



# Optimization Pack 1.0

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# HDX RealTime Optimization Pack for Microsoft Lync

Citrix® HDX™ RealTime Optimization Pack for Microsoft® Lync® offers clear, crisp high-definition video calls in conjunction with Microsoft Lync. Users can seamlessly participate in audio-video or audio-only calls to and from other HDX RealTime users and other standards-based video desktop and conference room systems.

Citrix® HDX™ RealTime Connector for Microsoft® Lync® runs in both the Citrix XenDesktop virtual desktop and in the Citrix XenApp virtual application environments.

## In This Section

<a href="#">About HDX RealTime Optimization Pack</a>	<a href="#">Installing HDX RealTime Optimization Pack</a>
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# About HDX RealTime Optimization Pack

HDX RealTime Optimization Pack provides a highly scalable solution for delivering real-time audio-video conferencing through Microsoft® Lync® in XenDesktop and XenApp environments. HDX RealTime Optimization Pack leverages your existing Lync infrastructure and inter-operates with other Lync endpoints running natively on devices.

HDX RealTime Optimization Pack consists of both client and server components:

- The client component, called *Citrix HDX RealTime Media Engine*, is integrated with the Citrix Receiver on the endpoint device and performs all signaling and media processing directly on the user device itself, offloading the server for maximum scalability, minimizing network bandwidth consumption and ensuring optimal audio-video quality.
- The server-side (and virtual desktop) component, *Citrix HDX RealTime Connector*, is a connector to the Microsoft Lync client that drives the RealTime Media Engine on the endpoint. Connector runs in the virtual server environment alongside Microsoft Lync and communicates signaling information over a Citrix ICA virtual channel to the RealTime Media Engine running on the user device.

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# HDX RealTime Optimization Pack 1.0

## Known Issues

### General

- When HDX RealTime Connector is running on a Windows XP system employing a VPN and an additional network adapter, DNS resolution of the SIP server and SIP proxy server host name may fail. SIP server host names are typically resolved via internal DNS, rather than external DNS. Some VPN implementations might circumvent effective DNS resolutions. To resolve this problem, add the domain name of the Internal Server and External Server to the Windows XP HOSTS configuration:  
c:\windows\system32\drivers\etc\hosts.
- When you run RealTime Connector in a XenDesktop session the user device or the XenDesktop host may block traffic to or from the Media Engine host. You might see an error message such as "RealTime Connector is waiting for the connection from the Media Engine... or Failed to maintain RealTime Connector on this device. Communication to the Media Engine was disrupted. Please contact your system administrator." In such cases, create an exception in the Windows firewall.
- When attempting to make high-definition video calls from a home office, take into account your user's network bandwidth and ISP routing policies. If you observe pixilation of the video or problems with lip sync, adjust the Maximum Packet Size (MTU) on the network interface card properties to a lower value such as 900 to avoid situations where ISPs perform traffic shaping based on packet size.
- Occasionally on devices running Linux Ubuntu 11 on 32-bit systems, you can experience poor video quality—namely flickering image—during a call. To improve video quality, increase foreground and decrease background lighting and adjust the anti-flicker setting on the transmitting camera.
- On some HP T610 terminals running Ubuntu 10.4 Linux operating system, the PulseAudio network sound server may not start at system initialization or become disabled during operation. In such cases, starting Lync on the virtual server can cause PulseAudio to display this error message repeatedly:

```
protocol-native.c: Denied access to client with invalid authorization data.
```

To correct this

1. Open an X Terminal.
  - a. Open the terminal menu and select **ThinPro Control Center**.
  - b. In the Control Center, open the Control Panel.

- c. In the Control Panel, select **Advanced**.
- d. In the Advanced window, select **X Terminal**.
2. In the X Terminal window, open `/etc/pluse/system.pa`, using `vi` or some other file editor.
3. Scroll to the section

```
### Load several protocols.
```
4. Add `auth-anonymous=1` to the two load-module lines:

```
### Load several protocols
.ifexist module-esound-protocol-unix.so
load-module module-esound-protocol-unix auth-anonymous=1
.endif
load-module module-native-protocol-unix auth-anonymous=1
```
5. Start PulseAudio by entering: `# pulseaudio --system`

