FAQs

HP Remote Graphics Software (RGS) FAQs

Quick reference

Table of contents

Introduction

What is HP RGS?
HP RGS or Remote Graphics Software is software that allows you to connect to and use your workstation when you are sitting at a different computer or tablet.[1] It is a remote desktop solution designed to provide a seamless, just like local, feel for even the most demanding 3D graphics-heavy professional applications. It is also a great way to share your screen and collaborate with other remote coworkers. HP RGS is ideal for connecting to virtual workstations hosted in the data center or even the cloud.

Does HP RGS work on non-HP hardware?
HP RGS should work on any hardware/software combo that meets the system requirements and support matrix in the Quick Specs at hp.com/go/RGS. 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.

Who uses HP RGS?
HP RGS has been used as the gold standard for remote workstations and collaboration in many industries including architecture, engineering and construction, education, financial services, geospatial, media and entertainment, oil and gas, product development, and more.

What is the sender or receiver for HP RGS?
There are two parts to HP RGS. 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 Mac® OS[2].

How does HP RGS work?
HP RGS 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.

What's new in HP RGS 7?
HP RGS 7 brings the workstation productivity to Windows 8 and Windows 10 tablets. Features like gesture to hotkey mapping, zoom, virtual mouse, HP Velocity, and touch controls give you touch controls to Windows 7 and Linux® applications that are not programmed for touch.

Purchasing and Licensing

Is HP RGS free?
For HP Desktop and Mobile Z Workstations, HP RGS 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/go/RGS.

How much does HP RGS cost?
Pricing is available via hp.com/go/RGS.

What types of licenses are available?
HP RGS has a few choices for licenses:

• The standard license is installed on the HP RGS Sender workstation with your professional applications.

• There is also a floating license which is installed on a license 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 upgrade licenses at a discounted price. To qualify for the upgrade license, a customer must already own HP RGS licenses for either of the two most recent versions of HP RGS. For example, an upgrade license for HP RGS 7 requires that the customer already have an HP RGS 6 or an HP RGS 5.4 license.

• HP also offers 60-day trial licenses at hp.com/go/RGS.

What is the difference between the HP RGS Sender and the HP RGS Receiver for licensing?
The sender requires a license, which must either be purchased or is included at no charge on HP Z series Desktop and Mobile Workstations. The receiver is a free download for Windows, Linux®, and Mac® OS[2] and does not require a license to run.

What is the difference between floating licenses and standard licenses?
The standard license is installed on the workstation with your professional applications. The floating license is installed on a license server and served to users on a first-come, first-served basis, up to the number of licenses purchased. The floating license costs more than the standard license.

Can I try before I buy? Is there a trial license for HP RGS?
Yes. There is a 60-day trial license available at hp.com/go/RGS.

Do I have to pay for upgrades to HP RGS?
HP RGS releases major, minor and patch updates. For example, if HP RGS had a version 7.1.3, the major version would be 7, the minor update would be 7.1 and the patch update would be 7.1.3. Patch and minor updates are available at no charge. When the major version number changes, a new HP RGS license is required. Upgrade licenses are available at a discounted price to existing users. Contact your HP Sales Specialist for more details on upgrade licensing.

Can I purchase pre-release licenses of HP RGS?
HP does not offer pre-release software. However, if you purchase a license for HP RGS and a new major release of HP RGS comes out within a month, your HP RGS license will work on the new release of HP RGS.

Can I purchase the right to upgrade at no charge in the future?
HP does not offer a way to purchase future HP RGS upgrades. However HP does offer discounted upgrades to existing users when a new major version is released. You must have stayed current within two major releases to be able to purchase the discounted upgrade.

Can I purchase licenses for an older version of RGS after a new version comes out?
HP RGS licenses should be valid for previous versions of RGS. If you are looking to expand your existing RGS install base but are not ready to upgrade to the latest version of HP RGS, you can purchase licenses for the latest version, but use them on a previous version. Previous versions of RGS are available for download at hp.com/go/RGS

Can I run new versions of HP RGS for free on my old HP Z Workstation?
HP RGS runs license-free on HP Desktop and Mobile Z Workstations. Download the latest version of HP RGS at hp.com/go/RGS.

How can I know if I will benefit from a new version of HP RGS?
HP posts the release notes for each version at hp.com/go/RGS. HP also offers a trial license on the same web page, so you can test out new versions of HP RGS in your environment. Also remember that patch and minor updates are available at no charge.

