 v7.0.2

- Added OpenSSL v1.0.2n libraries to Windows native-client

2.3.44 v7.0.1

- Fixed Windows password changing documentation
- Fixed config file automatically inserting StreamVideoSource tags
- Removed Windows wrapper batch script

2.3.45 v7.0.0

- Added **4K resolution support to native-client**. Additional server-side setup is required. See the *Enable 4K Support* section for more information.
- Improved **frame-rate performance of native-client**
- Added **MD5 hash of configuration file to start-up output**
- Upgraded QT to 5.9.2
- Improved **native-client window resize behavior**
- Improved **native-client fullscreen behavior** to downscale graphics when remote desktop is larger than the client screen size

2.3.46 v6.1.1

- Fixed image blurring when enabling unique frames

2.3.47 v6.1.0

- Added ability to **sign in with Linux and Windows OS credentials**
- Added ability to **transmit only unique video frames** with **Server.Video.UniqueFramesOnly** config setting (true by default)

2.3.48 v6.0.3

- Added browserless 'native' client for CentOS 7 and Windows 7
- Fixed relative paths for Server.LicensePath
- Updated fonts, icons, and colors
- Changed from Windows NSIS installer to MSI installer
- All **Server.ConcurrentClients** configuration settings changed to **Server.MultiUser**

2.3.49 v5.0.7

- Fixed "too many files open" error for generic stream video source

2.3.50 v5.0.6

- Improved error handling for disconnects during inactivity
- Changed default idle user timeout to 2 hours

2.3.51 v5.0.5

- Fixed black winlogon screen for stream video source

2.3.52 v5.0.4

- Fixed screen size changing in Windows

2.3.53 v5.0.3

- Fixed handling of poor network connections
- Windows installer preserves *.dat, *.lic files on update

2.3.54 v5.0.2

- Fixed blackscreen when using IE 11 over a VPN
- Fixed systemd service status check

2.3.55 v5.0.1

- Fixed init script false-positive when license checkout fails
- Fixed systemd service script
- Reduced log output on license checkout retries

2.3.56 v5.0.0

- Added CPU-based (**stream**) video source option
- Added **idle user timeout** (**Server.IdleUserTimeout** takes minutes. Disabled by default)
- Added ability to **update Server.Auth settings at runtime** (except Server.Auth.Enabled)
- Added ability to **auto-select a video source**
- Added **Flexera License Management**
- Added ability to specify license file with **Server.LicenseFile** config setting
- Added ability to delay service start with **Server.StartDelay** config setting
- Renamed **Server.WebSocketServer.Secure** to **Server.Secure**
- Renamed **Server.WebSocketServer.Port** to **Server.Port**
- Renamed **Server.ServiceLogFile** to **Server.BootLogFile**
- Renamed **debug0.txt** to **ice-remoteware-service.log** and **debug1.txt** to **ice-remoteware.log**
- Changed Windows install directory to **C:\Program Files\Penguin Solutions\ICE RemoteWare**
- Changed Windows service startup from Automatic to Delayed
- Changed log messages
- Fixed guests getting kicked out if one of multiple hosts signs out

- Fixed handling of IPv6 addresses
- Fixed guest toolbar being hidden while paused
- Fixed duplication of guest alerts
- Fixed guest video when starting out paused

2.3.57 v3.1.0

- Added **support for CentOS 7** (requires LightDM / MATE desktop environment)
- Added **Floating UI**
- Added **adjustable screen resolutions limits**
- Added **Server.Video.MaxWidth** and **Server.Video.MaxHeight** to config file
- Updated **QoS algorithm**
- Windows installer preserves *.crt, *.cer, *.pem, *.key, and *.der files on update
- Set default max frame rates to 30
- Fixed Firefox keyboard issue for remote Windows services

2.3.58 v3.0.4

- Increased send timeout values
- Added **Server.VideoSendTimeout**, **Server.DataSendTimeout**, and **Server.ReceiveTimeout** to config file

2.3.59 v3.0.3

- Fixed QoS adaptive frame rate algorithm

2.3.60 v3.0.2

- Fixed IE11 fullscreen keyboard and scrollbars

2.3.61 v3.0.1

- Fixed unexpected multi-user client timeouts

2.3.62 v3.0.0

- Added **keyboard and mouse sharing** for collaboration
- Added **guest invites** for collaboration
- Added **text paste from local clipboard** support
- Added **remote desktop auto-lock on disconnect**
- Updated **QoS algorithm**
- Updated user interface style

- Updated default SSL ciphers
- Compatible with v2.3 config file

2.3.63 v2.3.2

- Updated default SSL ciphers

2.3.64 v2.3.1

- Fixed Command/Windows key getting stuck
- Fixed cursor disappearing during Windows UAC

2.3.65 v2.3.0

- Improved **decode performance**
- Improved **QoS responsiveness**
- Improved mouse scrolling. Ticks are now server-dependent
- Added code authenticity check
- Fixed OS X command key
- Improved version number system
- Fix for null cursor
- Fix for missing HTML icons
- Added support for 16x16 cursors in Windows
- Improved web-page refresh

2.3.66 v2.2.0

- Added **local cursor**
- Added **basic QoS /** dynamic frame rate updates
- Simplified configuration file by relying more on defaults
- Updated interface controls to be centered, sleeker
- Updated default openSSL.server.cipherList string to include !RC4
- Updated default openSSL.server.verificationMode to relaxed
- Fixed cursor in Firefox Fullscreen
- Fixed mouse wheel
- Fixed screen crop
- Added auto-lock (disabled by default)
- Authentication screen can now be disabled in config
- RPM installer preserves old config file by default

2.3.67 v2.1.0

- Added **screen resolution change support** (Windows, Linux)
- ScyldCloudAuth "JSON Syntax Error" fix
- Silent / Quiet Windows installer

CHAPTER

THREE

INSTALLATION

Learn more about installing the ICE RemoteWare™ server and client.

3.1 Server Installation

The ICE RemoteWare server can be installed on the following operating systems:

- Rocky Linux 8 and 9
- Windows 10, 11, and Windows Server 2019
- Windows Server 2022 (server-side only)
- MacOS Monterey 12 to MacOS Sonoma 14
- Ubuntu 20, 22 and 24

3.1.1 Required Files

Installation packages and documentation can be downloaded from: https://updates.penguincomputing.com/irw/download/. Rocky, CentOS and RHEL users should add the repository as a YUM repo using the OS-specific instructions that follow.

Installation of the ICE RemoteWare server requires the following files:

- The ICE RemoteWare server installation package for your operating system:
  - Rocky Linux 8: `ice-remoteware-15.0.0-0.el8.x86_64.rpm`
  - Rocky Linux 9: `ice-remoteware-15.0.0-0.el9.x86_64.rpm`
  - Ubuntu 20: `ice-remoteware_15.0.0.0-0ubuntu1.20_amd64.deb`
  - Ubuntu 22: `ice-remoteware_15.0.0.0-0ubuntu1.22_amd64.deb`
  - Ubuntu 24: `ice-remoteware_15.0.0.0-0ubuntu1.24_amd64.deb`
  - Windows 10, 11, and Windows Server 2019, 2022: `ICE RemoteWare-15.0.0.0.msi`
  - MacOS Monterey 12 to MacOS Sonoma 14: `ice-remoteware-15.0.0.0.pkg`
- One of the following:
  - A trial license file (`ice-remoteware.lic`)
  - A floating license file (`ice-flexlm.lic`) and the license server (ICE FlexLM).

3.1.2 Installing the Server on Rocky Linux

Follow the steps below to install the ICE RemoteWare server, replace the default SSL key and certificate files, install the license file, and change your X server from XWayland to Xorg. After a service restart, you should be able to sign in with standard OS credentials.

1. Use the `wget` command to install the ICE RemoteWare YUM repository for your version of Rocky Linux:

```
% ## Rocky Linux 8 only
% sudo wget https://updates.penguincomputing.com/irw/irw-el8.repo -P /etc/yum.repos.
↪d

% ## Rocky Linux 9 only
% sudo wget https://updates.penguincomputing.com/irw/irw-el9.repo -P /etc/yum.repos.
↪d
```

2. Use the `yum install` command to install `ice-remoteware`.

```
% sudo yum install -y ice-remoteware
```

   The installer does the following:

   - Installs ICE RemoteWare files to `/opt/ice-remoteware`
   - Installs ice-remoteware.service to `/lib/systemd/system/`
   - Reloads the systemd manager configuration using `systemctl daemon-reload`
   - Enables the unit file with `systemctl enable ice-remoteware.service`

3. If you have a trusted SSL certificate for your server's domain, open the configuration file (`/opt/ice-remoteware/ice-remoteware.xml`) and set the value of `openssl.server.privateKeyFile` and `openssl.server.certificateFile` to its path. Using a trusted SSL certificate is recommended for maximum security.

4. Install the license.

   - If you have a trial license (`ice-remoteware.lic`), copy it into `/opt/ice-remoteware/bin`.
   - If you have a floating license (`ice-flexlm.lic`), proceed to *Flexera License Management* for instructions on installing ICE FlexLM.

5. Verify that your firewall rules allow traffic over HTTPS (port 443).

6. ONLY IF you are using XWayland as your X server (enabled by default in Rocky Linux), enable Xorg by following these steps:

   a. Open editor to open: `/etc/gdm/custom.conf`

   b. Look for the lines below:

```
[daemon]
# Uncoment the line below to force the login screen to use Xorg
#WaylandEnable=false
```

   c. Uncomment (remove the '#') preceeding the 'WaylandEnable' variable.

   d. Save the file and reboot the system. The service will start after the reboot.

7. Use the `systemctl restart` command to restart the service:

```
% sudo systemctl restart ice-remoteware.service
```

8. OPTIONAL: To enable USB Forwarding features, see *Installing Server-USB Module on Rocky Linux*.

The ICE RemoteWare product should now be reachable over HTTPS at your server's hostname or IP address. For advanced configuration options, please see *Setup*.

3.1.3 Installing Server-USB Module on Rocky Linux

USB devices can be forwarded between native clients and remote servers that meet the following requirements:

1. The server's license file must have a valid 'irw-usb' entitlement. If you do not see this entitlement in your license file, please contact Penguin Solutions sales for more information.
2. The Server-USB module must be installed on the remote server.
3. The Client-USB module must be installed on the client side. See *Installing Client-USB Module on the Client* for more information on this step.

To install the Server-USB modules:

1. Use the `yum` command to install `ice-remoteware-server-usb-module`.

```
% sudo yum install -y ice-remoteware-server-usb-module
```

2. Use the `systemctl restart` command to restart the service:

```
% sudo systemctl restart ice-remoteware.service
```

3.1.4 Installing the Server on Windows

Note

For virt-manager users: virt-manager's graphical console will no longer work after installing the NVIDIA GRID driver and restarting Windows.

To get the virt-manager graphical console to work again, start the Windows VM in 'Safe Mode' by restarting the VM, commanding it to "Force Off", and restarting the VM again. Select "Safe Mode with Networking" from the menu that appears.

1. Download `ICE RemoteWare-15.0.0.0.msi` from https://updates.penguincomputing.com/irw/download/
2. Double-click on the `ICE RemoteWare-15.0.0.0.msi` installer.
3. Follow the instructions in the GUI.
4. If your server's domain has a trusted SSL certificate, open the configuration file (`C:\Program Files\Penguin Solutions\ICE RemoteWare\ice-remoteware.xml`) and set the value of `openssl.server.privateKeyFile` and `openssl.server.certificateFile` to its path. Using a trusted SSL certificate is recommended for maximum security.
5. Install the license.
    - If you have a trial license (`ice-remoteware.lic`), copy it into `C:\Program Files\Penguin Solutions\ICE RemoteWare`.

- If you have a floating license (`ice-flexlm.lic`), proceed to *Flexera License Management* for instructions on installing ICE FlexLM.

6. OPTIONAL: To enable USB Forwarding features, see *Installing Server-USB Module on Windows*.

The ICE RemoteWare product should now be reachable over HTTPS at your server's hostname or IP address. For advanced configuration options, please see *Setup*.

3.1.5 Installing Server-USB Module on Windows

USB devices can be forwarded between native clients and remote servers that meet the following requirements:

1. The server's license file must have a valid 'irw-usb' entitlement. If you do not see this entitlement in your license file, please contact Penguin Solutions sales for more information.
2. The Server-USB module must be installed on the remote server.
3. The Client-USB module must be installed on the client side. See *Installing Client-USB Module on the Client* for more information on this step.

To install the Server-USB modules on the remote server:

1. Download `ICE RemoteWare Server USB Module-15.0.0.0.msi` from https://updates.penguincomputing.com/irw/download/
2. Double-click on the `ICE RemoteWare Server USB Module-15.0.0.0.msi` installer.
3. Follow the instructions in the GUI.

3.1.6 Installing the Server on Ubuntu

Follow the steps below to install the ICE RemoteWare server, replace the default SSL key and certificate files, and install the license file. After a service restart, you should be able to sign in with standard OS credentials.

