



Scyld Cloud Workstation Documentation

Release 9.0.0

Penguin Computing

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INTRODUCTION

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

This document describes system requirements, installation, configuration, and usage.

RELEASE NOTES

Attention: We recommend moving changes from your old config file to the latest config file.

3.1 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)

3.2 v8.1.5

- Fixed CentOS 6 issue with setting **Server.VideoSource** to `auto` or `nvfb`
- 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

3.3 v8.1.4

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

3.4 v8.1.3

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

3.5 v8.1.2

- Fixed downscaling when resolution height is not divisible by 4

3.6 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

3.7 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

3.8 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

3.9 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

3.10 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

3.11 v7.0.2

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

3.12 v7.0.1

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

3.13 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

3.14 v6.1.1

- Fixed image blurring when enabling unique frames

3.15 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)

3.16 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`

3.17 v5.0.7

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

3.18 v5.0.6

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

3.19 v5.0.5

- Fixed black winlogon screen for stream video source

3.20 v5.0.4

- Fixed screen size changing in Windows

3.21 v5.0.3

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

3.22 v5.0.2

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

3.23 v5.0.1

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

3.24 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 **win-service.log** and **debug1.txt** to **scyld-cloud-workstation.log**
- Changed Windows install directory to **C:\Program Files\Penguin Computing\Scyld Cloud Workstation**
- 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

3.25 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

3.26 v3.0.4

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

3.27 v3.0.3

- Fixed QoS adaptive frame rate algorithm

3.28 v3.0.2

- Fixed IE11 fullscreen keyboard and scrollbars

3.29 v3.0.1

- Fixed unexpected multi-user client timeouts

3.30 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

3.31 v2.3.2

- Updated default SSL ciphers

3.32 v2.3.1

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

3.33 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

3.34 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

3.35 v2.1.0

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

SERVER REQUIREMENTS

This section describes the hardware and software requirements for the workstation hosting the Scyld Cloud Workstation server.

4.1 Server OS

Scyld Cloud Workstation is supported and tested on the following 64-bit operating systems:

- Windows 7, 8, 10
- CentOS 6, 7

Beta support is available for:

- Ubuntu 16, 18

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 Computing for additional support.

4.2 Server Hardware

Scyld Cloud Workstation is supported on the following server hardware configurations:

Server-Side	Recommended	Minimum
CPU	> Intel Core i5, Dual-Core	> Intel Core i5, Dual-Core
Memory	> 2 GB	> 2 GB
GPU	Any	Any

4.3 Server NVIDIA Drivers (Optional)

Scyld Cloud Workstation supports NVIDIA GRID GPUs such as the NVIDIA GRID K2 and Tesla M60. Drivers that support the NVIDIA GRID SDK are required. The following combinations have been successfully tested with version 9.0.0:

OS	NVIDIA Driver Release
Windows 7	347.88 354.99 369.49
CentOS 6	354.41 361.42

Warning: The following issues are known for NVIDIA device drivers in Linux:

- 331.62: the remote mouse cursor is not hidden when the local mouse cursor is active.
- 340.46: changing the screen resolution via the xrandr command halts video stream.
- 367.35, 367.57: changing the screen resolution via the xrandr command halts video stream.

4.4 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.

Scyld Cloud Workstation allows system administrators to pick a maximum screen resolution width and height in the config file (by default 1920x1080). 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*.

4.5 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 Scyld Cloud Workstation server-side installer.

Note: OpenSSL 1.0 is required and is supported through December 31, 2019. OpenSSL 1.1 is currently not supported with Scyld Cloud Workstation.

4.6 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 Scyld Cloud Workstation web server. By default, Scyld Cloud Workstation 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*.

CLIENT REQUIREMENTS

This section describes the hardware and software requirements for the connecting client.

5.1 Client Hardware and Network

We recommend using clients with the following minimum specs.

Client-Side	Recommended
CPU	> Intel Core i5, Dual-Core
Memory	> 2 GB
Network Bandwidth	> 5.5 Mbps
Network Latency	< 80 ms

Note: Acceptable network latency is application dependent. For certain applications, users may find 150 ms to be acceptable. Performance may degrade if the client is running background applications that consume significant amounts of CPU time, memory, or network bandwidth.

