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HP ZCENTRAL REMOTE BOOST

ZCENTRAL OVERVIEW

Q: What is ZCentral?

ZCentral is intended as a complete end-to-end, high performance remote workstation solution. It is a combination of hardware and software, including our rack mountable Z desktop workstations, the ZCentral Remote Boost software, and the ZCentral Connect software.

Q: What are the components of ZCentral?

Z desktops, ZCentral Remote Boost, ZCentral Connect and compatible end-point devices like HP Elitebooks, HP ThinClients, or MacOS devices. This document will focus on FAQs for ZCentral Remote Boost. FAQs for ZCentral Connect are available at hp.com/ZCentral.

ZCENTRAL REMOTE BOOST OVERVIEW

Q: Does ZCentral Remote Boost work on non-HP hardware?

ZCentral Remote Boost should work on any hardware/software combo that meets the system requirements and support matrix in the Quick Specs at hp.com/ZCentralRemoteBoost. For support purposes, customers must be able to reproduce any issue on an HP system listed in the support matrix with an HP factory-installed image.

Q: Who uses ZCentral Remote Boost?

ZCentral Remote Boost (formerly known as HP Remote Graphics Software) can be implemented across many industry segments for remote workstations and collaboration including architecture, engineering and construction, education, financial services, geospatial, media and entertainment, oil and gas, product development, and more.



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Q: What is the sender or receiver for ZCentral Remote Boost?









There are two parts to ZCentral Remote Boost. The sender software, which gets installed on the workstation that is running your professional applications, and the receiver part, which gets installed on the thin client, tablet, or PC you will be connecting from. The receiver is a free download for Windows, Linux®, and MacOS®.

Q: How does ZCentral Remote Boost work?

ZCentral Remote Boost works by analyzing the image of the remote workstation and sending an encrypted and encoded stream to the client devices. The keyboard, mouse, and USB devices on the client devices are sent back to the remote workstation. The end result is complete control of a remote or virtual workstation that looks and feels as though you were physically working from your workstation, with all of its applications, data, graphics, and processing power.

Q: What are the features of ZCentral Remote Boost?

ZCentral Remote Boost Key Features:

Dynamic Resizing		Locally resize the remote display without changing the resolution of the remote workstation. Remote collaborators can each resize independent of each other
4K² & Multi-Display Support		ZCentral Remote Boost supports 4K² and multi-display setups, so your users can have the flexibility to work from almost any end-point device ⁵ .
Graphics Hardware Acceleration		Achieve optimal performance, even with low network bandwidth. With Advanced Video Compression (AVC), the pixels being sent over the network are compressed to improve your frame rate ⁴ .
HP Velocity		Break free of your network limitations with HP Velocity. Our software improves latency in wide area networks and increases network traffic tolerance, for solid performance even over poor connections.
Touch Gestures		Zoom, tap and swipe your way to productivity with the ability to control any application.
Remote USB		With local control and access, you can virtually attach or block a USB device to a remote system ⁶ .
Operating Systems		Our software is compatible with most desktop operating systems including Windows, MacOS® and Linux®. No need to install any extra drivers or app updates for supported operating systems.
Software Included¹		You don't need any additional infrastructure costs to start working and collaborating remotely. ZCentral Remote Boost is available for download on all Z devices ¹ , available for purchase on non-Z systems and supported on most operating systems.

ZCENTRAL REMOTE BOOST SUPPORT

Each License to Use (LTU) of HP ZCentral Remote Boost requires the purchase of 1-year of ZCentral Remote Boost Software Support Service available on hp.com/ZCentralRemoteBoost. This service includes 1-year of phone-in technical support (Check [here](#) for availability in your country).

Q: Does ZCentral Remote Boost work with virtual desktops?

ZCentral Remote Boost can work on physical or virtual desktops. See the support matrix in the ZCentral Remote Boost User Guide for more details.