1. Download the debian installer for your Ubuntu version from https://updates.penguincomputing.com/irw/download/
   - Ubuntu 20: `ice-remoteware_15.0.0.0-0ubuntu1.20_amd64.deb`
   - Ubuntu 22: `ice-remoteware_15.0.0.0-0ubuntu1.22_amd64.deb`
   - Ubuntu 24: `ice-remoteware_15.0.0.0-0ubuntu1.24_amd64.deb`
2. Use the `apt install` command to install the DEB file (adjust the file path if necessary):

```
% ## Ubuntu 20 only
% sudo apt install ./ice-remoteware_15.0.0.0-0ubuntu1.20_amd64.deb

% ## Ubuntu 22 only
% sudo apt install ./ice-remoteware_15.0.0.0-0ubuntu1.22_amd64.deb

% ## Ubuntu 24 only
% sudo apt install ./ice-remoteware_15.0.0.0-0ubuntu1.24_amd64.deb
```

   The installer does the following:

   - Installs ICE RemoteWare files to `/opt/ice-remoteware`
   - Installs ice-remoteware.service to `/lib/systemd/system/`
   - Reloads the systemd manager configuration using `systemctl daemon-reload`

- Enables the unit file with `systemctl enable ice-remoteware.service`

3. If your server's domain has a trusted SSL certificate, open the configuration file (`/opt/ice-remoteware/ice-remoteware.xml`) and set the value of `openssl.server.privateKeyFile` and `openssl.server.certificateFile` to its path. Using a trusted SSL certificate is recommended for maximum security.
4. Install the license.
   - If you have a trial license (`ice-remoteware.lic`), copy it into `/opt/ice-remoteware/bin`.
   - If you have a floating license (`ice-flexlm.lic`), proceed to *Flexera License Management* for instructions on installing ICE FlexLM.
5. Verify that your firewall rules allow traffic over HTTPS (port 443).
6. Use the `systemctl restart` command to restart the service:

```
% sudo systemctl restart ice-remoteware.service
```

7. OPTIONAL: To enable USB Forwarding features, see *Installing Server-USB Module on Ubuntu*.

The ICE RemoteWare product should now be reachable over HTTPS at your server's hostname or IP address. For advanced configuration options, please see *Setup*.

3.1.7 Installing Server-USB Module on Ubuntu

USB devices can be forwarded between native clients and remote servers that meet the following requirements:

1. The server's license file must have a valid 'irw-usb' entitlement. If you do not see this entitlement in your license file, please contact Penguin Solutions sales for more information.
2. The Server-USB module must be installed on the remote server.
3. The Client-USB module must be installed on the client side. See *Installing Client-USB Module on the Client* for more information on this step.

To install the Server-USB modules on the remote server:

1. Download the debian installer for your Ubuntu version from https://updates.penguincomputing.com/irw/download/
   - Ubuntu 20: `ice-remoteware-server-usb-module_15.0.0.0-0ubuntu1.20_amd64.deb`
   - Ubuntu 22: `ice-remoteware-server-usb-module_15.0.0.0-0ubuntu1.22_amd64.deb`
   - Ubuntu 24: `ice-remoteware-server-usb-module_15.0.0.0-0ubuntu1.24_amd64.deb`
2. Use the `apt install` command to update the DEB file (adjust the file path if necessary):

```
% ## Ubuntu 20
% sudo apt install ./ice-remoteware-server-usb-module_15.0.0.0-0ubuntu1.20_amd64.deb

% ## Ubuntu 22
% sudo apt install ./ice-remoteware-server-usb-module_15.0.0.0-0ubuntu1.22_amd64.deb

% ## Ubuntu 24
% sudo apt install ./ice-remoteware-server-usb-module_15.0.0.0-0ubuntu1.24_amd64.deb
```

3. Use the `systemctl restart` command to restart the service:

```
% sudo systemctl restart ice-remoteware.service
```

3.1.8 Installing the Server on MacOS

1. Download the `ice-remoteware-15.0.0.0.pkg` from https://updates.penguincomputing.com/irw/download/
2. Double-click on `ice-remoteware-15.0.0.0.pkg` to launch the installer and follow the GUI instructions.
3. Click OK when the prompt for microphone access appears.
4. **MacOS Monterey 12 and earlier:** Click `Open System Preferences` when the `Screen Recording` prompt appears.

   MacOS Ventura 13 and later: Click `Open System Settings` when the `Screen Recording` prompt appears.
5. **MacOS Monterey 12 and earlier:** Click on the Lock icon in the `Security & Privacy` dialog and enter your password.
6. In the menu on the right locate the checkbox labelled ice-remoteware and make sure this box is checked.
7. If you do not see a box for ice-remoteware, click on the + symbol, manually add ice-remoteware to the list, and then make sure the box is checked.
8. Repeat steps 4-7 when the prompt for `Accessibility Access` appears.
9. If your server's domain has a trusted SSL certificate, open the configuration file (`/Applications/ICE RemoteWare.app/Contents/Resources/ice-remoteware.xml`) and set the value of `openssl.server.privateKeyFile` and `openssl.server.certificateFile` to its path. Using a trusted SSL certificate is recommended for maximum security.
10. Install the license.

    - If you have a trial license (`ice-remoteware.lic`), copy it into `/Applications/ICE RemoteWare.app/Contents/Resources`.
    - If you have a floating license (`ice-flexlm.lic`), proceed to *Flexera License Management* for instructions on installing ICE FlexLM.

    Once the license file has been installed, the server will start automatically and be accessible with a web browser or our native client.
11. OPTIONAL: Proceed to *Install BlackHole for MacOS Audio* for information on adding audio support.
12. OPTIONAL: To enable USB Forwarding features, see *Installing Server-USB Module on MacOS*.

Important

Putting your remote MacOS server to sleep (for example: by closing the lid of the laptop, selecting "Sleep" from the Apple menu) will make the ICE RemoteWare software inaccessible.

Important

The ICE RemoteWare product prevents Display Sleep from happening in MacOS using an application called caffeinate. This is to prevent the server from going to sleep.

The ICE RemoteWare product should now be reachable over HTTPS at your server's hostname or IP address. For advanced configuration options, please see *Setup*.

Install BlackHole for MacOS Audio

To add remote audio capture, perform the following steps on your ICE RemoteWare MacOS server:

1. **Download and install `BlackHole 0.2.9` from** https://existential.audio/blackhole/.
2. Select `BlackHole 16ch` as the Sound Output device.
   - **MacOS Monterey 12 and earlier: Open `System Preferences` > `Sound` > `Output`** and select `BlackHole 16ch`.
   - **MacOS Ventura 13 and later: Open `System Settings` > `Sound` > `Output`** and select `BlackHole 16ch`.

   > **Note**
   >
   > Selecting `BlackHole 16ch` will disable audio playback on `Internal Speakers`, but this can be changed using the steps above. To change devices more easily, check the `Show volume in menu bar` box. You can now click on the volume control and select one from the Output Device list.

3. Add the ICE RemoteWare software to the `Login Items` list for each MacOS user.
   - MacOS Monterey 12 and earlier: Open `System Preferences` > `Users & Groups`. Select your username and then the `Login Items` tab. Click on the Lock icon and enter your password. Now click on the + button and use the Finder window to add the ICE RemoteWare software to the list.
   - MacOS Ventura 13 and later: Open `System Settings` > `General` > `Login Items`. Click on the + button and use the Finder window to add the ICE RemoteWare software to the list.
4. Logout of MacOS and log back in.

The steps above will make audio accessible to clients that connect to your ICE RemoteWare MacOS server and click on the audio icon.

> **Note**
>
> More information about BlackHole can be found at: https://github.com/ExistentialAudio/BlackHole

3.1.9 Installing Server-USB Module on MacOS

USB devices can be forwarded between native clients and remote servers that meet the following requirements:

1. The server's license file must have a valid 'irw-usb' entitlement. If you do not see this entitlement in your license file, please contact Penguin Solutions sales for more information.
2. The Server-USB module must be installed on the remote server.
3. The Client-USB module must be installed on the client side. See *Installing Client-USB Module on the Client* for more information on this step.

To install the Server-USB modules on the remote server:

1. Download `ice-remoteware-server-usb-module-15.0.0.0.pkg` from https://updates.penguincomputing.com/irw/download/
2. Double-click on the `ice-remoteware-server-usb-module-15.0.0.0.pkg` installer.

3. Follow the instructions in the GUI.

3.2 Client Installation

Users can connect to the ICE RemoteWare server using commonly available web browsers or the native client, ICE RemoteWare Client. The native client is similar to the web browser in many ways, but it is also capable of faster video frame rates and additional features, such as:

- USB Forwarding
- Lossless and Visually Lossless Video

ICE RemoteWare Client can be installed on the following operating systems:

- Rocky Linux 8 and 9
- Windows 10, 11, and Windows Server 2019
- MacOS Big Sur 11 to MacOS Sonoma 14
- Ubuntu 20, 22 and 24

3.2.1 Web Browser Support

The following commonly available web browsers can be used to get fast access to ICE RemoteWare servers:

- Chrome 59+
- FireFox 56+
- Microsoft Edge Legacy 44.17763.1.0+
- Microsoft Edge 79+
- Safari 7+

> **Note**
>
> Chrome provides the best performance of all the web browsers.

3.2.2 Installing the Client

The native client is capable of additional features and faster video frame rates.

- Rocky Linux 8 users:
  1. Use the `wget` command to install the ICE RemoteWare YUM repository for Rocky Linux 8.

     ```
     % sudo wget https://updates.penguincomputing.com/irw/irw-el8.repo -P /etc/yum.
     ↪repos.d
     ```

  2. Use the `yum install` command to install `ice-remoteware-client`.

     ```
     % sudo yum install -y ice-remoteware-client
     ```

- Rocky Linux 9 users:

1. Use the `wget` command to install the ICE RemoteWare YUM repository for Rocky Linux 9.

```
% sudo wget https://updates.penguincomputing.com/irw/irw-el9.repo -P /etc/yum.
↪repos.d
```

2. Use the `yum install` command to install `ice-remoteware-client`.

```
% sudo yum install -y ice-remoteware-client
```

- Windows, MacOS, and Ubuntu users: Download and install the Client installer for your OS from

  https://updates.penguincomputing.com/irw/download/

3.2.3 Installing Client-USB Module on the Client

USB devices can be forwarded between native clients and remote servers that meet the following requirements:

1. The server's license file must have a valid 'irw-usb' entitlement. If you do not see this entitlement in your license file, please contact Penguin Solutions sales for more information.
2. The Server-USB module must be installed on the remote server.
3. The Client-USB module must be installed on the client side.

- Rocky Linux 8 users:

  1. Use the `wget` command to install the ICE RemoteWare YUM repository for Rocky Linux 8.

```
% sudo wget https://updates.penguincomputing.com/irw/irw-el8.repo -P /etc/yum.
↪repos.d
```

  2. Use the `yum install` command to install `ice-remoteware-client-usb-module`.

```
% sudo yum install -y ice-remoteware-client-usb-module
```

- Rocky Linux 9 users:

  1. Use the `wget` command to install the ICE RemoteWare YUM repository for Rocky Linux 9.

```
% sudo wget https://updates.penguincomputing.com/irw/irw-el9.repo -P /etc/yum.
↪repos.d
```

  2. Use the `yum install` command to install `ice-remoteware-client-usb-module`.

```
% sudo yum install -y ice-remoteware-client-usb-module
```

- Windows, MacOS, and Ubuntu users: Download and install the Client-USB module installer for your OS from

  https://updates.penguincomputing.com/irw/download/

CHAPTER

FOUR

FLEXERA LICENSE MANAGEMENT

As of version 5.0.0, the ICE RemoteWare™ software uses the Flexera License Management system to ensure compliance with the terms and regulations described in the End-User License Agreement. This section talks about the types of licenses, how to obtain a license, and how to use your license.

4.1 Obtaining a License

Licenses can be requested by contacting Penguin Solutions (`http://www.penguinsolutions.com`) at `support@penguinsolutions.com`.

4.2 Installing a Trial License

Use a terminal or command prompt to copy the trial license `ice-remoteware.lic` into ice-remoteware using one of the following commands:

- Linux: `sudo cp ice-remoteware.lic /opt/ice-remoteware/bin`
- Windows: `copy ice-remoteware.lic C:\Program Files\Penguin Solutions\ICE RemoteWare`
- MacOS: `sudo cp ice-remoteware.lic /Applications/ICE RemoteWare.app/Contents/Resources`

4.3 Installing a Floating or Node-Locked License

Follow these steps on the ICE FlexLM host:

1. Install the ICE FlexLM license server package (distributed by Penguin Solutions) on a host that has network access to all ICE RemoteWare hosts.
2. Use a terminal or command prompt to copy the trial license named `ice-flexlm.lic` into ICE FlexLM using one of the following commands:
   - Linux: `sudo cp ice-flexlm.lic /opt/ice-flexlm/bin`
   - Windows: `copy ice-flexlm.lic C:\Program Files\Penguin Solutions\ICE FlexLM`
   - MacOS: `sudo cp ice-flexlm.lic /Applications/ice-flexlm.app/Contents/Resources`
3. For Linux users only, change the owner of the file to ice-flexlm using the chown command and make sure the owner has read permission:

```
chown ice-flexlm /opt/ice-flexlm/bin/ice-flexlm.lic
chmod o+r /opt/ice-flexlm/bin/ice-flexlm.lic
```

4. In `ice-flexlm.lic`, find the line that looks like: `VENDOR PENGUIN PORT=<port>`. The last token is the vendor port number (typically `28282`). Change your firewall to allow incoming connections to the vendor port.
5. Now find the line that looks like: `SERVER this_host ANY <port>`. The last token is the license server port number. If the port is not listed, assume it is `27002`. Change your firewall to allow incoming connections the license server port.
6. Restart your firewall and the ICE FlexLM service.