5.2 Client Web Browsers

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

- Chrome 30+
- FireFox 27-37, 39+
- Internet Explorer 11+, Edge 44.17763.1.0
- Safari 7+

Note: Chrome 30+ 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 Scyld Cloud Workstation performance. While WebSocket support is a hard requirement, Scyld Cloud Workstation 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 Scyld Cloud Workstation 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.

INSTALLATION

The Scyld Cloud Workstation server can be installed as a Windows 7 or CentOS 6/7 service.

6.1 Required Files

Installation of Scyld Cloud Workstation requires the following files:

- The Scyld Cloud Workstation installation package for your operating system:
 - CentOS 6 and 7: `scyld-cloud-workstation-9.0.0-1.x86_64.rpm`
 - Windows 7: `Scyld Cloud Workstation-9.0.0.1.msi`
- The Scyld Cloud Workstation license file

If you wish to use a license server to centralize management of system licenses you will also require the Scyld FlexLM installation package and a license file (`scyld-flexlm.lic`).

6.2 CentOS 7 (RPM): Fresh Install

Download and install the latest NVIDIA GRID drivers for your OS: <http://www.nvidia.com/download/index.aspx>

Use the `rpm` command to install the Scyld Cloud Workstation RPM.

Important: Scyld Cloud Workstation includes a default private key, certificate file, username, and password that are not secure and should be changed. See *Setup* for more information once installation is complete.

The installer performs the following actions:

- Scyld Cloud Workstation files are installed to `/opt/scyld-cloud-workstation`.
- `scyld-cloud-workstation.service` is installed to `/lib/systemd/system/`.
- Reload systemd manager configuration with `systemctl daemon-reload`
- Enable the unit file with `systemctl enable scyld-cloud-workstation.service`

The name of the RPM may be different depending on the version of Scyld Cloud Workstation.

Use the `rpm -ivh` command:

```
% sudo rpm -ivh scyld-cloud-workstation-9.0.0-1.x86_64.rpm
```

Follow the quickstart instructions that appear on the terminal and then proceed to: *Flexera License Management*.

6.3 CentOS 7 (RPM): Updating an Existing Install

If you are performing an update, use the `rpm -Uvh` command:

```
% sudo rpm -Uvh scyld-cloud-workstation-9.0.0-1.x86_64.rpm
```

The new RPM may include new settings that are not present in your existing XML config file. You must merge the settings found in `scyld-cloud-workstation.xml.rpmnew` into your existing `scyld-cloud-workstation.xml` file.

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

Important: If you are updating over an existing Scyld Cloud Workstation installation, your old config file will be preserved. The new package may include an XML config file with newer / updated settings. Merge the new settings found in `scyld-cloud-workstation.xml.rpmnew` with the existing `scyld-cloud-workstation.xml` file.

Once this update is successful, proceed to: *Flexera License Management*.

6.4 CentOS 6 (RPM): Fresh Install

Download and install the latest NVIDIA GRID drivers for your OS: <http://www.nvidia.com/download/index.aspx>

Use the `rpm` command to install the Scyld Cloud Workstation RPM.

Important: Scyld Cloud Workstation includes a default private key, certificate file, username, and password that are not secure and should be changed. See *Setup* for more information once installation is complete.

The installer performs the following actions:

- Scyld Cloud Workstation files are installed to `/opt/scyld-cloud-workstation`.
- `scyld-cloud-workstation.init` is installed to `/etc/init.d` and has its security context changed to `system_u:object_r:bin_t:s0`.
- A line of code is added to `/etc/gdm/Init/Default` that allows `scyld-cloud-workstation` to restart when the service is enabled by `chkconfig` and `gdm` restarts. To prevent `scyld-cloud-workstation` from starting when `gdm` starts, use the `chkconfig` command: `chkconfig --del scyld-cloud-workstation`.

The name of the RPM may be different depending on the version of Scyld Cloud Workstation.

