



## Password Resets

### Forgotten Password

- At this time, Orchestrated users that have forgotten their password will need to ask Support for assistance in resetting it with a temporary password. Support will need to identify the Orchestrated user's identity before providing access with a temporary password. Upon sign-in users will be prompted to create their own password.
- Orchestra's IT team is researching a password reset tool for Orchestrated users to reset their own password via security questions and automation. No ETA at this time for such a portal.

### Expired Password

- Orchestra's IT team is researching a password reset tool for users to make new passwords before they expire. Scripted emails will be sent to users to alert them before their password expires and provide instructions to reset it at the password portal. No ETA at this time for such a portal.

## RD App Issues/Bugs

### Printing

- **Slow/Delay:** "It takes a long time for a document to print (longer than printing other applications on the same printer). "
  - Cause: SAP B1 issue that is a future version fix candidate (SAP Note 1841159).
  - Solution: We have found, and are testing, a resolution to this issue for Windows users.
  - Workaround: We suggest files are saved to user's local computers and then printed to their local printer. See article: **Save A File to your Local**
  - Customer Impact: Not confirmed yet. Indications hint to all customers being affected
- **Images Bug:** Customer logos and digital signatures do not print correctly when printed directly out of Orchestrated. Images are often filled in black and are unrecognizable
  - Cause: Orchestra's IT team is still researching.
  - Solution: There is no solution at this time.
  - Workaround: We suggest files are saved to user's local computers and then printed to their local printer. See article: **Save A File to your Local**
  - Customer Impact: 4 customers have reported this bug so far.



## File Browsing

- **Slow/Delay:** Documents are taking 25+ seconds to download/upload from Orchestrated to local users' computers.
  - Cause: Orchestra IT is still researching. Currently believed to be a limitation with RDP. Remote Desktop natively is not intended to be used for file transfers.
  - Solution: There is no solution at this time.
  - Workaround: There is no solution at this time. To save time, users should pin their destination directories to 'Quick Access'. This is a per-user, per-presentation server setting and may need to be set 5 or 6 times total.
  - Customer Impact: Not confirmed yet. Indications hint to all customers being affected

## Mouse Polling Rate

- **Slow/Delay:** When moving your mouse in Orchestrated, the cursor lags behind where the mouse is expected to be
  - Cause: This is related to the mouse polling rate of your mouse, and is most common with a higher performance gaming-type mouse. RDP supports a maximum polling rate of 125 Hz. You can test your mouse using this link: <https://zowie.benq.com/ja/support/mouse-rate-checker.html>
  - Solution: Lowering the polling rate of your mouse is typically possible using alternate drivers from the mouse manufacturer

## Dropdowns

- **Bug:** Dropdowns are failing to expand when clicked, can cause freezing of RDP session.
  - Cause: Unknown. Orchestra IT was not able to reproduce this issue in a customer environment with Test User accounts.
  - Solution: There is a secondary Remote Desktop client that solves the dropdown issue and freezes these users' experience.
  - Workaround: Support can provide thorough documentation on the steps to install and use the secondary client. Please submit a ticket if you experience this issue.
  - Customer Impact: 4 customers have reported this bug so far.



## RDP fails to connect

- **Bug:** After entering your credentials, the session never connects and you receive an error saying "This computer can't connect to the remote computer". This happens most commonly on Windows 7, but may affect other versions as well.
  - Cause: Your computer is missing a specific registry setting and it needs to be added manually to allow your computer to connect to the server.
  - Solution: Go through the following steps to add the registry setting (You may need to have your IT team do this if you are not an administrator on your computer):

1. Right-click your Start button and choose "Run" (or press the Windows key + R)
2. In the Run window type **regedit** and press OK
3. Browse to the following key: ***HKEY\_CURRENT\_USER\Software\Microsoft\Terminal Server Client***
4. Highlight/select the "Terminal Server Client" key/folder
5. On the right hand side, right-click an empty area and choose **New > DWORD (32-bit) Value**
6. Name it: ***RDGClientTransport*** and give it a value of **1**
7. Press OK, exit the Registry Editor and try logging in again