Follow these steps on each ICE RemoteWare host:

1. Use a text editor to open the configuration file located at:
   - Linux: `/opt/ice-remoteware/ice-remoteware.xml`
   - Windows: `C:\Program Files\Penguin Solutions\ICE RemoteWare\ice-remoteware.xml`
   - MacOS: `/Applications/ICE RemoteWare.app/Contents/Resources/ice-remoteware.xml`
2. Find the `Server.LicenseFile` setting in the configuration file. If it does not exist you will need to add a `<LicenseFile></LicenseFile>` tag inside the `<Server></Server>` tag.
3. Set the value of `Server.LicenseFile` to the port and host of the license server using the `port@host` syntax (or just `@host` if the ICE FlexLM server is using the default port (`27002`).

   For example, if ICE FlexLM was running on port `27002` on a host with hostname `iceberg`:

```
<Server>
  ...
  <LicenseFile>27002@iceberg</LicenseFile>
  ...
</Server>
```

   If you are unsure what port and hostname (or IP address) to use, look at the `SERVER` line in the `ice-flexlm.lic` file. The host name will be second token and the port will be the forth token. In the example above this would look like:

```
SERVER iceberg 0011223344 27002
```

Important

If the hostname or port of your license server has changed, you will need to update this setting and restart the ICE RemoteWare service.

Note

Flexera typically creates a `$HOME/.flexlmrc` file in Linux or a Windows registry setting to cache successful license checkout locations for future use.

The order of precedence for license searching paths is as follows:

1. PENGUIN_LICENSE_FILE environment variable
2. LM_LICENSE_FILE environment variable

3. Server.LicenseFile configuration setting
4. Flexera cache

4.4 Testing your Floating / Node-Locked License Install

To test if the ICE RemoteWare host can checkout licenses from the ICE FlexLM host, sign into the ICE RemoteWare host and use the `lmutil` tool:

```
lmutil lmdiag [-c license-file]
```

For example, if your ICE FlexLM server is running on port 27002 and the IP address is 192.168.1.7, a successful test will look like:

```
lmutil lmdiag -c 27002@192.168.1.7

lmutil - Copyright (c) 1989-2016 Flexera Software LLC. All Rights Reserved.
FlexNet diagnostics on Fri 12/1/2010 08:00

-----------------------------------------------------
License file: 27002@192.168.1.7
-----------------------------------------------------
"irw" v1.000, vendor: PENGUIN, expiry: 01-aug-2027
  License server: 192.168.1.7
  nodelocked license locked to NOTHING (hostid=ANY)  starts: 1-jan-1990,   expires: 01-
↪aug-2027

This license can be checked out
-----------------------------------------------------
```

If license checkout fails, the output of this command can be useful for troubleshooting license checkout issues. If you would like additional support, please contact Penguin Solutions at support@penguinsolutions.com.

Once the license file is installed, proceed to: *Setup*.

CHAPTER

FIVE

SETUP

Attention

We recommend using the latest config file as a starting point and moving changes from your old config file into the new one.

Configuration values are defined by nested XML elements in the `ice-remoteware.xml` config file. This can be found:

- Linux: `/opt/ice-remoteware/ice-remoteware.xml`
- MacOS: `/Applications/ICE RemoteWare.app/Contents/Resources/ice-remoteware.xml`
- Windows: `C:\Program Files\Penguin Solutions\ICE RemoteWare\ice-remoteware.xml`.

This section describes properties in the config file.

For the purpose of this document, we refer to properties by using dot notation. For example, `config.Server.LogLevel` indicates that `LogLevel` is a property within `Server`, which is a property within `config`. Since all properties begin with 'config', for brevity we ignore it. Properties are case-sensitive.

Warning

The config file and private key files contains sensitive information that can compromise security if an attacker can read it. We strongly recommend limiting read and write access to the root / system administrator account.

Warning

The ICE RemoteWare™ software includes a default private key, certificate file, username, and password that are not secure and should be changed.

5.1 Applying Config File Changes

Saved changes to the config file are only applicable once the service restarts. The Server.Auth.ShadowPassword setting is the one exception to this rule - saved changes to it are applicable immediately.

In Linux you can restart the service using the `systemctl restart` command:

```
systemctl restart ice-remoteware.service
```

In Windows you can restart the service using the Services tool. First open the Task Manager by right-clicking on the Task Bar and select `Start Task Manager`. At the Task Manager, go to the `Services` tab and click on `Services`. Right-click on `ice-remoteware` in the the list of services and select `Restart` from the dropdown of actions.

In MacOS you can restart the service by calling the application with the `--service restart` flag. For example:

```
# Change to the application directory
cd /Applications/ICE RemoteWare.app/Contents/MacOS

# Restart the service
sudo ./ice-remoteware --service restart
```

The ICE RemoteWare sign-in page should return after a few seconds.

5.2 Config File Settings

> **Attention**
>
> We recommend using the latest config file as a starting point and moving changes from your old config file into the new one.

The default config file comes with appropriate values for nearly all of the server settings.

In this section we discuss config settings that are commonly changed from the default config file.

5.2.1 License Management

For more information on license management, please see: *Flexera License Management*.

5.2.2 Server Authentication

User's are authenticated using credentials defined by the config file or by the ScyldCloudAuth web service. To disable any of these, simply comment out these elements by wrapping them with `<!--` and `-->`.

Authentication is enabled by default and in should not be disabled in production systems. *Server.Auth.Enabled* should always be set to `true`.

There are several authentication schemes supported by the ICE RemoteWare software. Each system is independent and can be enabled in parallel.

- Config File Authentication
- ScyldCloudAuth Authentication

- OS Credential Authentication

Config File Authentication

Config File Authentication uses credentials stored in the config file. The following settings control Config File Authentication:

- *Server.Auth.Username*
- *Server.Auth.ShadowPassword*
- *Server.Auth.MinPasswordLength*

The ShadowPassword is set by calling `ice-remoteware.sh --passwd` in Linux with sudo privileges, `ice-remoteware.exe /passwd` in Windows as an Administrator, or `sudo ice-remoteware --passwd`.

Config File Authentication can be disabled by commenting or removing *Server.Auth.Username* and *Server.Auth.ShadowPassword*.

ScyldCloudAuth Authentication

ScyldCloudAuth Authentication uses the ScyldCloudAuth proxy service for authentication. To enable ScyldCloudAuth for authentication, set:

- *Server.Auth.ScyldCloudAuth.URL*
- *Server.Auth.ScyldCloudAuth.Allow*
- *Server.Auth.ScyldCloudAuth.Deny*
- *Server.Auth.ScyldCloudAuth.ApiKey*
- *Server.Auth.ScyldCloudAuth.ApiSecret*

ScyldCloudAuth can be disabled by commenting or removing *Server.Auth.ScyldCloudAuth.URL*.

OS Credential Authentication

The credentials accepted by your remote Linux, Windows, or MacOS host can be used to sign into the ICE RemoteWare product. This supports ActiveDirectory for Windows, and LDAP / PAM for Linux.

Important

While config file or ScyldCloudAuth usernames can be used to sign in to the ICE RemoteWare product at any time, only a single set of OS credentials can be used to sign-in at a time. This prevents different OS credentials from signing in at the same time.

This feature can be disabled by setting *Server.Auth.OSAuthEnabled* to `false` or removing it from the config file.

5.2.3 External Sign-In Pages

If your organization wants to use an external webpage for signing into the ICE RemoteWare product, you can set the *Server.Auth.ExternalSignInPage* setting to the URL. The ICE RemoteWare sign-in page will show a link to the external sign-in page instead of the default sign-in interface.

5.2.4 Server Security

The cipher list will determine what ciphers are used to encrypt communication between your clients and your server. It is always a good idea to keep your server's OpenSSL updated to the latest version.

We recommend using the default values for *openSSL.server.cipherList*.

5.2.5 Firewall

Your server host's firewall needs to allows incoming connections to the server over port 443 if you are using use HTTPS or port 80 if you are using HTTP.

In Linux, you will have to update your firewall using iptables. In most cases, adding the following line to your rules file (Rocky/CentOS/RHEL: `/etc/sysconfig/iptables`) and restarting the iptables service will allow incoming HTTPS traffic.

```
# Allow all https
-A INPUT -p tcp --dport 443 -j ACCEPT
```

Change 443 to 80 in the line above to accept incoming HTTP traffic over port 80 instead.

In Windows these rules are automatically set by the installer and removed by the uninstaller.

5.2.6 HTTPS / SSL Certificates

HTTPS and trusted SSL certificates are required to make all of your interactions with the server secure.

To ensure that connections are using the latest TLS protocol (as of 2015), set *openSSL.server.requireTLSv1_2* to `true` and enable HTTPS by setting *Server.Secure* to `true`.

Set *openSSL.server.privateKeyFile* and *openSSL.server.certificateFile* to the appropriate private key and SSL certificate paths.

If you have set a passphrase for your private key you will need to set *openSSL.server.privateKeyPassphraseHandler.options.password*.

An SSL certificate signed by a trusted certificate authority (CA) is used to encrypt and authenticate communication between a browser and server. To obtain an SSL certificate from a CA, you need to generate a certificate signing request (CSR) and submit it to the CA. A list of popular CA's is given below:

- https://www.digicert.com/
- http://www.entrust.com/ssl-certificates/
- http://www.geotrust.com/
- https://www.thawte.com/

Linux users need to install OpenSSL on the server to complete setup. For example:

```
# Rocky, CentOS and RHEL Linux
sudo yum install openssl

# Ubuntu
sudo apt-get install openssl
```

The following sections describe how to use the openSSL command to create a new private key and CSR, a new CSR from an existing private key, and a self-signed SSL certificate (not recommended).

Create a Private Key and a CSR

Use the openssl command to creates a 2048-bit private key (domain.key) and a CSR (domain.csr). If your CA supports SHA-2, add the -sha256 option to sign the CSR with SHA-2.

```
openssl req -newkey rsa:2048 -nodes -sha256 -keyout domain.key -out domain.csr
```

Fill out the prompted questions to complete the CSR.

> **Warning**
>
> The contents of your private key should never be shared with anyone.

Create a CSR from an Existing Private Key

To create a CSR from an existing private key:

```
openssl req -key domain.key -new -out domain.csr
```

Fill out the prompted questions to complete the CSR.

Create a Private Key and Self-Signed SSL Certificate

You can create a self-signed SSL certificate instead of having one signed by a CA. The disadvantage to this is that in order to establish trust between the browser and the server, you must make a security exception for this certificate when you visit the page or install it in every browser.

```
openssl req \
        -newkey rsa:2048 -nodes -sha256 -keyout domain.key \
        -x509 -days 365 -out domain.crt
```

Fill out the prompted questions to complete the CSR.

> **Warning**
>
> The contents of your private key should never be shared with anyone.

Create a Self-Signed SSL Certificate from an Existing Private Key

To create a self-signed certificate from an existing private key:

```
openssl req \
        -key domain.key -new \
        -x509 -sha256 -days 365 -out domain.crt
```

Fill out the prompted questions to complete the CSR.

5.3 Settings Glossary

In this section we describe all of the settings available in the config file.

> **Note**
>
> All changes to Scyld.Auth settings except Scyld.Auth.Enabled take effect without a service restart.

5.3.1 Server.LogLevel

The verbosity of output in the log file.

The LogLevel value can be any one of the following (ordered least-to-most verbose): 'none', 'fatal', 'critical', 'error', 'warning', 'notice', 'information', 'debug', and 'trace'.

5.3.2 Server.LogFormat

Format of the output. Defaults to: `%Y-%m-%d %H:%M:%S.%i:%q%q:%t`

The format pattern is used as a template to format the message and is copied character by character except for the following special characters, which are replaced by the corresponding value.