What are the delivery methods for HP RGS?
HP RGS software can be downloaded for Windows and Linux® at hp.com/go/RGS. If you are running HP RGS on anything other than an HP Desktop or Mobile Z Workstation, the license file can be purchased via hp.com/go/RGS and is available via electronic delivery via email.

Support, Warranty, and Care Pack[3] Services

How long is the warranty and support?
HP software comes with a 90 day phone-in support covering installation and setup. To extend that support for a year, you can purchase HP Care Pack Services[3] for HP RGS at hp.com/go/RGS.

How long does HP support old versions of HP RGS after it releases a new major version?
HP provides critical fixes to previous versions of HP RGS for 12 months after a new major version is release. After that, all issues that are found in previous versions will only be addressed in the latest release of HP RGS. For example, HP RGS Version 6 support ended June 2015, 12 months after HP RGS Version 7.0 was released.

How can I get help setting up HP RGS in my environment?
HP offers HP Care Pack Services that provide phone-in support to help you with your HP RGS deployment. These HP Care Packs[3] can be found at hp.com/go/RGS.

Does HP RGS work with virtual desktops?
HP RGS can work on physical or virtual desktops. See the support matrix in the HP RGS User Guide for more details.

Does HP RGS support devices like 3Dconnexion SpaceMouse and Wacom tablets?
Yes, you can use a 3Dconnexion SpaceMouse with HP RGS. To do this you will have to use a feature in HP RGS called Auto-Remote that is covered in the HP RGS User Guide.

Does HP RGS run on a Windows 8 or a Windows 10 tablet?
Yes, HP RGS 7 includes many new touch features which can turn a Windows 8 or a Windows 10 tablet into a true productivity device for workstation users. In many cases you can take an application written for Windows 7 that does not understand touch and make it touch aware with HP RGS 7 and a Windows 8 or a Windows 10 tablet.

Does HP RGS run on an iPad?
HP RGS 7.0 does not have an iPad/iOS receiver; however, HP is actively working to broaden the supported operating systems for the HP RGS receiver. The supported operating systems are shown at hp.com/go/RGS.

Does HP RGS run on an Android tablet?
HP RGS 7.0 does not have an Android receiver; however, HP is actively working to broaden the supported operating systems for the HP RGS receiver. The supported operating systems are shown at hp.com/go/RGS.

Does HP RGS run on a Mac?
Yes, HP RGS Receiver runs on Mac® OS[2]. Other supported operating systems are shown at hp.com/go/RGS.

Performance and features

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 HP RGS User Guide for more tips on optimizing performance.

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 HP RGS. For issues with firewalls, please see the HP RGS User Guide.

What do I do about poor network performance?
HP RGS uses a smart, proprietary, context aware codec which intelligently sends only the pixels that change. This means that the bandwidth required for an HP RGS 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 full screen movie, the bandwidth usage can be much higher.

HP RGS optimizes performance on bandwidth-constrained networks in the following three ways:
• First, you can adjust the image quality to reduce the required bandwidth and improve the responsiveness and frame rate.

• Second, 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.

• Third, HP Velocity provides increased network performance by optimizing communications between the sender and receiver.

For more information, see the Optimizing performance with HP RGS whitepaper.

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 HP RGS when network conditions are not ideal. A one-time activation is required to enable this feature.

What is Advanced Video Compression (AVC) and how will it help?
AVC is an optional setting in HP RGS which uses a modern video codec for image compression. It is ideal for reducing the bandwidth used by HP RGS 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.

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.

Can HP RGS work in a wireless local area network setup?

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

Can HP RGS work through VPN?

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

Can I access my Linux® applications and desktops?

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

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 HP RGS session windows connected to different workstations. See Directory Mode in the HP RGS User Guide for more details.

Can multiple people connect to and share the same workstation?

Yes. This is called collaboration, and it is built directly into HP RGS. 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 HP RGS User Guide for more details.

How many users can be connected in a collaboration session?

There is no limit set by HP RGS, however, to keep the experience in sync, HP RGS 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.

How can I set the resolution for HP RGS 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 RGS User Guide for detailed instructions.

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

Can I offset the RGS window by a few pixels so that I can access my local desktop taskbar?