Use the `rpm -ivh` command:

```
% sudo rpm -ivh scyld-cloud-workstation-9.0.0-1.x86_64.rpm
```

Follow the quickstart instructions that appear on the terminal and then proceed to: *Flexera License Management*.

6.5 CentOS 6 (RPM): Updating an Existing Install

If you are performing an update, use the `rpm -Uvh` command:

```
% sudo rpm -Uvh scyld-cloud-workstation-9.0.0-1.x86_64.rpm
```

The new RPM may include new settings that are not present in your existing XML config file. You must merge the settings found in `scyld-cloud-workstation.xml.rpmnew` into your existing `scyld-cloud-workstation.xml` file.

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

Important: If you are updating over an existing Scyld Cloud Workstation installation, your old config file will be preserved. The new package may include an XML config file with newer / updated settings. Merge the new settings found in `scyld-cloud-workstation.xml.rpmnew` with the existing `scyld-cloud-workstation.xml` file.

Once this update is successful, proceed to: *Flexera License Management*.

6.6 Windows 7: Fresh Install

If you haven't done so already, download and install the latest NVIDIA GRID driver for your OS from: <http://www.nvidia.com/download/index.aspx>

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.

Double-click on the Scyld Cloud Workstation-9.0.0.1.msi installer. Follow the instructions in the GUI to complete installation. Hit "Cancel" at any time to abort. Confirm that you'd like to start Scyld Cloud Workstation as a service to have Scyld Cloud Workstation start automatically.

On some systems (such as those using virt-manager's graphical console), a reboot may be required after installation to ensure that the NVIDIA GRID card is activated.

Scyld Cloud Workstation is intended to run automatically as a service in Windows. While it is possible to start it up as a normal application, Scyld Cloud Workstation must be run as a service in order to support:

- Windows sign out and sign in
- screensavers with passwords
- Windows User Access Control

Once this update is successful, proceed to: *Flexera License Management*.

6.7 Windows 7: Updating an Existing Install

Double-click on the Scyld Cloud Workstation-9.0.0.1.msi installer. Follow the instructions in the GUI to complete installation. Hit "Cancel" at any time to abort. Confirm that you'd like to start Scyld Cloud Workstation as a service to have Scyld Cloud Workstation start automatically.

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

Important: If you are updating over an existing Scyld Cloud Workstation installation, your old con-

fig file will be preserved. The new package may include an XML config file with newer / updated settings. Merge the new settings found in C:\Program Files\Penguin Computing\Scyld Cloud Workstation\Defaults\scyld-cloud-workstation.xml with the existing C:\Program Files\Penguin Computing\Scyld Cloud Workstation\scyld-cloud-workstation.xml file.

Once this update is successful, proceed to: *Flexera License Management*.

6.8 Client Installation

Install any of the following browsers:

- Chrome 30+
- Internet Explorer 11+
- FireFox 27+
- Safari 7+

Note: Chrome 30+ provides the best performance and is recommended.

FLEXERA LICENSE MANAGEMENT

As of version 5.0.0, Scyld Cloud Workstation 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.

7.1 Obtaining a License

Licenses can be requested by contacting Penguin Computing (<http://www.penguincomputing.com>) at support@penguincomputing.com.

7.2 Installing a Trial License

Trial licenses are named `scyld-cloud-workstation.lic` and must be copied to the Scyld Cloud Workstation host at `/opt/scyld-cloud-workstation/bin` for Linux hosts or `C:\Program Files\Penguin Computing\Scyld Cloud Workstation` for Windows hosts.

7.3 Installing a Floating or Node-Locked License

Follow these steps on the Scyld FlexLM host:

1. Install the Scyld FlexLM license server package (distributed by Penguin Computing) on a host that has network access to all Scyld Cloud Workstation hosts.
2. Copy the license file (`scyld-flexlm.lic`) to `/opt/scyld-flexlm/bin` for Linux hosts or `C:\Program Files\Penguin Computing\Scyld FlexLM` for Windows hosts.
3. For Linux users only, change the owner of the file to `scyld-flexlm` using the `chown` command and make sure the owner has read permission:

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

4. In `scyld-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 Scyld FlexLM service.

Follow these steps on each Scyld Cloud Workstation host:

1. Open the configuration file located at `/opt/scyld-cloud-workstation/bin/scyld-cloud-workstation.xml` for Linux and `C:\Program Files\Penguin Computing\Scyld Cloud Workstation\scyld-cloud-workstation.xml` for Windows.
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 Scyld FlexLM server is using the default port (27002)).