Table 1: Log Format Special Characters

Pattern	Description
%s	message source
%t	message text
%l	priority level (1 .. 7)
%p	priority (Fatal, Critical, Error, Warning, Notice, Information, Debug, Trace)
%q	abbreviated message priority (F, C, E, W, N, I, D, T)
%P	process identifier
%T	thread name
%I	thread identifier (numeric)
%N	node or host name
%U	source file path (empty string if not set)
%u	source line number (0 if not set)
%w	date/time abbreviated weekday (Mon, Tue, ...)
%W	date/time full weekday (Monday, Tuesday, ...)
%b	date/time abbreviated month (Jan, Feb, ...)

continues on next page

Table 1 – continued from previous page

Pattern	Description
%B	date/time full month (January, February, ...)
%d	date/time zero-padded day of month (01 .. 31)
%e	date/time day of month (1 .. 31)
%f	date/time space-padded day of month (1 .. 31)
%m	date/time zero-padded month (01 .. 12)
%n	date/time month (1 .. 12)
%o	date/time space-padded month (1 .. 12)
%y	date/time year without century (70)
%Y	date/time year with century (1970)
%H	date/time hour (00 .. 23)
%h	date/time hour (00 .. 12)
%a	date/time am/pm
%A	date/time AM/PM
%M	date/time minute (00 .. 59)
%S	date/time second (00 .. 59)
%i	date/time millisecond (000 .. 999)
%c	date/time centisecond (0 .. 9)
%F	date/time fractional seconds/microseconds (000000 - 999999)
%z	time zone differential in ISO 8601 format (Z or +NN.NN)
%Z	time zone differential in RFC format (GMT or +NNNN)
%L	convert time to local time (must be specified before any date/time specifier; does not itself output anything)
%E	epoch time (UTC, seconds since midnight, January 1, 1970)
%v[width]	the message source (%s) but text length is padded/cropped to 'width'
%[name]	the value of the message parameter with the given name
%%	percent sign

5.3.3 Server.LogFile

A path to the log file of the ICE RemoteWare server. By default this can be found in the directory of the ICE RemoteWare executable and is named `ice-remoteware.log`. For more information on log output, see *Log Output*.

Changed in v5.0.0. Default value changed.

5.3.4 Server.LogViewer.Enabled

Set to `true` to show links to the server and service log files in the Settings menu. Defaults to `false`.

5.3.5 Server.BootLogFile

Windows only. A path to the log file of the ICE RemoteWare meta-server. By default this can be found in the directory of the ICE RemoteWare executable and is named `ice-remoteware-service.log`. For more information on log output, see *Log Output*.

Changed in v5.0.0. Previously named Server.ServiceLogFile in v2.2.0. Default value changed

5.3.6 Server.LocalCursor

Determines if the client's local cursor should be shown instead of the remote cursor. Enabling local cursor typically improves the user experience. Defaults to `true`.

Added in v2.2.0.

5.3.7 Server.AutoLock

Determines if the ICE RemoteWare software calls on the OS to lock the desktop upon disconnecting from the web page. Experimental. Defaults to `false`.

> **Warning**
>
> NOTE: In Linux, screen locking is achieved by entering `Ctrl+Alt+l` on behalf of the user. While this will lock the screen for most, this feature is not guaranteed to work on all Linux systems.

Updated in v5.0.0.

5.3.8 Server.IdleUserTimeout

The length of time (in minutes) that users must be inactive before all users are disconnected. This feature is disabled if value is `0.0` or less. Defaults to `120`.

Added in v5.0.0.

5.3.9 Server.Port

The port number used by the server. Defaults to `443` if *Server.Secure* is `true` or `80` if *Server.Secure* is `false`.

5.3.10 Server.Secure

Determines if the server operates over HTTPS (recommended). Defaults to `true`.

5.3.11 Server.LicenseFile

Specifies a license file path or a `port@host` address where a ICE FlexLM license server is hosted. If the default license server port is being used (`27002`), then `@host` is also acceptable. Defaults to `ice-remoteware.lic`.

For more information on installing license files, see *Flexera License Management*

Added in v5.0.0.

5.3.12 Server.StartDelay

Specifies a sleep time to delay the start-up of the ICE RemoteWare software in seconds. Defaults to 0.

Added in v5.0.0.

5.3.13 Server.Auth.Enabled

Determines if authentication is enabled and valid credentials are required to sign-in (recommended). Defaults to `true`.

If `false`, then all authentication is disabled and any credentials can be used to sign-in. Guest invites are also disabled in this case.

> **Note**
>
> Changing this value only takes effect after a service restart.

5.3.14 Server.Auth.ExternalSignInPage

A URL to your organization's custom sign-in page. When this value is set to a non-empty string the normal sign-in user interface is replaced with a link to the custom sign-in page.

> **Note**
>
> Setting this value does not enable or disable any authentication protocols. Users may still be able to sign in using ajax calls even if the normal sign-in user interface is disabled.

Added in v9.1.

5.3.15 Server.Auth.Username

Declares a username to be used in combination with the password defined by Server.Auth.ShadowPassword at the ICE RemoteWare sign-in page.

Config File Authentication can be disabled by commenting or removing *Server.Auth.Username* and *Server.Auth.ShadowPassword*. To This must be specified with Server.Auth.ShadowPassword and is not necessarily the same as the username used by the remote operating system.

Note

Changing this value takes effect without a service restart.

Changed in v5.0.0.

5.3.16 Server.Auth.ShadowPassword

A shadowed password used to sign in to the ICE RemoteWare sign-in page. Config File Authentication can be disabled by commenting or removing *Server.Auth.Username* and *Server.Auth.ShadowPassword*. The format is as follows:

```
$6$<salt>$<hash>
```

The initial 6 value should never be changed and signals that SHA-512 should be used. The <salt> and the plain text password are used to create the hashed password using the UNIX crypt method. See http://linux.die.net/man/3/crypt for more information on UNIX crypt.

Warning

Even though the ShadowPassword value encrypts your password, its contents should remain private. If you suspect that any part of the ShadowPassword has been compromised, please change your password immediately using our password update utility:

- Linux: `sudo ice-remoteware.sh --passwd`
- Windows: `ice-remoteware.exe /passwd`
- MacOS: `sudo ice-remoteware --passwd`

Note

Changing this value takes effect without a service restart.

Changed in v11.1.0.

5.3.17 Server.Auth.MinPasswordLength

The built-in password updater uses this value to require a minimum password length for *Server.Auth.ShadowPassword* and *Server.Broker.ShadowPassword*. This defaults to 6.

> **Note**
>
> Changing this value takes effect without a service restart.

Changed in v11.1.0.

5.3.18 Server.Auth.FailAttempts

The number of unsuccessful sign in attempts a client is allowed before the server temporarily rejects future requests from that client for a time period specified by Server.Auth.FailDelay. This helps reduce brute force attacks.

> **Note**
>
> Changing this value takes effect without a service restart.

Changed in v5.0.0.

5.3.19 Server.Auth.FailDelay

The length of time that the server will reject sign in requests from clients that repeatedly fail to sign in. See Server.Auth.FailAttempts for more information.

> **Note**
>
> Changing this value takes effect without a service restart.

Changed in v5.0.0.

5.3.20 Server.Auth.ScyldCloudAuth.URL

The URL to the Scyld Cloud Auth authentication web service. Only applies to Scyld Cloud Manager products.

> **Note**
>
> Changing this value takes effect without a service restart.

Changed in v5.0.0.

5.3.21 Server.Auth.ScyldCloudAuth.Allow

A list of <Username></Username> elements. Case insensitive. Each <Username> element enables a username to be authenticated by ScyldCloudAuth. Usernames elements can use asterisk wildcard characters (i.e. *@penguinsolutions.com will enable all usernames that end in @penguinsolutions.com).

> **Note**
>
> Changing this value takes effect without a service restart.

Changed in v11.0.0.

5.3.22 Server.Auth.ScyldCloudAuth.Deny

A list of <Username></Username> elements. Case insensitive. Each <Username> element disables a username to be authenticated by ScyldCloudAuth. Usernames that are mentioned by both the Deny and Allow list are denied.

Usernames elements can use asterisk wildcard characters (i.e. *@penguinsolutions.com will enable all usernames that end in @penguinsolutions.com).

> **Note**
>
> Changing this value takes effect without a service restart.

Changed in v11.0.0.

5.3.23 Server.Auth.ScyldCloudAuth.ApiKey

A string that uniquely identifies the server. This is required to making priviledged Scyld Cloud Auth web service calls.

Added in v9.1.

5.3.24 Server.Auth.ScyldCloudAuth.ApiSecret

A string that represents a shared secret between the ICE RemoteWare product and the Scyld Cloud Auth server. This is required to make priviledged Scyld Cloud Auth web service calls.

Added in v9.1.

5.3.25 Server.Auth.Session.DefaultTimeout

The lifetime (in seconds) of a session token that starts upon successfully signing in. Session tokens let you access protected resources from the server such as creating a new remote-visualization connection. Increasing this value means a longer period of time you can access the resources without signing in again.

Existing remote-visualization connections are unaffected by session token timeouts. Defaults to 60 seconds.

> **Note**
>
> Changing this value takes effect without a service restart.

Changed in v5.0.0.

5.3.26 Server.Auth.OSAuthEnabled

Determines if authentication using OS credentials is enabled. Defaults to `true`.

Important

While config file or ScyldCloudAuth usernames can be used to sign in to the ICE RemoteWare software at any time, only a single set of OS credentials can only be used to sign-in at a time. This prevents different OS credentials from signing in at the same time.

Note

Changing this value takes effect after a service restart.

Added in v6.1.0.

5.3.27 Server.Auth.Session.OnSignIn

The path of a script to execute immediately after signing in. The script is passed the system account name of the user as an argument. By default this is not set, but it can be used for custom sign-in initialization.

Note

Changing this value takes effect without a service restart.

Changed in v5.0.0.

5.3.28 Server.Auth.PAM.Service

The name of the PAM (Pluggable Authentication Module) service. Defaults to `login`.

Added in v8.0.0.

5.3.29 Server.Broker.Username

Declares a username to be used in combination with the password defined by Server.Broker.ShadowPassword for accessing API calls only.

Config File Authentication can be disabled by commenting or removing *Server.Broker.Username* and *Server.Broker.ShadowPassword*. This must be specified with Server.Broker.ShadowPassword and is not necessarily the same as the username used by the remote operating system.

Note

Changing this value takes effect without a service restart.

Changed in v11.0.0.

5.3.30 Server.Broker.ShadowPassword

A shadowed password used to sign in to the ICE RemoteWare sign-in page. Config File Authentication can be disabled by commenting or removing *Server.Broker.Username* and *Server.Broker.ShadowPassword*. The format is as follows:

```
$6$<salt>$<hash>
```

The initial 6 value should never be changed and signals that SHA-512 should be used. The <salt> and the plain text password are used to create the hashed password using the UNIX crypt method. See http://linux.die.net/man/3/crypt for more information on UNIX crypt.

Warning

Even though the ShadowPassword value encrypts your password, its contents should remain private. If you suspect that any part of the ShadowPassword has been compromised, please change your password immediately using our password update utility:

- Linux: `sudo ice-remoteware.sh --broker-passwd`
- Windows: `ice-remoteware.exe /broker-passwd`
- MacOS: `sudo ice-remoteware --broker-passwd`

Note

Changing this value takes effect without a service restart.

Changed in v11.1.0.

5.3.31 Server.Audio.Enabled

Determines if fetching the remote server's audio is allowed. Defaults to `true`.

If `true`, the remote server's audio can be streamed.

If `false`, the remote server's audio can not be streamed.

Added in v10.0.0.

5.3.32 Server.Audio.Output.BufferTime

The buffering time (in seconds) for the audio output stream.

Lowering the time improves synchronization with the video stream, but may result in more playback skipping.

Increasing the time results in a more stable playback, but adds latency to audio playback and causes it to be less synchronized with the video stream.

> **Note**
>
> If you are using devices that add additional latency (such as bluetooth speakers) then lowering this value may be beneficial.

Defaults to `0.020`.

Changed in v10.2.0.

5.3.33 Server.Audio.Output.SampleRate

Determines the audio sample rate in Hz. Higher sample rates lead to better audio quality, but consumes more bandwidth. Supported values are `96000`, `48000`, `44100`, and `22050`.

> **Note**
>
> CD audio quality can be achieved with a sample rate of `44100` Hz and a format of `s16le`.

Defaults to `44100`.

Updated in v11.3.0. Added new supported values.

5.3.34 Server.Audio.Output.Stream.Format

Determines the audio output format. Note that audio bit depth (i.e., bits per sample) differs for each of the supported PCM formats below. Higher bit depth may improve audio quality, but will consume more bandwidth.

> **Note**
>
> CD audio quality can be achieved with a sample rate of `44100` Hz and a format of `s16le`.

Format	Description
`s8`	PCM 8-bit signed integer little endian
`s16le`	PCM 16-bit signed integer little endian
`s24le`	PCM 24-bit signed integer little endian
`f32le`	PCM 32-bit floating point little endian

Defaults to `s16le`.

Added in v10.2.0.

5.3.35 Server.Audio.Output.Stream.Device

Linux Only. Determines the pulseaudio monitor sink to fetch audio from on the server. These names must end with `.monitor`. Usually this value is automatically detected and updated to reflect the operating system's default audio device.