## HDX RealTime Media Engine

- When running a XenApp Seamless session of Lync client and other apps, the media engine video control hides behind other windows when the user goes to Full Screen. [#3]
- Sometimes the user may get an error placing a call which says: "Please wait until the first call is established before attempting to place the second call." Open and close the settings window or restart Lync. [#13438, #12777]
- The Pause video button does not indicate the paused video state if pressed while in full screen mode. [#13459]
- Users can only change device selections once per session. Subsequent attempts to change devices result in the GUI displaying the new device, but the system using the previously selected device. [#13460, #13386]
- Selecting a device and then navigating to the advanced tab and back to the device tab causes the selected device to revert to the originally selected one. Exit the dialog after selecting the new device. [#13450]
- On a Linux terminal, if a user puts a conference call on mute, the incoming audio can be distorted. [#13310]
- The 20 second ring timeout is ignored by the recipient of a conference call invitation. The call continues to ring instead of timing out. [#13229]
- The Receive Resolution is less than expected when using an H.264 encoding camera on HP T610 when the call is H.264 format video. [#12489, #12432]

- Sometimes if one participant changes the video status (start/stop) in a conference call the video state of the other participants is changed as well. [#13285]
- In certain situations PIP will display a black square instead of the local video view when RealTime Media Engine is running on Ubuntu terminals. Toggle PIP. [#13269, #13225]
- RealTime Media Engine is unable to register or grab the audio/video devices if an application such as Skype is running in the virtual desktop and has the camera/audio resources. [#13236]
- Inserting or removing a USB device (e.g. camera, headset) on Linux terminals while RealTime Media Engine is running can cause unpredictable results. The workaround is to restart RealTime Connector/RealTime Media Engine after inserting a device. [#12540, #12347]
- You cannot reliably escalate an audio-only conference call to a video call. Sometimes the call remains an audio-only call. [#12899]
- Sometimes declining an incoming call does not cause the incoming call ringing sound to stop. Restart Lync. [#12874]

## HDX RealTime Connector

- RealTime Connector is loaded in Fallback mode the first time after installation. The workaround for this is to restart Lync and the software will then work in optimized mode. [#13154]
- RealTime Connector does not start if only .NET Framework 4 is installed on the Windows 7 virtual desktop. [#11966]
- If an administrator installs RealTime Connector for a user, the first time the user right-clicks, menu items are sometimes displayed in English instead of the local language. Instruct your users to exit and restart Lync. After restarting Lync, right-click menus appear in the local language. [#37]

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# System Requirements for HDX RealTime Optimization Pack 1.0

## Environments

**Important:** Disable Microsoft® Lync® built-in calling. For instructions, see [Configuring Your Environments for HDX RealTime Optimization Pack](#).

HDX RealTime Optimization Pack is supported in the following Citrix environments:

- XenDesktop 5.0, 5.5, 5.6, or 5.6 Feature Pack 1
- XenApp 6.5 for Windows Server 2008 R2
- XenApp 6 for Windows Server 2008 R2

For more information about XenDesktop and XenApp editions that include Lync optimization, see the following:

- [XenApp features by edition](#)
- [Compare XenDesktop features by edition](#)

## HDX RealTime Connector

You install HDX RealTime Connector on XenDesktop virtual desktops or on servers in your XenApp farm.

**Important:** Microsoft Lync optimization is not available for XenDesktop virtual desktops used for Citrix Remote PC.

- Supported operating systems:
  - desktops: Windows 7
  - servers: Windows Server 2008 R2
- Minimum 4 GB RAM, 120 MB paging file
- 100 MB disk space
- Full-duplex Ethernet TCP/IP local network connection
- Software:



- DirectX 9 (minimum)
- Microsoft .NET 3.5 SP1
- Microsoft Lync 2010

Before installing HDX RealTime Connector on a host running the Windows 7, turn off Administrator mode for Microsoft Lync.

1. Right-click the Microsoft Lync shortcut on your Desktop or in the list of programs in the Start Menu and choose **Properties**.
2. In the Properties dialog box, click the **Compatibility** tab.
3. On the Compatibility tab, ensure the checkbox **Run this program as an administrator** is unchecked.

## HDX RealTime Media Engine/Client Device

You install the HDX RealTime Media Engine on the client device.

**Important:** Thin client manufacturers make changes to the specifications of a devices without notice. These lists apply to the configurations provided at the time of testing.

