HP Remote Graphics Software Frequently Asked Questions

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Q: What is HP Remote Graphics Software?

A: An innovative software that enables real-time remote access to, and sharing of, workstation desktops over a standard network. This can be done across different platforms, over a standard network, providing you with a "just like local" experience.

Q: What opportunities does remote visualization bring?

A:

- Remote access/demo
- Remote review
- Remote team review
- Remote user application support
- Remote application training
- Centralization and consolidation of desktop workstations

Q: What are the specific benefits of the HP Remote Graphics Software?

A: Increased business efficiency through:

- Excellent interactivity
- High image quality
- Low network consumption
- Clear/better communication and understanding
- Easier user application support
- Easier application/tool training with partners, suppliers
- Smooth application transitions through remote access (run applications where it runs best)

Q: How does HP Remote Graphics Software work?

A: HP Remote Graphics Software takes an image-based approach. Conceptually, it reads the final image displayed on the monitor, compresses the image, sends it over the standard network, and decompresses and displays it on the remote system monitor.

Q: What does "image-based" mean?

A: The remote access implementation method which HP Remote Graphics Software uses is called "image based." This method transfers only final image data (pixels) over the network. No part of original data is sent. In contrast, "protocol based" sends a combination of data and rendering commands, exposing data to security threats and relies on client side rendering power.

Q: What are the technical advantages of HP Remote Graphics Software?

A:

- Utilizes 3D hardware rendering capability of sender system and does not burden CPU
- Rendering and image capture are tightly linked and optimized while maintaining complete application transparency (no modification necessary with application to remotely use)
- HP-proprietary compression technology, which is highly sophisticated, applying different compression algorithm, to maintain balance between performance, image quality, and compression ratio.

Q: How does HP Remote Graphics Software differ from market alternatives?

A:

- Interactive 3D performance (high speed and low latency)
- Visually true-to-original image
- Low network consumption

Q: What is "CODEC," and "HP3 CODEC"?

A: CODEC is an acronym used for image COMpression and DECompression. HP3 is the name for HP's third-generation CODEC that provides visually loss-less, variable-rate compression that has been specifically designed for text, rich digital imagery, and high frame rate video environments. HP3 compression and CODEC allows on-the-fly compression adjustment to balance speed and network usage and is approximately 2X faster than the previous generation.

Q: What are the key features and benefits of HP Remote Graphics Software?

A:

- Uses graphics hardware on remote systems ; increased resource utilization
- Image-based transmission; allows large model data handling and enhanced security
- Application-transparent; ready for use with any applications
- Patented compression/decompression technology; fast, excellent image quality, network friendly
- On-the-fly compression rate adjustment; balance performance and quality as needed
- Access entire desktop session; easy and "just like local" usability
- Industry-standard TCP/IP network-based design; deployable in existing network environment
- Stateless client; high mobility and more secure
- Software-only solution; no further infrastructure investment necessary

Q: Does HP have reference customers and case studies?

A: We are currently compiling information to develop reference materials. We are receiving significant interest and positive feedback from our early customers in automotive, aerospace, production studio, academia, and medical imaging.

Q: How will the HP Remote Graphics Software be licensed?

A: HP Remote Graphics Software has two software components: RGS Receiver and RGS Sender. The RGS Receiver is available as an included download from HP Software Depot. RGS Receiver allows the user to receive an RGS collaboration session or access a remote computer that has a licensed RGS sender product. The RGS Sender module is required to initiate an RGS collaboration session or to enable RGS remote desktop access for a particular computer. The HP RGS Workstation Edition sender module is included with HP Blade Workstations or may be purchased as a standalone product for HP Workstations. The HP RGS PC Edition sender module is included with selected HP Blade PC bundles or may be purchased as an upgrade to non-RGS HP Blade PC installations.

Q: Which system platforms are supported by HP Remote Graphics Software?

A:

HP RGS Workstation Version 5	HP RGS PC Version 5	HP RGS Version 4
• HP Blade Workstations, HP Personal Workstations (xw series), and HP Mobile Workstations with Genuine Microsoft® Windows ® XP Professional operating system	• HP Blade PC with Genuine Microsoft® Windows ® XP Professional operating system	• HP Blade Workstations, HP Personal Workstations (xw series), and HP Mobile Workstations with Genuine Microsoft® Windows® XP Professional operating system
• HP Personal Workstation (xw series) and HP Mobile Workstations with Genuine Microsoft ® Windows® XP Professional x64 edition		• HP Personal Workstations (xw series) and HP Mobile Workstations with Genuine Microsoft® Windows® XP Professional x64 edition
• HP Blade Workstations and Personal Workstations (xw series) with SUSE version 9 operating system		• HP PA-RISC Workstations with HP-UX 11i Version 1

Note: Windows Vista™ Business is not currently supported.

Q: Does HP plan to "bundle" the software to HP workstations?

A: Not at this point of time. However, we are exploring a number of options to deliver the best customer experience with the product.

Q: Are there plans to support other non-HP Unix platforms?

A: No. At this point of time, there are no plans to support non-HP proprietary Unix platforms.

Q: What are the new features added in version 5?

A:

Features	Benefits
Session Allocation Management Integration (SAM 2.1)	Standardization, security, and ease of deployment– seamlessly configure and manage remote desktop connections for the enterprise
HP Workstation, Blade PC (RGS 5.0) and Virtual Desktop System support (RGS 5.1)	Broad platform support– enables enterprise-wide remote computing solutions for all classes of users
Enhanced USB device support (Windows XP-32 sender only): keyboards, keypads, PDAs, printers, media and storage devices, scanners, biometric and smart cards; HP-tested device support only	Enhanced productivity and security –enables USB devices to be virtually attached to a remote system with local control and access
USB access control list	USB access device security– enables system administrators to more securely control USB access privileges at group and user levels
Next-generation HP Labs CODEC	Enhanced performance– enables higher resolution real-time streaming video as well as more interactive 2D and 3D content
Sender resolution auto-adjust	Ease of use– automatically scales to receiving system resolution for full desktop interaction
System administrator log-in support for existing user session	Enhanced support and security– enables system administrator to log-in to an existing user session without RGS connection loss
Unlock user session privilege	Security– enables system administrator to unlock an existing session and log the user off
Blank sender display	Security– blanks sender display so content can not be viewed without consent

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