For example, if Scyld 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 `scyld-flexlm.lic` file. The host name will be second token and the port will be the fourth 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 Scyld Cloud Workstation 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
-

7.4 Testing your Floating / Node-Locked License Install

To test if the Scyld Cloud Workstation host can checkout licenses from the Scyld FlexLM host, sign into the Scyld Cloud Workstation host and use the `lmutil` tool:

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

For example, if your Scyld 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  
-----  
"scw" v1.000, vendor: PENGUIN, expiry: 01-aug-2017  
  License server: 192.168.1.7  
  nodelocked license locked to NOTHING (hostid=ANY)  starts: 1-jan-1990,  expires: 01-aug-2017  
  
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 Computing at support@penguincomputing.com.

Once the license file is installed, proceed to: *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 `scyld-cloud-workstation.xml` config file. In Linux this can be found at `/opt/scyld-cloud-workstation/bin/scyld-cloud-workstation.xml` and in Windows this can be found at `C:\Program Files\Penguin Computing\Scyld Cloud Workstation\scyld-cloud-workstation.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: Scyld Cloud Workstation includes a default private key, certificate file, username, and password that are not secure and should be changed.

8.1 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 `service` command:

```
service scyld-cloud-workstation restart
```

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 `scyld-cloud-workstation` in the the list of services and select Restart from the dropdown of actions.

The Scyld Cloud Workstation sign-in page should return after a few seconds.

8.2 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.

8.2.1 License Management

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

8.2.2 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 Scyld Cloud Workstation. 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 `scyld-cloud-workstation.sh --passwd` in Linux with `sudo` privileges or `scyld-cloud-workstation.exe /passwd` in Windows as an Administrator.

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*

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

OS Credential Authentication

The credentials accepted by your remote Windows or Linux host can be used to sign into Scyld Cloud Workstation. This supports ActiveDirectory for Windows, and LDAP / PAM for Linux.

Important: While config file or ScyldCloudAuth usernames can be used to sign in to Scyld Cloud Workstation 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.

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

8.2.3 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*.

8.2.4 Firewall

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

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

In Linux, you will have to update your firewall using iptables. In most cases, adding the following line to your rules file (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.

8.2.5 HTTPS / SSL Certificates

HTTPS is 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/>

Attention: You need to install OpenSSL on your server to complete the setup.

- Windows: <https://slproweb.com/products/Win32OpenSSL.html>
- Linux: `yum install openssl` or `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 create 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.

8.3 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.

8.3.1 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'.

8.3.2 Server.LogFormat

Format of the output. By default, Scyld Cloud Workstation does not display a timestamp with each log message. To add timestamps to all of your output, open the `scyld-cloud-workstation.xml` and set LogFormat to: `%Y-%m-%d %H:%M:%S %q%q: %s:%u: %t`.

8.3.3 Server.LogFile

A path to the log file of the Scyld Cloud Workstation server. By default this can be found in the directory of the Scyld Cloud Workstation executable and is named `scyld-cloud-workstation.log`. For more information on log output, see [Log Output](#).

Changed in v5.0.0. Default value changed.

8.3.4 Server.BootLogFile

Windows only. A path to the log file of the Scyld Cloud Workstation meta-server. By default this can be found in the directory of the Scyld Cloud Workstation executable and is named `win-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

8.3.5 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.

8.3.6 Server.AutoLock

Determines if Scyld Cloud Workstation 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.

8.3.7 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.

8.3.8 Server.Port

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

8.3.9 Server.Secure

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

8.3.10 Server.LicenseFile

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

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

Added in v5.0.0.