There is a property in the RGS Receiver config file that allows you to offset the RGS 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.

Can I position the RGS window to always be located on the receivers second display and at its resolution?

There are properties in the RGS receiver config file that allow you to position and size the RGS 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.

Can I force the RGS window to be at a given display resolution upon connection?

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

Can I remote multiple displays?

Absolutely. HP RGS 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.

Does HP RGS make use of open-source protocols or software components?

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

RGS Receiver for Mac® OS

What are the feature differences between the RGS Receiver for Mac® OS, Windows, and Linux?

Feature	Windows	Linux	Mac® OS
Advanced Video Compression (Helpful in very low bandwidth environments)	Yes	Yes	No
HP Velocity (Helpful with poor networks with high latency and packet loss)	Yes	Yes	No
Remote USB	Yes	ThinPro only	No
Remote Clipboard	Text and images	Text only	Text only
Touch Features (Virtual mouse, pinch to zoom, convert custom gestures to hot keys)	Windows 8.1 or newer	No	No
Full Wacom Pen Redirection (Pressure sensitivity, buttons, etc.)	No	Yes	No
Game Mode (Mouse movements are relative rather than absolute)	Yes	No	No

What are the differences in the RGS Receiver user interface for Mac® OS?

• Settings: HP RGS Receiver settings are found in the top menu under preferences rather than the launcher window on Mac® OS.

• Local audio: RGS Receiver audio settings do not have control for local audio on Mac® OS, as that is easily accessible via other methods.

• Proxy server: RGS Receiver settings for Mac® OS do not have proxy server options since AVC and Velocity are not included; therefore, activation is not required.

• Hot keys: The "hide the toolbar" hot key is not applicable given the native Mac® OS UI.

• Ctrl+Alt+Delete: Ctrl + Alt + Fn + Delete works as Ctrl + Alt + Delete on the Mac® OS. Fn + Delete is the same as the Windows Delete button.

• Full screen: RGS Receiver for Mac® OS uses the full screen toggle (green) button. When not in full screen mode, you can resize the window and use scroll bars.

• Prompt for username: RGS Receiver settings for Mac® OS do not have a setting for "prompt for username and password" because RGS will always prompt for these things. The RGS Receiver for Windows has the option to use the existing Windows credentials rather than prompting for them.

• Statistics: RGS Receiver for Mac® OS does not have a statistics tab in the settings. Note that RGS frames per second (FPS) is shown in the receiver title bar, but bandwidth utilization is not shown.

• Multi-Display: You must change a Mac® OS setting to for RGS receiver to span multiple displays. System Preferences > Mission control > uncheck the box marked "Display have separate spaces". Requires a log out and log in to make the change.

Is there a receiver log file, receiver config file, and config app on the Mac?
There is a config file, but not a config app for the RGS Mac® OS receiver at this time. Open Preferences -> Logging tab to see the location of the log file. The rgreceiverconfig file lives in /Library/Application Support/HP/rgreceiver.

I don't see a property I usually use in the rgreceiverconfig file for Windows or Linux. Can I add it?
Only the properties that are delivered in the default rgreceiverconfig file are supported on Mac® OS.

Where can I find the version of my RGS Receiver for Mac® OS?
Mac® OS supports finding a program's version in multiple places, but one easy way is to open HP RGS Receiver -> About.

Are there some limitations on keyboard input on the RGS Receiver for Mac® OS?
Yes — some Ctrl hot key sequences get intercepted by the Mac® OS operating system and don't make it to the RGS Receiver, such as Ctrl + arrow keys, which will switch a Mac workspace.

Can I use a standard keyboard and mouse with my RGS Receiver for Mac® OS?
Yes — you can use standard keyboards or mice, or Apple keyboards, Magic mice, and Trackpads.

Touch/Tablet features

How many different gestures can I map to hot keys in HP RGS 7?
In HP RGS 7.0 you can map eight gestures to hot keys.

How do I know when a gesture map is 'active?'
HP RGS shows the gesture it recognizes in the top right of the screen. For sticky gestures, HP RGS will continue to show the gesture that was recognized until the user disables the sticky gesture by repeating the gesture.

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 HP RGS User Guide for more information.

How do I click and drag with touch?
Press for a moment then drag to execute a click and drag.

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.

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.

Sign up for updates
hp.com/go/getupdated

Share with colleagues   Rate this document