Supported terminals:

Wyse

Model	Processor	Operating System
R90L	1.5GHz* AMD Sempron	Windows XP E
R90LE	1.5GHz AMD Sempron	Windows XP E
R90LW	1.5GHz AMD Sempron	WES 2009
R90LEW	1.5GHz AMD Sempron	WES 2009
R90L7	1.5GHz AMD Sempron	WES 7
R90LE7	1.5GHz AMD Sempron	WES 7
Z90SW	AMD G-T52R 1.5GHz	WES 2009
Z90DW	AMD G-T52R 1.5GHz	WES 2009
Z90S7	AMD G-T52R 1.5GHz	WES 7
Z90D7	AMD G-T52R 1.5GHz	WES 7
Z90DE7	Dual core AMD G-T56N 1.65 GHz	WES 7
Z50E	AMD GT-52R 1.5 GHZ	SUSE Linux 11 SP1/SP2
R50L	1.5 GHZ AMD Sempiron	SUSE Linux 11 SP1/SP2
R50LE	1.5 GHZ AMD Sempiron	SUSE Linux 11 SP1/SP2

## System Requirements

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X50m	Dual core AMD G-T56N 1.6 GHz	SUSE Linux 11 SP1/SP2
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HP

Model	Processor	Operating System
T610	AMD Dual Core 1.6 ghz	Ubuntu 10.04
T610	AMD Dual Core 1.6 ghz	WES 7

Additional requirements:

- Citrix Receiver for Windows 3.1 or 3.0 or Citrix Receiver for Linux 12.0 installed.
- RealTime Connector can support video calls in high-definition (HD) video. The connector measures the speed of the user device and then encodes HD video if the camera, the host device, the bandwidth setting, and the remote endpoint support high-definition specifications.
- Camera:
  - Logitech Webcam Pro 9000 for Business recommended
  - Resolution: 320 x 240
  - Color space: 1420 or YUY2
  - Frame rate of at least 10 fps, 24 fps for HD video
  - Native driver or supporting Windows UVC driver
- Audio input/output must be DirectSound compatible and capable of 16-bit mono or stereo sound at 16,000, 32,000, or 44,100 samples per second. A USB headset is recommended.

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# Installing HDX RealTime Optimization Pack 1.0

Before you install any files, ensure that the Citrix Receiver is installed on the user device is able to connect through XenDesktop or to XenApp.

To make HDX RealTime available to your users

- [Deploy HDX RealTime Media Engine to your users](#)
- [Install HDX RealTime Connector on your servers](#)

For installation, place the following installation files on an available network drive or on a local device, such as a USB flash drive.

- Citrix HDX RealTime Media Engine.msi
- HDX RealTime Connector LC.msi

Install the Media Engine software on the user device before you install RealTime Connector on the XenDesktop virtual desktops or XenApp servers. If you install or upgrade RealTime Connector first, the client reports an error until the device is restarted.

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# Deploy HDX RealTime Media Engine to your users

You install the HDX RealTime Media Engine on client devices. The media engine provides local media processing of audio/video calls and peer-to-peer communication with other callers using Microsoft Lync.

Your method for deploying HDX RealTime Media Engine to a user device depends on the operating system of the device:

- [Deploy HDX RealTime Media Engine to Linux terminal devices](#)
- [Deploy HDX RealTime Media Engine to Windows devices](#)

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# Deploy HDX RealTime Media Engine to Windows devices

Citrix HDX RealTime Connector requires the installation of the HDX RealTime Media Engine on the host terminal device. This topic describes the steps for deploying HDX RealTime Media Engine to thin client terminals running Windows operating systems.

You can deploy HDX RealTime Media Engine to your users' Windows devices either with or without the use of Merchandising Server. This topic describes both methods of deployment.

## Prerequisites

Before deploying HDX RealTime Media Engine to a Windows client device:

- Ensure that Citrix Receiver is installed on the user device and is able to connect through XenDesktop or to XenApp.
- If the device is using RAM disk, increase it to its maximum size.

To maximize RAM disk space

1. Log onto the device as a local administrator.
  - If there is a red ball (labeled FBWF) in the Windows notification area, skip to the next step. The write filter is disabled.
  - If there is a the green ball in the Windows notification area, click the green ball and choose DISABLE so that the ball turns red.
2. Restart your device and log on as a local administrator.
3. Open **Control Panel > Ramdisk**.
4. In the Ramdisk Configuration dialog box, increase the size of the RAM disk to the maximum amount.
5. Restart your device.