To force the system to use a specific device, use the command: `pactl list short sinks` to see a list of the device names. In the example below, there are two available sinks:

```
[root@server ~]# pactl list short sinks
0   alsa_output.pci-0000_00_04.0.analog-stereo  ...(additional text)...
1   alsa_output.pci-0000_00_05.0.analog-stereo  ...(additional text)...
```

To select the first device, set the value of this setting to: `alsa_output.pci-0000_00_04.0.analog-stereo.monitor`.

Defaults to `auto`.

Added in v10.0.0.

5.3.36 Server.Keyboard.LocalhostAutoAssign

When set to 'true', host users that connect to a 'localhost' server are eligible to be automatically assigned control of the keyboard and mouse. This may be useful for certain VPN solutions that map remote addresses to 'localhost' addresses.

When set to 'false', host users that connect to a local machine can only receive control of the keyboard and mouse if it is assigned through the user interface.

Defaults to `false`.

Added in v12.3.0.

5.3.37 Server.FileUpload.Enabled

When set to 'true', users are allowed to upload files from the client to the server.

When set to 'false', no files can be uploaded.

Defaults to `true`.

Added in v13.2.1.

5.3.38 Server.FileDownload.Enabled

When set to 'true', clients are allowed to download files they have access to.

When set to 'false', no file downloads from the server are supported.

Defaults to `true`.

Added in v13.2.1.

5.3.39 Server.FileDownload.Directory

Directory, monitored by server, of files to be downloaded to client.

The server monitors this directory, when a new file is detected during an active client session, the server will automatically download the file(s) to the client. Any files found in the directory at the start of the client session are ignored until the user clicks on `Download Files from Server` in the File Menu on the client UI. The server will then download all files in the directory to the client.

See also *File Handling Menu*

Defaults to `$ {HOME}/Desktop/Uploads`.

Added in v13.2.1.

5.3.40 Server.FileDownload.CreateDirectory

When set to 'true', the server will create the monitored directory on behalf of the user. See *Server.FileDownload.Directory*

When set to 'false', no directory will be created.

Defaults to `true`.

Added in v13.2.1.

5.3.41 Server.VideoSource

The video capture mechanism. The ICE RemoteWare software currently supports these video sources: `x11`, `nvfbc`, `stream`, `windda`, and `auto` (default).

The `x11` video source uses software encoding and only works for Linux systems. It supports a max frame rate of up to 60 fps.

The `nvfbc` video source is for Linux systems with an NVIDIA GPU and driver that support NVIDIA GRID or NVIDIA NvFBC. It supports a max frame rate of up to 60 fps.

The `windda` video source is optimized for Windows and supports a max frame rate of up to 60 fps.

The `stream` video source uses software encoding and is available on all operating systems. This video source supports a max frame rate of up to 60 fps on ARM-based Macs, and 30 fps on all other systems.

The `auto` video source will try to select the best video source for your system based on what is supported. On Windows systems, `windda` is selected. On Linux systems that support NVIDIA GRID or NVIDIA NvFBC, `nvfbc` is selected (otherwise `x11` is selected). On MacOS systems, `stream` is selected.

Changed in v12.2.0. Added nvfbc.

5.3.42 Server.Video.MaxWidth

Any server-side video that exceeds this width is scaled down to this value. This is primarily used to prevent clients from receiving video with resolutions so high that the client can not process them fast enough.

A value of `-1` disables this threshold.

Defaults to `2560`.

Updated in v5.0.0. Changed default.

5.3.43 Server.Video.MaxHeight

Any server-side video that exceeds this height is scaled down to this value. This is primarily used to prevent clients from receiving video with resolutions so high that the client can not process them fast enough.

A value of `-1` disables this threshold.

Defaults to `1440`.

Updated in v5.0.0. Changed default.

5.3.44 Server.MultiUser.MaxClientCount

The maximum number of clients that can be connected at a time. Defaults to `6`.

Added in v3.0.0.

5.3.45 Server.Video.Encoding.H264.AvgBitRate

This setting can be used to improve image quality at the cost of using more bandwidth.

The average video bit-rate is calculated by using a linear regression of two values based on the resolution of the screen and the number of bits per second, respectively. For more information, please see: *Configure Video Bit-Rate*

Defaults to `1280x720=3000k,1920x1080=6000k`.

Updated in v9.1.9. Increased defaults.

5.3.46 Server.Video.Encoding.H264.StartFrameRate

Initial frame rate. Measured in frames per second. Defaults to `24`.

Added in v2.2.0.

5.3.47 Server.Video.Encoding.H264.MinFrameRate

The lowest valid frame rate for a connection. Measured in frames per second. Defaults to `2`.

Added in v2.2.0.

5.3.48 Server.Video.Encoding.H264.MaxFrameRate

The highest allowable frame rate for a connection. Measured in frames per second. Defaults to `30`.

Windows using the default 'windda' video source and ARM-based Mac servers can support frame rates up to 60.

5.3.49 Server.VirtualHere.AllowedUsbDevices

A comma-separated list of USB device names (or parts of device names) that the server will match against to allow USB forwarding from clients. When this list is empty, all USB devices are allowed to be forwarded.

For example, the following setting in the configuration file would allow the server to only accept USB devices that have the word `Wacom` or `Speedline` in their name:

```
<AllowedUsbDevices>Wacom,Speedline</AllowedUsbDevices>
```

5.3.50 Server.QoS.Enabled

Enables the automatic adjustment of frame rate to adapt to current performance conditions. Frame rate will start at `Server.Video.Encoding.H264.StartFrameRate` and jump between `Server.Video.Encoding.H264.MinFrameRate` and `Server.Video.Encoding.H264.MaxFrameRate`.

Setting this to `false` will cause the server to send a constant frame rate specified by `Server.Video.Encoding.H264.StartFrameRate`. `Server.Video.Encoding.H264.MinFrameRate` and `Server.Video.Encoding.H264.MaxFrameRate` are ignored in this case.

Defaults to `true`.

5.3.51 Server.Security.IPAllowList

A comma-separated list of network/host addresses that the server will match incoming client request against to determine if the client is allowed to connect.

When this list is empty all clients, otherwise only clients with matching addresses are allowed to connect.

```
<IPAllowList>86.4.0.0/16,86.5.0.0/16,2001:0db8:3c4d:0015:0000:0000:0000:0000/64,
↪2001:db8:3c66:25::1a2f:1a2b/64</IPAllowList>
```

Not set by default.

5.3.52 Server.Security.IPDenyList

A comma-separated list of network/host addresses that the server will match incoming client request against to determine if the client will be refused to connect. When this list is empty, all clients are allowed to connect, otherwise clients which can be matched to any address in this list are blocked.

```
<IPDenyList>86.4.0.0/16,86.5.0.0/16,2001:0db8:3c4d:0015:0000:0000:0000:0000/64,
↪2001:db8:3c66:25::1a2f:1a2b/64</IPDenyList>
```

Not set by default.

5.3.53 openSSL

All elements within the openSSL tag are described in the Poco SSLManager documentation.

5.3.54 openSSL.server.privateKeyFile

The path to the file containing the private key for the certificate in PEM format (or containing both the private key and the certificate). This path can be absolute or relative to the xml config file. Required for HTTPS support.

5.3.55 openSSL.server.certificateFile

The path to the file containing the server's or client's certificate in PEM format. Can be omitted if the the file given in privateKeyFile contains the certificate as well. This path can be absolute or relative to the xml config file.

5.3.56 openSSL.server.verificationMode

Specifies whether and how peer certificates are validated (see the Poco Context class for details). Valid values are `none`, `relaxed`, `strict`, and `once`. Defaults to `none`.

Changed in v3.0.0. Default value changed.

5.3.57 openSSL.server.loadDefaultCAFile

Boolean value. Specifies wheter the builtin CA certificates from OpenSSL are used. Defaults to `true`.

5.3.58 openSSL.server.cipherList

Specifies the supported ciphers in OpenSSL notation.

Changed in v3.0.0. Default value changed.

5.3.59 openSSL.server.privateKeyPassphraseHandler.name

Defaults to `KeyFileHandler`. The name of the Poco class used for obtaining the passphrase for accessing the private key. If your private key does not use a passphrase, this value is ignored.

Added in v2.2.0. Default value changed.

5.3.60 openSSL.server.privateKeyPassphraseHandler.options.password

The private key passphrase (ignored if there is no passphrase for the private key).

5.3.61 openSSL.server.invalidCertificateHandler.name

This should be set to ConsoleCertificateHandler. The name of the class used for confirming invalid certificates. Defaults to `RejectCertificateHandler`.

Added in v2.2.0. Default value changed.

5.3.62 openSSL.server.cacheSessions

This should be set to `false`. Enables or disables session caching.

5.3.63 openSSL.server.extendedVerification

Enable or disable the automatic post-connection extended certificate verification.

5.3.64 openSSL.server.requireTLSv1_2

Require a TLSv1.2 connection. Defaults to `true`.

Added in v2.2.0. Default value changed.

5.3.65 openSSL.client.verificationMode

Specifies whether and how peer certificates are validated when the server acts as a client to a third-party host (see the Poco Context class for details). Valid values are `none`, `relaxed`, `strict`, and `once`. Defaults to `relaxed`. Setting this value to `none` is not recommended.

Added in v3.0.0.

5.3.66 openSSL.fips

Enable or disable OpenSSL FIPS mode. Only supported if the OpenSSL version that this library is built against supports FIPS mode.

5.4 Client Settings

Clients and browsers that meet the requirements listed in *Client Requirements* support TLS 1.2, WebGL, and WebSockets by default and require no further setup.

> **Attention**
>
> Contact your system administrator if TLS 1.2, WebGL, or WebSockets are disabled.

CHAPTER

SIX

USAGE

In this section we describe how to start and stop the ICE RemoteWare™ service in either Linux or Windows on the remote server. We then talk about how to connect and interact with the remote desktop interface.

6.1 Using the Linux Service

To start, stop, or restart the ice-remoteware, open a terminal with root or sudo privileges and use the `service` command:

```
# Start the service
service ice-remoteware start

# Stop the service
service ice-remoteware stop

# Restart the service
service ice-remoteware restart
```

To run ice-remoteware directly rather than as a service, use the ice-remoteware.sh start-up script. This is usually only useful for debugging purposes. Usage information can be obtained by passing the `--help` flag.

```
usage: ice-remoteware OPTIONS
ice-remoteware -- a GPU accelerated remote desktop web service.

--daemon                                    Run application as a daemon.
--pidfile=path                              Write the process ID of the
                                            application to given file.
-h, --help                                  Display help information on command
                                            line arguments.
-vsvideosource, --videosource=videosource   Choose videosource (nvfbc, stream).
-q, --quiet                                 Hide the console when running.
-pwd, --passwd                              Update the password.
```

6.2 Using the Windows Service

To use the ice-remoteware service, verify that the service is registered with the OS and then start the service.

6.2.1 Open a Command Prompt as an Administrator

1. Sign in as a user with Administrator permissions.
2. Open the Windows Start menu.
3. In the Search box, type `Command Prompt`, but don't hit `Enter` just yet.
4. Right-click on the Command Prompt and select `Run as administrator`.

6.2.2 Register the Windows Service

To register the windows service, use the `ice-remoteware.exe` command:

```
ice-remoteware.exe /registerService /startup=automatic
```

The ice-remoteware service will now automatically start on reboot.

Note

Service registration should already be handled by the installer. If you see the message below, verify that ice-remoteware has been properly installed. This is usually a sign that the PATH environment variables are not pointing at the ice-remoteware.exe file.

```
'ice-remoteware.exe' is not recognized as an internal or
 external command, operable program or batch file.
```

6.2.3 Start and Stop the Windows Service

To start and stop the registered windows service without rebooting, use the `net` command:

```
# Start the service
net start ice-remoteware

# Stop the service
net stop ice-remoteware
```

6.3 Using the MacOS Service

To start, stop, restart, or check the status of the ICE RemoteWare service, open a terminal and go to the `/Applications/ICE RemoteWare.app/Contents/MacOS` directory. Next, run the application with the `--service` flag with sudo privileges:

```
# Change to the application directory
cd "/Applications/ICE RemoteWare.app/Contents/MacOS"

# Start the service
sudo ./ice-remoteware --service start

# Stop the service
sudo ./ice-remoteware --service stop

# Restart the service
sudo ./ice-remoteware --service restart

# Check the status of the service
sudo ./ice-remoteware --service status
```

6.4 Manually running the MacOS audio server (advanced)

The ICE RemoteWare audio server is usually launched after a user logs in to MacOS (assuming it has been added to Login Items for that user). If this is not the case, one alternative way to temporarily launch the audio server is to open a terminal and run these commands:

```
# Change to the application directory
cd /Applications/ICE RemoteWare.app/Contents/MacOS

# Start the audio server
./ice-remoteware --audio-server
```

6.5 Creating Config File credentials (optional)

In addition to OS credentials, you can setup a username and hashed password in the config file to sign in to the ICE RemoteWare software. These Config File credentials can sign into the ICE RemoteWare product at any time. This differs from OS credentials, which can only sign into the ICE RemoteWare software if the OS greeter screen or that user's desktop is showing. Config File credentials are independent from LDAP, the remote operating system, and ScyldCloudAuth.