8.3.11 Server.StartDelay

Specifies a sleep time to delay the start-up of Scyld Cloud Workstation in seconds. Defaults to `0`.

Added in v5.0.0.

8.3.12 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.

Note: Changing this value takes effect after a service restart.

8.3.13 Server.Auth.Username

Declares a username to be used in combination with the password defined by `Server.Auth.ShadowPassword` at the Scyld Cloud Workstation 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.

8.3.14 Server.Auth.ShadowPassword

A shadowed password used to sign in to the Scyld Cloud Workstation 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.

Password rules are dependent on length:

Length	Password Restrictions
8-11	Use mixed case characters, numbers, and symbols
12-15	Use mixed case characters and either numbers or symbols
16-19	Use mixed case characters
20+	No restrictions

We recommend using passphrases of four randomly generated english words (i.e. “mail design kick office” for the best combination of usability and security.

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: `scyld-cloud-workstation.sh --passwd`
- Windows: `scyld-cloud-workstation.exe /passwd`

Note: Changing this value takes effect without a service restart.

Changed in v5.0.0.

8.3.15 Server.Auth.MinPasswordLength

The length of the password that is hashed and stored as `Server.Auth.ShadowPassword`. This may be set as low as 8, but we recommend at least 12 characters.

Note: Changing this value takes effect without a service restart.

Changed in v5.0.0.

8.3.16 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.

8.3.17 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.

8.3.18 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.

8.3.19 Server.Auth.ScyldCloudAuth.Allow

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

Note: Changing this value takes effect without a service restart.

Changed in v5.0.0.

8.3.20 Server.Auth.ScyldCloudAuth.Deny

A list of <Username></Username> elements. 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. *@penguincomputing.com will enable all usernames that end in @penguincomputing.com).

Note: Changing this value takes effect without a service restart.

Changed in v5.0.0.

8.3.21 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.

8.3.22 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 Scyld Cloud Workstation 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.

8.3.23 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.

8.3.24 Server.Auth.PAM.Service

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

Added in v8.0.0.

8.3.25 Server.VideoSource

The video capture mechanism. Currently supports `nvfb`, `stream`, and `auto`. The default is `auto`.

Set to `auto` if you'd like the system to use `nvfb` when the service detects an NVIDIA GRID compatible card and `stream` in all other cases.

Set to `nvfb` only if you have an NVIDIA GRID SDK compatible graphics card and driver.

Set to `stream` to use our CPU-based encoding solution.

Changed in v5.0.0.

8.3.26 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 `1920`.

Updated in v5.0.0. Changed default.

8.3.27 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 `1080`.

Updated in v5.0.0. Changed default.

8.3.28 Server.Video.StartFrameRate

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

Added in v2.2.0.

8.3.29 Server.Video.MinFrameRate

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

Added in v2.2.0.

8.3.30 Server.Video.AvgBitRate

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: [Video Bit-Rate Selection](#)

Defaults to `1280x720=2500k`, `1920x1080=5000k`.

Added in v2.2.0.

8.3.31 `Server.Video.MaxFrameRate`

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

8.3.32 `Server.MultiUser.MaxClientCount`

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

Added in v3.0.0.

8.3.33 `Server.QoS.Enabled`

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

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

Defaults to `true`.

8.3.34 `openSSL`

All elements within the `openSSL` tag are described in the [Poco SSLManager documentation](#).

8.3.35 `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.

8.3.36 `openSSL.server.certificateFile`

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

8.3.37 `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.

8.3.38 `openSSL.server.loadDefaultCAFile`

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

8.3.39 `openSSL.server.cipherList`

Specifies the supported ciphers in OpenSSL notation.

Changed in v3.0.0. Default value changed.

8.3.40 `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.

8.3.41 `openSSL.server.privateKeyPassphraseHandler.options.password`

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

8.3.42 `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.

8.3.43 `openSSL.server.cacheSessions`

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

8.3.44 `openSSL.server.extendedVerification`

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

8.3.45 `openSSL.server.requireTLSv1_2`

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

Added in v2.2.0. Default value changed.