Q: Does ZCentral Remote Boost run on a Windows 10 tablet?

Yes, ZCentral Remote Boost includes many touch features which can turn a Windows 10 tablet into a true productivity device for workstation users. In many cases you can take an application written for Windows that does not understand touch and make it touch aware with ZCentral Remote Boost.

Q: Does ZCentral Remote Boost run on an iPad?

Not at this time.



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Q: Does ZCentral Remote Boost run on an Android tablet?

Not at this time.

Q: Does ZCentral Remote Boost run on a Mac?

Yes, ZCentral Remote Boost Receiver runs on MacOS[®]. Other supported operating systems are shown at hp.com/ZCentralRemoteBoost.

Q: Does ZCentral Remote Boost support devices like 3Dconnexion SpaceMouse and Wacom tablets?

Yes, you can use a 3Dconnexion SpaceMouse with ZCentral Remote Boost. To do this, you will have to use a feature in ZCentral Remote Boost called Auto-Remote that is covered in the ZCentral Remote Boost User Guide.

Wacom tablets are currently supported from Linux Receivers to Linux Senders. While we work to upgrade our support for Pen and Touch devices on other operating systems, third party applications may meet your Wacom connectivity needs when used in conjunction with ZCentral Remote Boost. [VirtualHere](#) and [USB Network Gate](#) are available options.

Both consist of two applications, “server” and “client”. The server runs on the machine where the USB device is plugged in directly. The client runs on the machine which will connect to that USB device over the network. Note that this is the opposite of how we think about Remote Boost.

Integrating with ZCentral Remote Boost

1. Install the appropriate pen driver on both the receiver and sender systems.
2. Install the 3rd party “server” application on the receiver system.
3. Install the 3rd party “client” application on the sender system.
4. Enable sharing of the desired device. It is recommended that you use a password for any device made available on the internet. This is done differently depending on the 3rd party application, and the details can be found on the documentation sites.
5. Open HP ZCentral Remote Boost receiver application. Go into settings, under the “Connection” tab, and uncheck “Enable Remote USB”. This is done so the receiver doesn’t conflict with the 3rd party software.
6. Connect to the sender system with ZCentral Remote Boost.
7. On the sender system, open the 3rd party “client” application, add a new device with the receiver IP / Hostname.
8. If the receiver system is behind a NAT or a firewall, you may need to use a reverse connection. Details are available in the documentation for the 3rd party software.

PERFORMANCE AND FEATURES

Q: What should I do if performance is poor?

The Image Quality Slider is a good first step for fine tuning performance with your network connection. It can be found in the tool bar or the performance tab under settings. If bandwidth is really constrained, you can also try the Advanced Video Compression option which is ideal for video or video-like content. Also reference the ZCentral Remote Boost User Guide for more tips on optimizing performance.

Q: Can I access my work computer from home?

The computer you want to connect to needs to be on the same network. If you want to connect to a work computer from home, you will need access to your work network via a VPN in order to connect with ZCentral Remote Boost. For issues with firewalls, please see the ZCentral Remote Boost User Guide.

Q: Can I access my Linux[®] applications and desktops?

Absolutely. ZCentral Remote Boost is ideal for running Linux[®] applications remotely. You can even connect a Linux[®] sender to Windows receiver, and vice-versa. ZCentral Remote Boost does not remote just the application window like with X-Windows, but remotes the entire desktop.



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Q: What do I do about poor network performance?

ZCentral Remote Boost uses a smart, proprietary, context-aware codec which intelligently sends only the pixels that change. This means that the bandwidth required for a ZCentral Remote Boost connection can vary greatly depending on what is happening on your screen. You can have a solid connection with just 3-5 Megabits per second of bandwidth; however, if the screen is in constant motion like a fullscreen movie, the bandwidth usage can be much higher.