Config File credentials are only enabled if `Server.Auth.Username` and `Server.Auth.ShadowPassword` tags exist, are uncommented, and both have values.

To set the password, verify that the `Server.Auth.Username` and `Server.Auth.ShadowPassword` tags exist **and are uncommented** in the config file (that is, they are not surrounded by `<!--` and `-->`). If the value of either tag is blank, the account is considered disabled.

If these tags do not already exist, insert both of them and set a value for `Server.Auth.Username`. For example:

```
<Server>
  ...
  <Auth>

    ...
```

(continues on next page)

(continued from previous page)

```
    <Username>admin</Username>
    <ShadowPassword></ShadowPassword>

    ...

  </Auth>
  ...
</Server>
```

You can now set this password by opening a terminal, changing to the directory of the ICE RemoteWare binary, and running ice-remoteware with an OS-specific `passwd` flag:

```
# Linux:
sudo ice-remoteware.sh --passwd

# Windows (as an Administrator):
ice-remoteware.exe /passwd

# MacOS:
sudo ice-remoteware --passwd
```

The password change takes effect immediately.

Password strength requirements are described in the Setup chapter under *Server.Auth.ShadowPassword*.

Important

This only changes the Server.Auth.ShadowPassword entry in the config file. It does not change the passwords used by the remote operating system, LDAP, or ScyldCloudAuth.

6.6 Log Output

Log output is organized by priority levels (from highest to lowest: Fatal, Critical, Error, Warning, Notice, Information, Debug, and Trace). By default, ice-remoteware prints Information level messages to `/var/log/messages`.

Setting `LogLevel` to `information` will log all server starts/stops, sign-in attempts, socket connects/disconnects, video source plays/pauses, and additional warning/error messages. This is usually sufficient for production usage.

To see debug and higher level output, open the ice-remoteware.xml config file and set `LogLevel` to `debug`.

The most useful log files for the ICE RemoteWare software can be found at these locations:

```
# Linux:
/opt/ice-remoteware/ice-remoteware.log.

# Windows:
C:\Program Files\Penguin Solutions\ICE RemoteWare\log\ice-remoteware.log
C:\Program Files\Penguin Solutions\ICE RemoteWare\log\ice-remoteware-service.log.

# MacOS:
/var/log/com.penguinsolutions.ice-remoteware/ice-remoteware.log
```

> **Note**
>
> You can change the path of the output by opening the `ice-remoteware.xml` config file and setting `Server.LogFile` to a new destination.

By default, the ICE RemoteWare software displays a timestamp with each log message. To change the timestamp to all of your output, open the `ice-remoteware.xml` and set `LogFormat`. For more information, see *Server.LogFormat*.

6.7 Selecting a Video Source and Max Frame Rate

The ICE RemoteWare software currently supports these video sources: `x11`, `nvfbc`, `stream`, `windda`, and `auto` (default).

- The `x11` video source uses software encoding and only works for Linux systems. It supports a max frame rate of up to 60 fps.
- The `nvfbc` video source is for Linux systems with an NVIDIA GPU and driver that support NVIDIA GRID or NVIDIA NvFBC. It supports a max frame rate of up to 60 fps.
- The `windda` video source is optimized for Windows and supports a max frame rate of up to 60 fps.
- The `stream` video source uses software encoding and is available on all operating systems. This video source supports a max frame rate of up to 60 fps on ARM-based Macs and 30 fps on all other systems.
- The `auto` video source tries to select the best video source for your system based on what is supported.
  - On Windows systems, `windda` is selected.
  - On Linux systems that support NVIDIA GRID or NVIDIA NvFBC, `nvfbc` is selected (otherwise `x11` is selected).
  - On MacOS systems, `stream` is selected.

The table below summarizes the default and configurable maximum frame rate settings for each video source:

Video Source	Default MaxFrameRate	Configurable MaxFrameRate
x11 (Linux)	30	60
stream (Linux)	30	30
nvfbc (Linux)	30	60
auto (Linux)	see: x11 or nvfbc	see: x11 or nvfbc
windda (Windows)	30	60
stream (Window)	30	30
auto (Windows)	see: windda (Windows)	see: windda (Windows)
stream (MacOS)	30	60
auto (MacOS)	see: stream (MacOS)	see: stream (MacOS)

By default, the maximum frame rate is set to 30. To enable a maximum frame rate of 60 fps for the supported cases listed above, set `Server.Video.Encoding.H264.MaxFrameRate` in the config file. See *Server.Video.Encoding.H264.MaxFrameRate* for more information.

To change the video source, see *Server.VideoSource* for more information.

6.8 Sign In

Once the ICE RemoteWare server starts, users can connect their networked client to the server by typing the server's URL into a web browser. Servers using the HTTPS protocol (default) have URLs like this: `https://<server-hostname-or-ip>`.

This will take you to the ICE RemoteWare sign-in page. Enter the username and password encrypted in the config file or by ScyldCloudAuth to sign in. You can also use your OS specific credentials to sign in.

> **Important**
>
> While config file or ScyldCloudAuth usernames can be used to sign in to the ICE RemoteWare software at any time, only a single set of OS credentials can be used to sign-in at a time. This prevents different OS credentials from signing in at the same time.

After signing in, you will see a gray canvas that will turn into a remote visualization display within a few seconds. At this point you can interact with the remote operating system. Other users are prevented from signing into the web service until you sign out.

6.9 Main Toolbar

The main toolbar gives access to additional ICE RemoteWare features such as signing out. This menu can be hidden or shown by pressing `Ctrl+F12` or using the hide/show button at the bottom of the screen.

6.10 Toggle Audio

Click the `Toggle Audio Streaming` button to begin streaming the default audio output device of the remote server. The default output device is managed through your remote operating system's audio device interface.

> **Note**
>
> For Linux users, Puleaudio version 10.0+ is required.

6.11 Keyboard Menu

The Keyboard Menu contains a list of special actions and keyboard button presses to transmit to the remote system, such as `Copy Remote Clipboard`, `Ctrl-Alt-Del` and `Print Screen`.

`Copy Remote Clipboard` copies plain text contents from the remote clipboard to the local clipboard.

6.12 File Handling Menu

The File Handling Menu contains support for uploading and downloading files to and from the server. When either of those actions is active, the server displays information about the transfer progress.

`Upload Files to Server` opens a file explorer on the client to select one or multiple files to be uploaded to server. Alternatively, you can select the files in the client OS file explorer and drag a selection of files to the canvas to be uploaded.

`Download Files from Server` initiates a transfer of a list of files from the server to the client. The user selects files to be copied to the client by selecting the files in a file browser and pressing the [CTRL] + [C] keys (Windows & Linux). If no files are selected, the server will try to copy all files in the upload directory. See *Server.FileDownload.Directory* for more information.

6.13 USB Menu

The USB Menu contains a list of USB devices that can be forwarded to the remote server. This menu only appears if you've purchased a license for USB Forwarding, you are a host user, and you are the controller of the remote keyboard.

Note

USB Forwarded devices will disconnect every time a user:

- disconnects from the ICE RemoteWare service
- signs in or signs out of the remote OS
- adds or removes a monitor on the remote server
- loses controller status (gives up remote keyboard control)

```
sudo modprobe -r hid_wacom wacom wacom_w8001
sudo modprobe -a hid_wacom wacom wacom_w8001
```

6.14 Settings Menu

The Settings Menu provides options for adjusting view, monitoring performance, and selecting between three video quality settings (this last option is available to native client users only). If video is being downscaled it also provides a status message.

You can adjust the view settings by toggling `Fit to Window` view or `Full Screen` view.

`Performance Monitor` adds a pop-up at the bottom of the remote desktop window that displays current frames per second (FPS), ping speed (in ms), and video bandwidth (in Kbps). You can close the pop-up by either clicking the X on the pop-up or by toggling `Performance Monitor` under the `Settings` menu.

Higher quality video settings result in better color accuracy at the cost of higher bandwidth usage and lower frame-rates. The three video quality settings are: `normal` (lossy with best frame-rate and lowest bandwidth usage), `visually lossless` (close to lossless quality with better frame rates and lower bandwidth usage), and `truly lossless`.

Important

Enabling lossless video on a downscaled video may improve image quality, but is not truly lossless.

Important

Currently only `normal` video quality is available when multiple users are signed in.

6.15 User Tools Menu

The User Tools Menu provides options for inviting guests, pausing guest video streams, and removing all guests and cancelling guest invites.

6.16 Paste Text from the Local Clipboard

Text can be pasted from the local client into the remote desktop.

To paste text from a local Linux / Windows clipboard into a remote Linux / Windows desktop, press `Ctrl+V`.

To paste text from a local MacOS clipboard to a remote Linux / Windows desktop, use your browser's menu system to select `Edit > Paste`. This transfers the local clipboard to the remote clipboard. Once this is done, you can use `Ctrl+V` or use your remote application's paste feature.

The server administrator can turn off this feature by setting `Server.Paste.Enabled` to `false` in `ice-remoteware.xml`.

Note

Only characters that are supported by both the client and server can be pasted.

6.17 Copy Text to the Local Clipboard

Select `Copy Remote Clipboard` from the `Keyboard Menu` to copy plain text from the remote clipboard to the local clipboard.

This feature can be disabled by setting `Server.Copy.Enabled` to `false` in the configuration file.

6.18 UI Keyboard Shortcuts

The following keyboard shortcuts are supported:

- `Ctrl+F11`: Toggle Fullscreen (Native Clients only)
- `Ctrl+F12`: Toggle Main Toolbar

6.19 Change Screen Resolution

Warning

Changing screen resolutions has these known issues:

1. **Multiple rapid resolution changes may lead to service instability.** Changing the screen resolution more than 5 times over a few seconds may cause the service to restart or quit.
2. **Windows users with an NVIDIA graphics card should use the NVIDIA Control Panel to change screen resolution.**

Change your screen resolution by using the provided Linux OS tools (dependent on distribution).

In Windows, right-click on the desktop and select `Screen resolution`. Change the resolution dropdown to your desired resolution and then click `OK`.

6.20 Downscale Screen Resolution

System administrators have the ability to restrict the maximum screen resolution in the config file at `ice-remoteware.xml` using the `Server.Video.MaxWidth` and `Server.Video.MaxHeight` settings. This is useful for preventing clients from being overwhelmed by the processing power required to work with high-resolution video.

If the user attempts to use a higher screen resolution, the user will get an alert and the video will be scaled down.

6.21 Enable 4K Support

As of v7.0.0 it is possible to support 4K desktops with the native, non-browser based client. This feature is not enabled by default and requires a configuration file change to disable the default screen size and bitrate caps. We recommend having a downlink of at least 20 Mbps to support the increased screen size.

In future releases 4K support will be enabled automatically.

Note

If you are not going to use 4K resolutions, then leave the following settings at their defaults by commenting them out or deleting them from the config file. The default screen size and bitrate caps are used to ensure a good user experience for slower clients.

To enable 4K support:

1. Open the xml config file.
2. Uncomment the `Server.Video.MaxWidth` and `Server.Video.MaxHeight` tags and set the values to `-1` to disable the resolution cap.
3. Save the config file and restart the service.

6.22 Configure Video Bit-Rate

As of v9.1.9, the default video bit-rate is calculated by using a linear regression of two values: 3000 kbps at 1280x720 and 6000 kbps at 1920x1080. A system administrator can customize bit-rates for different resolutions by adding two or more resolution and bit-rate pairings within the `Server.Video.AvgBitRate` config file setting. The syntax is as follows:

```
<width>x<height>=<bitrate>,<width>x<height>=<bitrate>,...
```

Example 1: The following is equivalent to the default bit-rate values: `1280x720=3000k,1920x1080=6000k`.

Example 2: The following can be used to specify a single average bit-rate setting across all resolutions: `1024x768=2m, 1600x900=2m`.

The linear regression algorithm is based on the two closest resolutions to allow a fine-grained bit-rate control. If the value only specifies one resolution and bit-rate, the service will use the specified average bit-rate for all resolutions.

6.23 Sign Out

Linux, Windows, and MacOS users change users by using the remote OS's log out / log in feature. The ICE RemoteWare software does not support "fast user switching" and the service must be restarted if this happens.

Closing your browser or signing out of the ICE RemoteWare session does not sign you out of the remote operating system. Use the remote OS's signing-out capability to sign out of the remote OS.

CHAPTER

SEVEN

COLLABORATION

Multiple users can share control of the same desktop. There are two types of users in this case: regular Host users and temporary Guest users.

Hosts are are fully trusted users who have an account on the system and have complete control over what a Guest can access. An ongoing session begins when one Host is signed in and ends when the last Host leaves. All Guests and Invites are removed when an ongoing session ends.

Guests are users who are invited to join an ongoing session. As a Host, this can be useful when you want to share a workstation with a remote colleague who should not have a permanent account on the system.

This section describes how a Host adds and manages Guest users.

Important

The Guest alerts and interface buttons described below are not visible in fullscreen mode.

7.1 Set the maximum number of concurrent clients

By default the server only allows 6 users to be signed on at any given time. This number can be changed by a system administrator by adding a `Server.MultiUser.MaxClientCount` setting in the config file at `ice-remoteware.xml`.