8.3.46 `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.

8.3.47 `openSSL.fips`

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

8.4 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.

USAGE

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

9.1 Using the Linux Service

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

```
service scyld-cloud-workstation start
service scyld-cloud-workstation stop
service scyld-cloud-workstation restart
```

To run `scyld-cloud-workstation` directly rather than as a service (this is usually only useful for debugging purposes), use the `scyld-cloud-workstation.sh` start-up script. Usage information can be obtained by passing the `--help` flag.

```
usage: scyld-cloud-workstation OPTIONS
scyld-cloud-workstation -- 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
```

9.2 Using the Windows Service

To use the `scyld-cloud-workstation` service, we must verify that the service is registered with the OS and then start the service.

9.2.1 Open a Command Prompt as an Administrator

1. Sign in as a user that is an Administrator.
2. Click on 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`.

9.2.2 Register the Windows Service

To register the windows service, use the `scyld-cloud-workstation.exe` command:

```
scyld-cloud-workstation.exe /registerService /startup=automatic
```

The `scyld-cloud-workstation` 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 `scyld-cloud-workstation` has been properly installed. This is usually a sign that the `PATH` environment variables are not pointing at the `scyld-cloud-workstation.exe`.

```
'scyld-cloud-workstation.exe' is not recognized as an internal or  
external command, operable program or batch file.
```

9.2.3 Start and Stop the Windows Service

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

```
net start scyld-cloud-workstation  
net stop scyld-cloud-workstation
```

9.3 Change the Config File Password

Scyld Cloud Workstation lets you optionally store a username and hashed password in the config file for authentication. The credentials specified by `Server.Auth.Username` and `Server.Auth.ShadowPassword` attributes are entirely independent from LDAP, the remote operating system, and `ScyldCloudAuth`.

You can change this password by calling `scyld-cloud-workstation.sh --passwd` in Linux or `scyld-cloud-workstation.exe /passwd` in Windows from a command line. This password change takes effect without a service restart.

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`.

9.4 Log Output

Log output is organized by priority levels (from highest to lowest: Fatal, Critical, Error, Warning, Notice, Information, Debug, and Trace). `scyld-cloud-workstation` by default 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 `scyld-cloud-workstation.xml` config file and set `LogLevel` to `debug`.

In Linux, debug and higher level log messages can be found at: `/opt/scyld-cloud-workstation/bin/scyld-cloud-work`

In Windows, debug and higher level log messages can be found at: `C:\Program Files\Penguin Computing\Scyld Cloud Workstation\log\win-service.log` and `C:\Program Files\Penguin Computing\Scyld Cloud Workstation\log\scyld-cloud-workstation.log`.

Note: You can change the path of the output by opening the `scyld-cloud-workstation.xml` config file and setting `Server.LogFile` to a new destination.

By default, Scyld Cloud Workstation does not display a timestamp with each log message. To add a timestamp to all of your output, open the `scyld-cloud-workstation.xml` and set `LogFormat` to: `%Y-%m-%d %H:%M:%S %q%q: %s:%u: %t`.

9.5 Selecting a Video Source

Scyld Cloud Workstation currently supports two video sources: `nvfb` and `stream`.

For most users an appropriate default video source will be automatically detected based on the system's configuration. Hosts that have an NVIDIA GRID card with a compatible NVIDIA GRID driver installed default to `nvfb`. All other systems will default to `stream`.

To override the video source, specify `--videosource=<nvfb|stream>` or change `Server.VideoSource` in the config file.

9.6 Sign In

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

This will take you to the Scyld Cloud Workstation sign in page. Submit the username and password encrypted in the config file or by `ScyldCloudAuth` to sign in.

As a third option, you can use your OS specific credentials to sign in.

Important: While config file or `ScyldCloudAuth` usernames can be used to sign in to Scyld Cloud Workstation 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.

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 will be prevented from signing into the web service until you sign out.

9.7 Main Toolbar

The main toolbar gives access to additional Scyld Cloud Workstation 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.