ZCentral Remote Boost optimizes performance on bandwidth-constrained networks in the following 3 ways:

1. You can adjust the image quality to reduce the required bandwidth and improve the responsiveness and frame rate.
2. For watching videos, you can also enable the Advanced Video Compression feature that greatly reduces the needed bandwidth. Note, however, that this feature is not ideal for content with fine lines, such as 3D movement of wire frame images.
3. HP Velocity provides increased network performance by optimizing communications between the sender and receiver.

Q: What is HP Velocity and how will it help?

HP Velocity is a quality-of-service tool that can greatly improve the connection experience of ZCentral Remote Boost when network conditions are not ideal. A one-time activation is required to enable this feature.

Q: What is Advanced Video Compression (AVC) and how will it help?

AVC is an optional setting in ZCentral Remote Boost which uses a modern video codec for image compression. It is ideal for reducing the bandwidth used by ZCentral Remote Boost when streaming video content. It is not recommended when working with wire frames or fine lines as screen artifacts may appear.

A one-time activation is required to enable this feature.

The user can choose to put the encoding burden on the CPU or GPU with AVC mode. Note that AVC is currently only available for single-screen connection in GPU mode.

Q: If I don't have internet access, how can I activate AVC and HP Velocity?

It is best to find a way to allow internet access from your receiver systems. Only the receiver requires internet access to activate these advanced features. If this will not be possible, please contact HP Support for alternative routes to activating these advanced features.

Q: Can ZCentral Remote Boost work in a wireless local area network setup?

Yes. ZCentral Remote Boost includes HP Velocity to optimize the connection over local area wireless networks. ZCentral Remote Boost performance will depend on the quality of the connection.

Q: Can ZCentral Remote Boost work through VPN?

Yes. ZCentral Remote Boost can be used over most virtual private network connections. ZCentral Remote Boost performance will depend on the quality of the VPN connection; however, HP Velocity (integrated with ZCentral Remote Boost) will help to optimize the experience over poor network connections.

Q: Can I connect to multiple remote workstations at the same time?

Yes. There is a feature called Directory Mode which allows you to automatically launch multiple ZCentral Remote Boost session windows and connect to different workstations. See Directory Mode in the ZCentral Remote Boost User Guide for more details.

Q: Can multiple people connect to and share the same workstation?

Yes. This is called collaboration, and it is built directly into ZCentral Remote Boost. Any time two or more people connect to the same machine with different credentials, they will begin a collaboration session. Whoever was logged in first is the primary user and must accept requests for others to join the collaboration session. See Collaboration in the ZCentral Remote Boost User Guide for more details.



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Q: How many users can be connected in a collaboration session?

There is no limit set by ZCentral Remote Boost, however, to keep the experience in sync, ZCentral Remote Boost will run at the speed of the weakest link. Eventually the network bandwidth or the system resources may limit the total number of collaborators that can connect and still have an acceptable experience.

Q: How can I set the resolution for ZCentral Remote Boost when the sender system does not have a display attached like a blade or server?

If you have an NVIDIA® graphics card installed on the sender, you can add the desired resolution via the NVIDIA® control panel.

If no display is installed at all on the sender, you must force an EDID definition onto the connection in the NVIDIA® control panel. Consult the ZCentral Remote Boost User Guide for detailed instructions.

Non-NVIDIA® graphics options are not supported in this configuration.

Q: Can I offset the ZCentral Remote Boost window by a few pixels so that I can access my local desktop taskbar?

There is a property in the ZCentral Remote Boost Receiver config file that allows you to offset the ZCentral Remote Boost Window so that you can mouse to the bottom of the screen and access your local desktop taskbar, even when you have matched receiver resolution and are in full screen mode. Search for “Window location and size properties” in the user guide to learn more about this property.

Q: Can I position the ZCentral Remote Boost window to always be located on the receivers second display and at its resolution?

There are properties in the ZCentral Remote Boost receiver config file that allow you to position and size the ZCentral Remote Boost Window any place on the receiver system display. Search for “Window location and size properties” in the user guide to learn more about this property.

