ERICOM BLAZE RDP ACCELERATION FAQS

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Ericom Blaze - RDP Acceleration

GENERAL

1. My session does not appear to be accelerated, what can I check?

Check that the color depth of the session is 24-bit color or higher

2. Ericom Blaze vs. RDP

How fast is Ericom Blaze vs. RDP?

Ericom Blaze is a robust display protocol that exceeds the performance of the latest versions of RDP, including RDP 7. Ericom Blaze provides an enhanced user-experience across latent / low bandwidth connections, or when viewing complex graphics or animation displays. Ericom Blaze is available both as a standalone product as well as an integral part of PowerTerm WebConnect 5.7 and higher.

The actual amount of speed increase you can get from using Ericom Blaze is highly dependent on a few factors. In general, the more graphics, the better the performance gains over RDP. If the document is graphics based (bitmaps, charts, etc.), and used over a slow connection, you can see up to 10 times better performance over RDP. If your document is primarily text based, you can see 2-5 times better performance over RDP. Remember that the bandwidth and latency of the network will also be a factor in the performance.

3. Admin/Console session

How do I configure the session to run in admin (console) mode?

There are two alternative ways to force Ericom Blaze to run in admin (console) mode:

1) Configuring Blaze settings file (*.Blaze) to run in admin mode, by adding the following line:
connect to console:i:1

2) Using the command line parameter -0. For example:
Blaze.exe -0 10.10.10.10

4. Connect: TCP Error

Why do I see the following message when I launch the Ericom Blaze Client?

Ericom Access Server is not running or is unreachable.

1. Use ping to verify that the server is reachable.

2. Verify that the firewall allows Ericom Blaze traffic (by default, 3399).

3. Check the server's Task Manager to ensure that Ericom Access Server32.exe is running (since it is running as a service, you will need the configure Task Manager to show processes for all users).

4. Ensure that the destination port is properly configured in the Access Server configuration.

5. WebConnect with Ericom Blaze

How do I configure WebConnect to work with Ericom Blaze?

The following steps should be followed in order to make WebConnect Server work with Blaze:

1. Install WebConnect Server 5.7.0 or above

2. Install WebConnect TSagent on each one of the desired Terminal Servers. The TSagent installer can be found in WebConnect`s Addons folder.

3. Install Ericom Access Server on each of the desired Terminal Servers. The Access Server installer can be found in WebConnect`s Addons folder (starting with WebConnect Server version 6.0).

4. Run WebConnect Load Balancer Admin Tool, and make sure that all the relevant Terminal Servers are displayed, and that their status is: "Ready" (Green). In case that the Terminal Servers are not displayed by the LB admin tool, make sure that the Firewall does not block the communication between the LB server and the LB agent installed on the Terminal Servers. If needed, you can manually add the Terminal Servers to the Load Balancer list by using the Server (LB admin Tool) menu -> Add.

5. Run WebConnect Administration Tool -> Action -> New -> Windows Application -> and follow the wizard. Please check the option: "Enable Enhanced RDP Compression and Acceleration".

Comments:

A. Blaze communication works through port 3399. Make sure that no firewall or locally installed application block this port.

B. Make sure that the user belongs to the Remote Desktop Users AD group (and allowed to connect to the Terminal Server).

C. If you are testing Blaze in a VDI environment, Ericom Access Server must be installed on each one of the virtual machines. In addition, after creating the pool, go

to WebConnect Administration Tool, double click the new connection, and make sure that the option: "Enable Enhanced RDP Compression and Acceleration" is selected.

6. Working with non-standard RDP ports

How can I configure Blaze to work with non-standard RDP ports?

This can be configured using Ericom Access Server Configuration utility:

1) Run Ericom Access Server Configuration utility -> Communication tab

2) Set "RDP host Access" to the target machine`s IP address and the customized RDP port number.
For example:
10.10.10.10:3333

3) Click OK

4) Restart Ericom Access Server service.

7. How does Dynamic Compression work?

How does Dynamic Compression work?

This feature identifies small graphical objects on the screen (such as toolbar icons, taskbar icons, Start Menu icons, etc) and compress them using High quality when the Blaze Quality setting is Low; and at Best quality when the Blaze Quality setting is higher than Low.

All other graphical objects are compressed at the chosen quality. This provides the visual impression of a high-quality remote desktop session. By default, this feature is enabled. To disable, go to the Ericom Access Server configuration utility (Acceleration tab) and uncheck this option.

8. Error when trying to install Blaze Mac client

I am trying to install Blaze Mac client, and the OS says that the file is corrupt and needs to be moved to the trash. How can I complete the installation?

The root of the error message is the change implemented in the Mac Security features. Please see the following article for more information on that change: http://support.apple.com/kb/HT5290

In order to be able to complete Blaze client installation, please follow the steps below:

Navigate to the Gatekeeper application: Apple menu > System Preferences... > Security & Privacy > General tab. Once there, select "Anywhere" under "Allow applications downloaded from:" You can set this back to default after you have completed the download and installation of Ericom Blaze.

(Default Mac Setting pictured below- Please change to "Anywhere")

9. How do I get technical assistance?

How do I get technical assistance?

Email CA@ERICOM.COM and provide the following information:

1. Which version of Ericom Blaze are you using (i.e. 9.0)?

2. What is the serial number?

3. What type of system/operating system are you connecting to (host)? (Windows server, Windows 10)

4. Is RDP enabled?

5. What type of system/operating system are you connecting from (client)? (Windows server, Windows 10)

6. Is 3399 enabled on the host (is the firewall configured with an exception)?

7. What error messages are being displayed?

8. On client?

9. On host/server?

10. What type of applications are you using with Blaze? Graphical, text, or both?

11. Provide a screenshot of the application and error.

12. How many people/machines/hosts are having this problem (1, all, etc)?