## Deploying HDX RealTime Media Engine Through Merchandising Server

Citrix supplies a metadata file, CitrixHDXRealTimeMediaEngineMetadata.xml, so you can deploy Media Engine to your users from Citrix Merchandising Server. CitrixHDXRealTimeMediaEngineMetadata.xml identifies the terminal plug-in as Citrix HDX Real Time Media Engine.msi. To configure Merchandising Server for deployment of the Media Engine to a group of terminals, navigate to the location of these two files and select

them as the metadata file and plug-in.

## Deploying HDX RealTime Media Engine Without Merchandising Server

After ensuring system requirements and prerequisites are met, you can deploy the media engine to your users through Citrix Merchandising Server or by making the installer available from a flash drive, web page, or network drive.

To install HDX RealTime Media Engine without the use of Merchandising Server

1. Log onto the device as a local administrator.
2. Run Citrix HDX RealTime Media Engine.msi. After accepting the terms of use, the installer runs silently.
3. Install a web camera on the device, following manufacturer's installation instructions.

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# Deploy HDX RealTime Media Engine to Linux terminal devices

HDX Realtime Connector requires the installation of the Citrix HDX Realtime Media Engine on the terminal device. This section tells how to install the Media Engine on supported HP and Wyse Linux terminals

All the supported terminals come with the Linux operating system and the terminal Receiver software already installed.

## To prepare HP terminals for installation of HDX RealTime Media Engine

1. On the HP terminal, verify that you are in administrator mode.
2. Open the terminal menu and select **ThinPro Control Center**.
3. In the Control Center, open the Control Panel.
4. In the Control Panel, select **Advanced**.
5. In the Advanced window, select **X Terminal**.
6. In the X Terminal window, run fsunlock.
7. Run the Media Engine installation script.

## To run the HDX RealTime Media Engine installation script

The installation package for Citrix HDX Realtime Media Engine includes these components:

- EULA.docx
- HDXRTME\_insdll.sh
- /i386 subdirectory containing the Debian and RPM packages:
  - citrix-hdx-realtime-media-engine-1.0.1.i386.deb
  - citrix-hdx-realtime-media-engine-1.0.1.i386.rpm

Place the complete installation package in the directory from which you are running commands.

At the prompt of the directory in which the software resides, enter: `./HDXRTME_insdll.sh`. Follow the instructions provided by the script.



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# Install HDX RealTime Connector on your servers

HDX RealTime Connector enables video conferences. To make Citrix HDX RealTime available to your users in XenApp and XenDesktop environments, you install HDX RealTime Connector on your XenApp servers and XenDesktop virtual desktops.

## To install into a XenDesktop environment

**Important:** Microsoft Lync optimization is not available for Remote PC connections. Do not install HDX RealTime Connector onto a XenDesktop virtual desktop you are using for the Remote PC feature.

Install HDX RealTime Connector onto a XenDesktop virtual desktop you want to make available to your users. Before installation:

- Ensure the Microsoft Lync is not running on the XenDesktop virtual desktop.
- On Windows 7 systems, turn off Microsoft Lync Administrator mode.
  1. Right-click on the Microsoft Lync shortcut, which may be on your virtual desktop or in its list of programs in the Start Menu.
  2. In the menu that opens, select **Properties**. In the Properties dialog, click the **Compatibility** tab.
  3. Ensure that the checkbox for **Run this program as an administrator** is unchecked.

To install HDX RealTime Connector

1. Start a XenDesktop virtual desktop and log on as Administrator.
2. On the virtual desktop, run the installation wizard HDX RealTime Connector LC.msi and follow the instructions.
3. Restart the virtual desktop.

## To install into XenApp environment

Install HDX RealTime Connector on each server in a XenApp farm where you want to make HDX RealTime available. Before installation, ensure the Microsoft Lync is not running in any sessions on the servers.

1. Log onto a XenApp server as Administrator.

## Install HDX RealTime Connector on your servers

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2. Run the installation wizard HDX RealTime Connector LC.msi and follow the instructions.
3. Restart the XenApp server.