Q: Can I force the ZCentral Remote Boost window to be at a given display resolution upon connection?

As long as the resolution is supported by the ZCentral Remote Boost sender, you can use properties in the ZCentral Remote Boost receiver config file to position and size the ZCentral Remote Boost Window on the receiver system display. Search for “Window location and size properties” in the user guide to learn more about this property.

Q: Can I remote multiple displays?

Absolutely. ZCentral Remote Boost can remote 10+ displays if the sender and receiver system can support them. Note that required bandwidth and CPU requirements for the systems will grow with the numbers of displays and as display resolution increases.

Q: Does ZCentral Remote Boost make use of open-source protocols or software components?

ZCentral Remote Boost itself is not open-source, and its proprietary protocols are closed. However, some open-source software are used in its production. ZCentral Remote Boost complies with documentation and provisioning of code as required by 3rd party licenses.

TOUCH/TABLET FEATURES

Q: How many different gestures can I map to hot keys in ZCentral Remote Boost?

In ZCentral Remote Boost, you can map eight gestures to hot keys.

Q: How do I know when a gesture map is ‘active?’

ZCentral Remote Boost shows the gesture it recognizes in the top right of the screen. For sticky gestures, ZCentral Remote Boost will continue to show the gesture that was recognized until the user disables the sticky gesture by repeating the gesture.



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Q: I want to see my remote desktop with its full native resolution on my tablet. How can I do that?

You may find that your sender has a higher resolution than your receiving tablet. By default, a tablet receiver will force the sender to match the tablet's resolution. You can disable this default behavior in the properties file. Consult the ZCentral Remote Boost User Guide for more information.

Q: How do I click and drag with touch?

Press for a moment then drag to execute a click and drag.

Q: How do I right click with touch?

A two-finger tap executes a right click. If you two-finger press for a moment and then drag, you can execute a right click and drag.

Q: How do I center click or scroll with touch?

Three-finger swipe up or down executes the mouse wheel. Four-finger press executes the center mouse button. Note that you need to press and hold for a moment to execute the center mouse button press as four-finger tap will enable/disable the virtual mouse.

PURCHASING & LICENSING

Q: Is ZCentral Remote Boost free?

For Z by HP desktop and mobile workstations, ZCentral Remote Boost runs license-free and includes major, minor and patch updates. For use on any other hardware, the sender license must be purchased and can be found at hp.com/ZCentralRemoteBoost.

Q: How much does ZCentral Remote Boost cost?

Please check with your HP Sales Representative for all the pricing information.

Q: Are their pricing breaks for a bulk number of licenses?

Please contact your HP Sales Representative to discuss if there are possible price breaks.

Q: What types of licenses are available, and what are the differences?

ZCentral Remote Boost has a few choices for licenses:

- The standard license is installed on the ZCentral Remote Boost Sender workstation with your professional applications.
- There is also a floating license which is installed on a licensing server and "served" to users on a first-come, first-served basis, up to the number of licenses purchased. This floating license costs more than the standard license because of this flexibility.
- HP also offers 90-day trial licenses⁷ at hp.com/ZCentralRemoteBoost.

Q: What is the difference between the ZCentral Remote Boost Sender and the ZCentral Remote Boost Receiver for licensing?

The sender requires a license, which must either be purchased or is included at no charge on Z by HP desktop and mobile workstations. The receiver is a free download for Windows, Linux®, and MacOS® and does not require a license to run.

Q: Can I try before I buy? Is there a trial license for ZCentral Remote Boost?

Yes. There is a 90-day trial license⁷ available at hp.com/ZCentralRemoteBoost.

Q: Can I purchase licenses for HP Remote Graphics Software 7 after ZCentral Remote Boost is available?