9.7.1 Ctrl+Alt+Del

Key-combinations such as `Ctrl+N`, `Ctrl+W`, and `Ctrl+T` are not relayed to Scyld Cloud Workstation in most browsers. Chrome users can work around this issue by running Chrome in "app mode" by appending the

`--app=<url>` flag when calling it from a command line or shortcut.

Key-combinations such as `Ctrl-Alt-Del` are intercepted by the client OS and must be sent to Scyld Cloud Workstation via control buttons.

9.7.2 Settings Menu

The Settings Menu provides options for toggling the fullscreen state and lossless video (native client users only). If video is being downscaled it will also provide a status message.

Important: Enabling lossless consumes significantly more bandwidth than lossy video. Your video frame rate may drop as a result.

9.7.3 User Tools Menu

The User Tools Menu provides options for inviting guests, pausing guest video streams, and removing all guests and cancelling their invites. For more information, please see: [Collaboration](#).

9.8 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 the remote Linux / Windows desktop, press `Ctrl+V`.

To paste text from a local OS X clipboard to the 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.

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

9.9 Change Screen Resolution

Warning: Changing screen resolutions has one 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.

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

In Linux, if you are using a first generation NVIDIA GRID card (i.e., K1, K2) in a headless configuration (i.e. you are using the `UseDisplayDevice none` option in your `/etc/X11/xorg.conf` file), you will have to open a command prompt and use the `xrandr --fb <width>x<height>` command. For example, if you'd like to change the screen resolution to 1920x1080, you would enter: `xrandr --fb 1920x1080`.

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

9.10 Downscale Screen Resolution

System administrators have the ability to restrict the maximum screen resolution in the config file at `scyld-cloud-workstation.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.

9.11 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.

The following steps enable 4K support:

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

Note: NVIDIA GRID products (such as a Tesla M60) require an NVIDIA Quadro Virtual Datacenter Workstation license to use 4K resolutions. Contact NVIDIA for more information.

9.12 Video Bit-Rate Selection

As of v7.1.0, the default video bit-rate is calculated by using a linear regression of two values: 2500 kbps at 1280x720 and 5000 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=2500k,1920x1080=5000k`.

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 `0x0=128k` as one of the two linear regression points.

9.13 Sign Out

Windows and Linux users must change users by using the remote OS's log out / log in feature. Scyld Cloud Workstation does not support "fast user switching" and the service must be restarted if this happens.

Closing your browser or signing out of the Scyld Cloud Workstation 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.

COLLABORATION

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

Hosts 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.

10.1 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 `scyld-cloud-workstation.xml`.

10.2 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 attempts 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 kick individual Guests or give keyboard and mouse control.

10.3 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.

10.4 Add New Guests

Hosts can invite a group of guests by creating an Invite Link. Click on the ‘Add Guests’ button.

In the form that appears, specify how many guest sign ins you’d like this link to be good for. It is best practice to select the minimum number you will need.

The next form will show the generated Invite Link. Copy and send this link to Guest users and then close the form.

<p>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.</p>

When Guests use this link to request a sign in, an alert will appear 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 becomes 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 again for use.

10.5 Pause Guest Video

Guest video can be toggled by clicking on the ‘Pause Guests’ button.

10.6 Ban Guests and Revoke Invites

Guests can be banned for the session either individually or all at the same time using the ‘Ban Guests’ button. Hosts can not be banned.

10.7 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 banning or giving keyboard / mouse control.

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

10.8 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.

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.

11.1 Network Quality

Network quality can be measured as a combination of latency, throughput, and stability. When determining network quality you may want to run Scyld Cloud Workstation 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, Scyld Cloud Workstation 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 Scyld Cloud Workstation since it's common for clients and servers to have more than 4 Mbps of bandwidth, but it is still worth remembering.

11.2 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 Scyld Cloud Workstation 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 Scyld Cloud Workstation, 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.

11.3 Server Load

Server load is typically not a large bottleneck since Scyld Cloud Workstation does not consume much server-side CPU time. GPU consumption does increase, but for NVIDIA GRID cards the display capture and encoding is done on a

part of the GPU that is independent of computation.