7.2 Collaboration Quick Start

At a high level, adding a new guest involves three steps:

1. A Host creates an Invite Link and sends it to Guest users.
2. A Guest opens the Invite Link, enters a Guest name, and requests to sign in.
3. A Host accepts the Guest's sign in request.

Hosts can use the control buttons to pause video to all Guests or ban all Guests and revoke all pending Invites. Hosts can also click on user buttons to remove individual Guests or give keyboard and mouse control.

7.3 Control Buttons

At the top of the screen there are a row of buttons that allow you to type special keys such as `Ctrl-Alt-Del`, add guests, pause all guest video, ban all guests, and sign out. Press `Ctrl+F12` to show / hide these buttons.

7.4 Add New Guests

Hosts can invite a group of guests by creating an Invite Link.

1. Click the `Invite Guests` button.
2. In the window that appears, specify how many guest sign ins you'd like this link to be accommodate. It is recommended to select the minimum number you will need.
3. The generated Invite Link is shown. Copy and send this link to Guest users and then close the window.

Warning

Anyone who receives an Invite Link can request Guest access to your system. While these links expire over time and are limited by how often they can be used, it is best practice to keep this link confidential.

When Guests use this link to request a sign in, an alert appears to all Hosts asking whether the user should be Accepted or Declined.

Important

It is best practice to verify the incoming user's identity via a phone call, text message, or other trusted communication channel.

When a Guest signs in, their username is reserved until all Hosts sign out. Guest usernames must be unique and consist of only letters, numbers, and underscores. Once the session ends, all Guest usernames are freed for use again.

7.5 Pause Guest Video

Guest video can be toggled by clicking on the `Pause Guests` button. Guest usernames will be greyed out when guest video is paused. Click `Resume Guests` to re-enable guest video.

7.6 Remove Guests and Cancel Invites

Guests can be removed from the session either individually using the `Kick` action from their username or all at the same time using the `Remove Guests and Cancel Invites` button from the User Tools menu. Hosts cannot be banned.

7.7 User Buttons

At the bottom of the screen there are a row of buttons containing usernames and status icons. The first button will always be "You", indicating the user button for the user signing in. Clicking on the user button will show status information (including frame rate) and actions that can be taken on that user, such as kicking or giving keyboard / mouse control.

Usernames that end with an asterisk are Hosts. Press `Ctrl+F12` to show / hide these buttons.

7.8 Give Keyboard and Mouse Control

A Host can give any other user control of the keyboard and mouse using the `Give Keyboard and Mouse Control` button from the username. The host can regain control using the `Take Keyboard and Mouse` button from their own user buttons (You).

CHAPTER

EIGHT

MULTI SESSION (LINUX ONLY)

The Multi Session feature allows multiple users to run their own sessions concurrently. When multi session is enabled, an X-server is started for each user who connects to the ICE RemoteWare server (requires that XWayland is disabled). After the X-server starts, the ICE RemoteWare software connects the user to the user's specific X-server. This feature is different from the collaboration feature, which allows multiple users to connect to the same X-server.

8.1 Prerequisites

- Installation of the latest ICE RemoteWare version
- Enable the ICE RemoteWare multi session feature by setting `Server.MultiSession.Enabled` to true, either by using the ICE RemoteWare `Advanced Settings` menu or by editing ice-remoteware.xml

8.2 Setup on Debian-based Linux Systems

1. Install SSH server and client:

```
sudo apt install openssh-client openssh-server
```

2. Install virtual X-servers:

```
sudo apt install xvfb xserver-xephyr -y
```

3. Install xdotool:

```
sudo apt install xdotool -y
```

4. Disable Wayland and replace with X11 by either editing `/etc/gdm3/custom.conf` and uncommenting '#WaylandEnable=false/WaylandEnable=false' or by executing the following command:

```
sed -i 's/\#WaylandEnable=false/WaylandEnable=false/' /etc/gdm3/custom.conf
```

5. Temporarily disable firewall for testing purposes:

```
sudo systemctl stop ufw
```

6. Enable the ICE RemoteWare multi session feature by editing `/opt/ice-remoteware/ice-remoteware.xml` and adding the following lines:

```
<Server>
 ...
  <MultiSession>
    <Enabled>true<Enabled>
  </MultiSession>
 ...
</Server>
```

7. Start the ice-remoteware service:

```
systemctl start ice-remoteware
```

8.3 Setup on RPM-based Linux systems

1. Install SSH server and client:

```
sudo dnf install openssh-server -y
```

2. Install virtual X-servers:

```
sudo dnf install xorg-x11-server-Xvfb xorg-x11-server-Xephyr -y
```

3. Install xdotool:

```
sudo dnf xdotool -y
```

4. Disable Wayland and replace with X11 by either editing `/etc/gdm/custom.conf` and uncommenting '#WaylandEnable=false/WaylandEnable=false' or by executing the following command:

```
sed -i 's/\#WaylandEnable=false/WaylandEnable=false/' /etc/gdm/custom.conf
```

5. Temporarily disable firewall for testing purposes:

```
sudo systemctl stop firewalld
```

6. Enable the ICE RemoteWare multi session feature by editing `/opt/ice-remoteware/ice-remoteware.xml` and adding the following lines:

```
<Server>
 ...
  <MultiSession>
   <Enabled>true<Enabled>
  </MultiSession>
 ...
 </Server>
```

7. Start the ice-remoteware service:

```
systemctl start ice-remoteware
```

8.4 Configuration

- Port Range

  After a user logs in, the ICE RemoteWare software assigns a dedicated port to the user's session. The range of available ports is set using the `Server.MultiSession.PortNumbersBegin` and `Server.MultiSession.PortNumbersEnd` settings.

- Number of Allowed Concurrent User Sessions

  The maximum number of users who can login concurrently is set using the `Server.MultiSession.MaxClients` setting.

- Guest X-server Binary

  Every time a user logs into the remote server, a new guest X-server is started and assigned to that user. The software supports Xvfb and Xephyr as guest X-servers, which can be set using the `Server.MultiSession.XServer.Name` setting.

- Desktop Resolution of User Sessions

  The dimensions of the desktop size for all user sessions is set using the `Server.MultiSession.Guest.Width` and `Server.MultiSession.Guest.Height` settings.

8.5 User Setup

For each user who will log in to the remote server via the ICE RemoteWare software:

1. On the ICE RemoteWare server, create a public/private SSH key pair for each user.
2. Edit ~<username>/.ssh/config and add the following lines:

```
Host localhost
Port <ssh port>;  #This is optional if ssh port is set to 22 (default)
IdentityFile <Path to public ssh key>
```

8.6 Usage

1. Open a browser and connect to the remote server.
2. Enter the user's credentials.

The user is connected to their desktop.

Note

- For each user who connects, a new X-server is started. When the user disconnects, the X-server is shut down.
- The number of users that can connect concurrently is not limited other than by the resource limitations of the remote server.
- If you use Xephyr as the guest X-server, you will have to log into the host X-server initially and make sure to deactivate any screen saver

8.7 Troubleshooting

Make sure:

- Firewall is disabled while testing
- `~/.ssh/config` is populated
- All required tools are installed (see Setup)
- Public and Private keys are created
- `~<username>/.ssh/config` is populated

CHAPTER

NINE

PERFORMANCE

Playback performance depends on three bottlenecks (in order of significance): network quality, client load, and server load. In this section we talk about each of these and how to determine which bottleneck requires attention.

9.1 Network Quality

Network quality can be measured as a combination of latency, throughput, and stability. When determining network quality you may want to run the ICE RemoteWare™ software on its own to guarantee that other applications or clients are not consuming large amounts of network resources at the same time.

Latency between the client and server can be measured using `ping` times. Acceptable latency depends on the applications being used. CAD users, for example, may find ping times up to 150 ms to be quite usable and 300 ms to be usable for sporadic use. Testing and demoing of applications like Google Earth are typically over 802.11g connections with ping times of 30-80 ms.

When running fullscreen animations at 1440x900, the ICE RemoteWare software has a typical throughput consumption of 4 Mbps. Throughput consumption drops dramatically when pixels on the screen do not change. We conservatively recommend 5.5 Mbps. This is typically not a bottleneck for the ICE RemoteWare software since it's common for clients and servers to have more than 4 Mbps of bandwidth, but it is still worth remembering.

9.2 Client Load

Decoding is largely dependent on the web browser implementation and the CPU performance of the client. We recommend using Chrome as it performs best with ICE RemoteWare in testing.

CPU performance depends on the hardware and the load on the system. We test on modern CPUs such as the multi-core Intel i5s and i7s from 2011 and later. When evaluating playback performance, verify that other applications are not also consuming large amounts of CPU time.

Decreasing screen resolution on the server-side is another option for reducing load on the client. While we recommend 1600x900, users may find that 1280x720 offers a better overall experience.

If you are running the non-WebGL version of the ICE RemoteWare software, performance is expected to be considerably slower (depending on the CPU). Lowering the remote server's screen resolution and using Chrome is strongly recommended in this case.

9.3 Server Load

In our tests, a server forwarding a 1080p video with audio enabled typically uses between 50% to 85% of a single Intel Xeon E5 2.1GHz core from 2012. We recommend running with at least two cores for a single-display system.

9.4 Further Help

If you have additional questions about perormance, please contact Penguin Solutions at support@penguinsolutions.com.

CHAPTER

TEN

FREQUENTLY ASKED QUESTIONS / TROUBLESHOOTING

10.1 Uninstalling ICE FlexLM on Windows fails to remove application

Microsoft provides a tool that can help automatically repair issues that prevent existing applications from being uninstalled. See the following URL for more information:

https://support.microsoft.com/en-us/topic/fix-problems-that-block-programs-from-being-installed-or-removed-cca7d1b6-65a9-3d98-4

10.2 Firefox Snap 113 on Ubuntu 22 can't launch ICE RemoteWare Client when opening `irw://` URIs.

This is a known issue with the Firefox Snap package. Install and connect with Chrome to workaround this issue.

10.3 Why do I get stuck on the loading page when I sign in with Safari?

If the server is using a self-signed certificate, then Safari will refuse the necessary websocket connections from the server. You may also see a message in the Javascript Console that says:

```
WebSocket network error:  OSStatus Error -9807:  Invalid certificate chain
```

There are a few workarounds:

1. The most secure option is to contact your system administrator about either using a trusted certificate for the server.
2. Add the server's self-signed certificate to your Keychain Access. NOTE: This is not recommended if the server is using the certificate that is included with ICE RemoteWare™.
3. The simplest and least secure workaround is to use a different browser such as Chrome or ICE RemoteWare Client.

10.4 Are there any known conflicts with anti-virus software?

Enabling Avast Antivirus can crash or cause unstable with the native client. Possible workarounds include creating an exception for the native client or disabling Avast.

10.5 Why does pasting into a MacOS terminal result in "^[[200~" being displayed?

Certain terminal-based programs (such as zsh shell) come with a feature called "bracketed paste mode". Bracketed paste mode will wrap your pasted string with a `^[[200~` and `~` so that the program can distinguish pasted text from directly typed text.

Please consult the documentation for these terminal-based programs for more information on bracketed paste mode.

10.6 Why is USB Forwarding disabled after updating MacOS Big Sur (or earlier) to MacOS Monterey (or later)?

When ICE RemoteWare is installed on versions of MacOS older than Monterey, it deploys the 'VirtualHere' application to support USB Forwarding. Monterey will not run this application, however, so it must be replaced with 'VirtualHere-Universal' to re-enable USB Forwarding.

Please see: *Re-Enabling USB Forwarding after Updating to MacOS Monterey* for installation instructions.

10.7 Why do I see two cursors for MacOS with only one user signed in?

There are two reasons this might occur:

1. When Wacom tablets are connected, we intentionally draw the mouse cursor to make stylus navigation easier.
2. MacOS servers that do not have a physical display or display dongle attached will always draw the remote cursor. Installing a display dongle or a physical display should resolve this issue.

10.8 Why is video performance poor in Chrome, Firefox, or Edge?

Hardware acceleration for WebGL can be blocked for certain graphics cards and driver combinations in Microsoft Edge, Google Chrome, and Mozilla Firefox browsers.

Follow the browser specific steps below to determine if your browser is blocking WebGL hardware acceleration and force the browser to enable it. If you continue to have trouble getting WebGL hardware acceleration to work after following the steps below you may need to:

- Update your driver (Intel, AMD, or NVIDIA)
- Switch to a compatible browser
- Switch to ICE RemoteWare Client (Recommended!)

Important

Forcing WebGL hardware acceleration may cause the browser to be unstable. If you are unsure about any of this, please download and install the native client as a workaround instead!

10.8.1 Forcing WebGL in Google Chrome

1. Open Chrome and go to URL `chrome://gpu`
2. Under `Graphics Feature Status`, look for the lines starting with `WebGL:` and `WebGL2:`
3. If those values are NOT: `Hardware accelerated`, then your browser is likely blocking WebGL hardware acceleration.
4. If you suspect WebGL hardware acceleration is blocked, you can try forcing this feature by following these steps:
   a. Go to URL `chrome://flags/#ignore-gpu-blocklist`
   b. Use the dropdown to set its value to `Enabled`.
   c. Restart the browser by clicking on the `Relaunch` button.