If you are looking to expand your existing HP Remote Graphics Software 7 install base but are not ready to upgrade to the latest version of ZCentral Remote Boost, you can purchase licenses for the latest version, but use them with HP Remote Graphics Software 7. HP ZCentral Remote Boost is available for download at hp.com/ZCentralRemoteBoost.



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Q: Can I run new versions of ZCentral Remote Boost for free on my old HP Z Workstation?

ZCentral Remote Boost runs license-free on Z by HP Desktop Workstations and ZBooks. Download the latest version of ZCentral Remote Boost at hp.com/ZCentralRemoteBoost.

Q: How can I know if I will benefit from a new version of ZCentral Remote Boost?

HP posts the release notes for each version at hp.com/ZCentralRemoteBoost. HP also offers a trial license on the same web page, so you can test out new versions of ZCentral Remote Boost in your environment.

Q: What are the delivery methods for ZCentral Remote Boost software?

ZCentral Remote Boost sender software can be downloaded for Windows and Linux® at hp.com/ZCentralRemoteBoost. If you are running ZCentral Remote Boost on anything other than an Z by HP desktop workstation or ZBook, the license file can be purchased via hp.com/ZCentralRemoteBoost and is available via electronic delivery via email. ZCentral Remote Boost receiver software is available for Windows, Linux® and MacOS® at hp.com/ZCentralRemoteBoost.

Q: How many licenses can we get?

There are no limits on the number of licenses for either Standard or Floating. Remember, Z systems have an embedded license and non-Z systems require a license purchase.

Q: May I transfer a local license between machines?

If local license means transferring a ZCentral Remote Boost from a Z system to a non-Z system for use, the answer is no. There is no license to transfer as ZCentral Remote Boost looks at the system it is installed on to determine if can run license without purchase. This is at the Z hardware level and also why new images, OS or changing of hard drives do not effect the license-free use of ZCentral Remote Boost.

Q: Can I get a free upgrade to ZCentral Remote Boost if I purchased HP Remote Graphics Software 7.7?

If you purchased HP Remote Graphics Software 7.7 on or after November 1, 2019, the existing license will work with ZCentral Remote Boost.

If you have issues or questions, please email zcentral@hp.com.



EMAIL US

DISCLAIMERS

1. HP ZCentral Remote Boost does not come preinstalled on Z Workstations but can be downloaded and run on all Z desktop and laptops without license purchase. With non-Z sender devices, purchase of perpetual individual license or perpetual floating license per simultaneously executing versions and purchase of ZCentral Remote Boost Software Support is required. ZCentral Remote Boost requires Windows 10, RHEL (7 or 8), UBUNTU 18.04 LTS, or HP ThinPro 7 operating systems. MacOS (10.13 or newer) operating system is only supported on the receiver side. Requires network access. The software is available for download at hp.com/ZCentralRemoteBoost.
2. 4K display for 4K resolution sold separately.
3. HP ZCentral Remote Boost requires a Windows 10, RHEL (7 or 8), UBUNTU 18.04 LTS, or HP ThinPro operating system. MacOS (10.13 or newer) operating system is only supported on the receiver side.
4. Graphics hardware acceleration is only supported on Windows and Linux® end-point, receiving devices. Not supported on MacOS.
5. Windows 10 is required on the receiving, end-point device for all Windows and Linux® applications.
6. Not all USB devices supported. Remote USB not supported on Linux® sender. See user guide for more on USB devices.
7. The 90-day free trial of HP ZCentral Remote Boost is available for non-HP sender devices. At the end of the free trial period, the software will cease to function. To continue using HP ZCentral Remote Boost, purchase of perpetual individual license or perpetual floating license per simultaneously executing versions and purchase of ZCentral Remote Boost Software Support is required. HP ZCentral Remote Boost requires Windows, RHEL (7 or 8), UBUNTU 18.04 LTS, or HP ThinPro 7 operating systems. MacOS (10.13 or newer) operating system is only supported on the receiver side. Requires network access. The software is available for download at hp.com/ZCentralRemoteBoost.



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