11.4 Further Help

If you have additional questions about performance, please contact Penguin Computing at support@penguincomputing.com.

FREQUENTLY ASKED QUESTIONS / TROUBLESHOOTING

12.1 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.

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

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

12.3 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.

12.4 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 dropdown. Then close and restart Chrome.

12.5 How many users can sign in at a time?

Scyld Cloud Workstation 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.

Scyld Cloud Workstation currently supports one signed in user at a time.

12.6 Can LDAP credentials be used at the sign in page?

Yes. There are two ways to support this.

Traditionally support for LDAP currently comes as part of the Scyld-Cloud-Manager package. Scyld Cloud Workstation can be configured to authenticate through Scyld-Cloud-Auth, which can talk to LDAP. To connect to a Scyld-Cloud-Auth service, open the config file, set *Server.Auth.ScyldCloudAuth.URL*, and add one or more Username elements to the *Server.Auth.ScyldCloudAuth.Allow*.

As of v6.1.0, Scyld Cloud Workstation passes credentials directly to the remote operating system. This feature is enabled by default, but it can be disabled by setting *Server.Auth.OSAuthEnabled* to *false*.

12.7 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 Scyld Cloud Workstation 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 CentOS 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* in CentOS.

If you are a Windows user and you are using the NvFBC videosource, verify that NvFBC is enabled by running *NvFBCEnable.exe -checkstatus* as an Administrator. If it is disabled, you can enable it with the *NvFBCEnable.exe -enable* command.

12.8 How do I press Ctrl+Alt+Del?

There is a shortcut button for this keyboard combination at the bottom of the Scyld Cloud Workstation video screen.

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

By default, Google Chrome (aka Chromium) intercepts certain specific keyboard combinations before Scyld Cloud Workstation 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 Scyld Cloud Workstation. If this is something you will do often, we recommend creating a shortcut with a flag to your Scyld Cloud Workstation 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 Scyld Cloud Workstation interface.

12.10 What ports do I need to open?

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

12.11 Can I run my applications?

Scyld Cloud Workstation 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 Scyld Cloud Workstation.

12.12 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.

12.13 Is there audio support?

We do not support audio at this time, but please let us know if adding this feature would be important to you.

12.14 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.

12.15 What graphics cards do you support?

See *Server Hardware*.

12.16 How many NVIDIA GRID GPUs do I need?

As of v5.0, NVIDIA GRID GPUs are no longer required to run Scyld Cloud Workstation.

12.17 What do I do if Windows reports: “The program can’t start because LIBEAY32.dll is missing from your computer.”

This error message typically means that OpenSSL 1.1, which does not provide LIBEAY32.dll, is installed.

Scyld Cloud Workstation requires that an OpenSSL 1.0 compatible library (such as OpenSSL 1.0.1 or OpenSSL 1.0.2) is installed on the server side. OpenSSL will continue to receive security updates until December 31, 2019.

12.18 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:

```
lspci | grep VGA | sed 's/\./:/'
...
00:07:0 VGA compatible controller: NVIDIA Corporation GK107GL [GRID K1] (rev a1)
```

The BusID is the first token `00:07:0`. If you used `lspci` on its own, remember that periods must be replaced with colons before they can be used in an `Xorg.conf` file.

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           "00:07:0"
EndSection

Section "Screen"
    Identifier      "Screen0"
    Device          "Device0"
    Monitor         "Monitor0"
    DefaultDepth    24
    Option          "UseDisplayDevice" "none"
    SubSection      "Display"
        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:0:07:0"
    Option          "DPI" "96x96"
EndSection
```

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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/txi2pod.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 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 documentation accompanying your program if you only distribute executables. You must also indicate any changes including additions and deletions to those three files in the documentation. `tests/reference.pnm` is under the `expat` license.

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 restrictive than the LGPL and that may result in additional obligations. It is possible that these restrictions cause the resulting binary to be unredistributable.

The Fraunhofer FDK AAC and OpenSSL libraries are under licenses which are incompatible with the GPLv2 and v3. To the best of our knowledge, they are compatible with the LGPL.

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```

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