10.8.2 Forcing WebGL in Mozilla Firefox

1. Open Firefox and go to URL `about:support`
2. Scroll down to the `Graphics` section.
3. In the `WebGL 1 Driver Renderer` section, you may see a message about it being `Blocked for your graphics card`.
4. If you suspect WebGL hardware acceleration is blocked, you can try forcing this feature by following these steps:
   a. Go to URL `about:config`
   b. A warning page may appear. Click `I accept the risk!` to go to the `about:config` page.
   c. Search for `webgl.force-enabled` and set the value to `true` by double-clicking on the row.
   d. Search for `layers.acceleration.force-enabled` and set the value to `true` by double-clicking on the row.
   e. Restart Firefox to apply your new settings.

10.8.3 Forcing WebGL in Microsoft Edge

1. Open Microsoft Edge and go to URL `edge://gpu`
2. Under `Graphics Feature Status`, look for the lines starting with `WebGL:` and `WebGL2:`
3. If those values are NOT: `Hardware accelerated`, then your browser is likely blocking WebGL hardware acceleration.
4. If you suspect WebGL hardware acceleration is blocked, you can try forcing this feature by following these steps:
   a. Go to `edge://flags/#ignore-gpu-denylist`
   b. Use the dropdown to set its value to `Enabled`.
   c. Restart the browser by clicking on the `Restart` button.

10.9 Why does my MacOS display not go to sleep?

ICE RemoteWare prevents Display Sleep from happening in MacOS using an application called caffeinate. This is to prevent the computer from going to sleep, which would make ICE RemoteWare inaccessible.

10.10 How do I use reserved keyboard shortcuts such as Command-Space?

Command-Space is a common keyboard shortcut in MacOS used to access Spotlight. This can conflict with the linux equivalent keyboard combination of Super-Space, which is used to a change of the keyboard layout.

Currently the only workaround that will let you transmit Command-Space and a few other keyboard shortcuts reserved by the OS is to disable the keyboard shortcut locally.

10.11 Starting the service in Linux results in "X11 connection rejected because of wrong authentication."

The message indicates there's an X permissions issue. This may be due to a missing X11 magic cookie in your user's $HOME/.Xauthority file.

To add the missing X11 magic cookie value, first determine the display number used by `linuxuser`:

```
linuxuser@host:~$ echo $DISPLAY
host:21.0
```

In this example it is `21.0`. Next, display linuxuser's list of cookies:

```
linuxuser@host:~$ xauth list
host/unix:1  MIT-MAGIC-COOKIE-1  51a3801fd7776704575752f09015c61d
host/unix:21  MIT-MAGIC-COOKIE-1  0ba2913f8d9df0ee9eda295cad7b1010
host/unix:22  MIT-MAGIC-COOKIE-1  33cd4803819fca0ef8297dba308ceeee
```

The cookie for the `21.0` display is the second in the list.

Next, log in as root and add this particular cookie to the root's .Xauthority file with the `xauth` command:

```
root@host:~$ xauth add host/unix:21 MIT-MAGIC-COOKIE-1 0ba2913f8d9df0ee9eda295cad7b1010
```

Finally, try restarting X and check if ICE RemoteWare is running.

10.12 My image is very pixelated. How do I improve image quality?

Increasing the Server.Video.AvgBitRate values will improve image quality at the cost of higher bandwidth. For example, if you want to increase the average bit rate at 1080p to 10 Mbps and you have sufficient bandwidth on the server and client side, we recommend setting Server.Video.AvgBitRate to the following:

```
1280x720=5000k,1920x1080=10000k
```

You may want to experiment for your particular use case. Setting this value too high may render the system slow or unusable for servers and clients with poor bandwidth.

10.13 When I fullscreen the remote desktop in Firefox my screen is cropped!

As a workaround, first exit fullscreen. Now try using the Firefox menu to zoom out until the entire remote desktop window fits and then use the fullscreen option.

10.14 How do I create non-standard resolutions in Windows with an NVIDIA GPU?

It is important to use the NVIDA Control Panel to change to a non-standard resolution. Using the Windows Display Manager will result in a corrupt desktop image.

10.15 What do I do if Windows shows a black screen instead of a login screen?

We've observed in Windows 2012 that the login screen will occasionally not appear until you hit the 'Escape' key.

10.16 Why does Google Chrome 61-62 show inaccurate colors?

Newer versions of Google Chrome (Chrome 61 and 62) use the ICC profile provided by the local OS rather than forcing its own color profile. This may make the colors appear different from what you may see in other browsers or in the Native Client.

As a workaround you can enter `chrome://flags/#force-color-profile` in your Chrome URL bar and select `sRGB` from the dropwdown. Then close and restart Chrome.

10.17 How many users can sign in at a time?

ICE RemoteWare currently supports multiple signed in users at a time. Currently this defaults to 6. This value can be changed in the config XML file via the *Server.MultiUser.MaxClientCount* option.

10.18 I'm only seeing a gray rectangle.

This is either caused by caching problems in the browser, an unsupported screen resolution, or an unexpected error between the client and server.

Try signing out, opening a new web browser, and trying again. If the problem persists, check the web browser's JavaScript Console and the ICE RemoteWare log file (Linux: `/var/log/messages`) for errors.

If the JavaScript Console shows an error message containing `net::ERR_CERT_AUTHORITY_INVALID` in Chrome, you may want to try Firefox or reset Chrome to its original factory settings.

If you are a linux user, verify that Xorg is running on `DISPLAY :0` by running `ps aux | grep X`. If you do not see a line that looks like `Xorg :0`, you may need to restart X by running `init 3` and `init 5` on linux.

10.19 How do I press Ctrl+Alt+Del or Print Screen?

There is a shortcut button for this keyboard combination in the Keyboard Menu in the top control bar.

10.20 How do I press Ctrl+N, Ctrl+T, Ctrl+W, Ctrl+Tab, Ctrl+Page Up, or Ctrl+Page Down?

This is typically when web browsers reserve these keyboard shortcuts. One workaround is to install the latest version of our native client, ICE RemoteWare Client. Chrome users can try another workaround, described below.

By default, Google Chrome (aka Chromium) intercepts certain specific keyboard combinations before ICE RemoteWare can receive them. There is a special "app mode" available for Chrome users that can be activated at the command line by appending the `--app=<url>` flag. For example:

```
google-chrome --app=https://host/
```

This will open a borderless Chrome browser that will relay many of these key combinations to ICE RemoteWare. If this is something you will do often, we recommend creating a shortcut with a flag to your ICE RemoteWare host.

> **Note**
>
> Certain keyboard combinations, such as Ctrl+Alt+Del and Alt+Tab are intercepted by the client operating system and are not relayed to the ICE RemoteWare interface.

10.21 What ports do I need to open?

By default, ICE RemoteWare must be able to accept incoming requests over HTTPS port 443 (or port 80 if you are using HTTP).

10.22 Can I run my applications?

ICE RemoteWare is completely unaware of what applications are being run on the remote operating system. In other words, if your application can run directly on the remote host, it can be displayed on ICE RemoteWare.

10.23 Will it run on my iPad / mobile device?

We do not yet officially support iPad or mobile devices, but we have had some success getting view-only functionality to work with an iPhone SE.

10.24 Is there audio support?

Yes. As of v10.0 we support dual channel audio.

10.25 Can I cut, copy, and paste?

You can copy text from the local desktop to the remote desktop. See *Paste Text from the Local Clipboard* for more information.

10.26 What graphics cards do you support?

See *Server Hardware*.

10.27 How many NVIDIA GRID GPUs do I need?

As of v5.0, NVIDIA GRID GPUs are no longer required to run ICE RemoteWare.

10.28 What Xorg.conf options do I need for an NVIDIA GRID / Tesla card over GPU passthrough?

First, find the appropriate BusID for your graphics card using the following command:

```
nvidia-xconfig --query-gpu-info | awk '/PCI BusID/{print $4}'

PCI:27:1:0
```

The BusID in this example is `PCI:27:1:0`. (Note: other tools such as lspci show the bus ID in a hexadecimal format that must be manually converted to decimal format).

For older NVIDIA GRID cards (K1 or K2) add the BusID and the "UseDisplayDevice" "none" option. Modify the Xorg.conf file so that the Device and Screen sections look similar to the following:

```
Section "Device"
    Identifier     "Device0"
    Driver         "nvidia"
    VendorName     "NVIDIA Corporation"
    BusID          "PCI:27:01:0"
EndSection

Section "Screen"
    Identifier     "Screen0"
    Device         "Device0"
    Monitor        "Monitor0"
    DefaultDepth    24
    Option         "UseDisplayDevice" "none"
    SubSection     "Display"
```

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```
        Virtual     1440 900
        Depth       24
    EndSubSection
EndSection
```

For NVIDIA Tesla M60 users add the BusID (note: the syntax below is also valid). You may also want to specify a DPI (as needed) if images on the screen appear too wide or narrow. Modify the Xorg.conf file so that the Device section looks similar to the following:

```
Section "Device"
    Identifier     "Device0"
    Driver         "nvidia"
    VendorName     "NVIDIA Corporation"
    BoardName      "Tesla M60"
    BusID          "PCI:27:01:0"
    Option         "DPI" "96x96"
EndSection
```

CHAPTER

ELEVEN

END USER LICENSE AGREEMENT

```
Penguin Computing, Inc.
45800 Northport Loop West, Fremont, CA 94538
Tel: 415-954-2800
www.penguincomputing.com

Penguin Computing Software End User License Agreement

Last revised: 2/22/2025

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```

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```
Clustered System are managed.

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default, you have to explicitly pass --enable-gpl to configure to
activate them. In this case, FFmpeg's license changes to GPL v2+.

Specifically, the GPL parts of FFmpeg are:

    libpostproc
    optional x86 optimization in the files
        libavcodec/x86/flac_dsp_gpl.asm
        libavcodec/x86/idct_mmx.c
        libavfilter/x86/vf_removegrain.asm
    the following building and testing tools
        compat/solaris/make_sunver.pl
        doc/t2h.pm
        doc/texi2pod.pl
        libswresample/swresample-test.c
        tests/checkasm/*
        tests/tiny_ssim.c
    the following filters in libavfilter:
        vf_blackframe.c
        vf_boxblur.c
        vf_colormatrix.c
        vf_cover_rect.c
        vf_cropdetect.c
        vf_delogo.c
        vf_eq.c
        vf_find_rect.c
        vf_fspp.c
        vf_geq.c
        vf_histeq.c
        vf_hqdn3d.c
        vf_interlace.c
        vf_kerndeint.c
        vf_mcdeint.c
        vf_mpdecimate.c
        vf_owdenoise.c
        vf_perspective.c
        vf_phase.c
        vf_pp.c
        vf_pp7.c
        vf_pullup.c
        vf_repeatfields.c
        vf_sab.c
        vf_smartblur.c
        vf_spp.c
        vf_stereo3d.c
        vf_super2xsai.c
        vf_tinterlace.c
        vf_uspp.c
        vsrc_mptestsrc.c

Should you, for whatever reason, prefer to use version 3 of the
(L)GPL, then the configure parameter --enable-version3 will
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activate this licensing option for you. Read the file
COPYING.LGPLv3 or, if you have enabled GPL parts, COPYING.GPLv3 to
learn the exact legal terms that apply in this case.

There are a handful of files under other licensing terms, namely:

    The files libavcodec/jfdctfst.c,
    libavcodec/jfdctint_template.c and libavcodec/jrevdct.c are
    taken from libjpeg, see the top of the files for licensing
    details. Specifically note that you must credit the IJG in the
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External libraries

FFmpeg can be combined with a number of external libraries, which
sometimes affect the licensing of binaries resulting from the
combination.  Compatible libraries

The following libraries are under GPL:

    frei0r
    libcdio
    librubberband
    libvidstab
    libx264
    libx265
    libxavs
    libxvid

When combining them with FFmpeg, FFmpeg needs to be licensed as
GPL as well by passing --enable-gpl to configure.

The OpenCORE and VisualOn libraries are under the Apache License
2.0. That license is incompatible with the LGPL v2.1 and the GPL
v2, but not with version 3 of those licenses. So to combine these
libraries with FFmpeg, the license version needs to be upgraded by
passing --enable-version3 to configure.  Incompatible libraries

There are certain libraries you can combine with FFmpeg whose
licenses are not compatible with the GPL and/or the LGPL. If you
wish to enable these libraries, even in circumstances that their
license may be incompatible, pass --enable-nonfree to
configure. But note that if you enable any of these libraries the
resulting binary will be under a complex license mix that is more
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obligations. It is possible that these restrictions cause the
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    The Fraunhofer FDK AAC and OpenSSL libraries are under licenses
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    knowledge, they are compatible with the LGPL.

    The NVENC library, while its header file is licensed under the
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