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# Configuring Your Environments for HDX RealTime Optimization Pack

To optimize performance of HDX RealTime conversations in XenDesktop virtual desktops and XenApp sessions, you can increase display memory.

To increase display memory in a XenDesktop virtual desktop or XenApp farm, you increase the **Display memory limit** of the Citrix Computer Policy **Queuing and tossing**. The recommended setting is between 8 and 16 MB.

**Important:** Increasing the display memory limit can affect the scalability of your XenApp farm, so do so with caution.

To modify Citrix Computer Policies, you must be a member of the Administrators group on the XenDesktop virtual desktop you are modifying and a Citrix Administrator for the XenApp farm you are modifying.

For more information for XenDesktop 5, see [Working with XenDesktop Policies](#).

For information for XenApp 6.5 for Windows Server 2008 R2, see:

- [Working with Citrix Policies](#)
- [Configuring HDX Broadcast Display Settings](#)

For information for XenApp 6 for Windows Server 2008 R2, see:

- [Working with Citrix Policies](#)
- [Configuring HDX Broadcast Display Settings](#)

## Configuring Client Devices for use with RemoteScan and Citrix HDX RealTime Optimization Pack

To run RemoteScan on client devices in XenDesktop or XenApp environments using Microsoft Lync with the Citrix HDX RealTime Optimization Pack installed

1. Close RemoteScan, if it is running on the client.
2. Open the RegEdit on client device and go to [HKEY\_LOCAL\_MACHINE]/SOFTWARE/Citrix/ICA client/Engine/configuration/Advanced/Modules/ICA 3.0.
3. Remove **RSICAWorkStationProxy** from the **VirtualDriver** key.
4. Add **RSICAWorkStationProxy** to the **VirtualDriverEx** key. Place it following all other virtual driver entries.

## Configure

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5. On the client device, edit `c:\program files\remotescan server\server.ini` and add the following entry in the `[server]` section: `noicaregistry=1`
6. Start RemoteScan on the device.

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# Troubleshooting HDX RealTime Optimization Pack

You can verify your installation and collect troubleshooting information from your users through the following:

- Confirm audio and video device detection. On the user device, from the Lync tools menu, choose **Tools > Audio Video Settings**.
- Open the Lync **About** page and confirm connection attributes (status, connection type, and mode).
- During a call, type **Alt-N** to open the Network Health window. Values in red indicate potential problems with the network. To write the values to a text file whose default name is `call_statistics_<date>.txt`, click **Save Statistics**.

## Updating Your Thin Client from Optimization Pack 1.1 to 1.2

If you are using a WYSE or HP thin client, previously updated from Optimization Pack 1.1 to 1.2, and see the following error message:

Winverifytrust error code 80096005

Update your thin client by importing the GeoTrust Global Timestamping CA as a Root Certificate Authority.

## Finding Log Files

MediaEngineHost.exe writes client-side error logs to `%TEMP%\Citrix\RestrictedMediaEngine\` on the local terminal.

The RealTime Connector client application also writes logs to your XenApp or XenDesktop servers. You can find them in the following locations, depending on the client-side operating system.

- For Windows XP users: `C:\Documents and Settings\USERNAME\Local Settings\Temp\Citrix\RealTimeConnector\MediaEngine\MediaEngineDebugLogs`
- For Windows 7 users: `C:\Users\USERNAME\AppData\Local\Temp\Citrix\RealTimeConnector\MediaEngine\MediaEngineDebugLogs`

## Saving Crash Logs for Wyse Terminals

On Wyse terminals, the log file of an application crash is not saved when the user works in User mode. To save crash logs, the user must work in Administrator mode. You can find crash logs in MS-RAMDRIVE, which is drive Z by default on Wyse terminals.

## Changing the Location of Citrix HDX RealTime Media Engine Error Logs

Normally, the error logs from a client application are created on the local, client device. However, such local error logs are sometimes deleted when a terminal user logs off, so a system administrator is unable to retrieve them.

HDX RealTime Media Engine avoids this by writing error messages into the Media Engine error logs on the virtual desktop running on the client device.

To change the write location of Media Engine Host error messages from the virtual desktop back to the local client device

1. In the registry of the remote desktop running on the client device, in `HKEY_CURRENT_USER\Software\Citrix\HDXRTConnectorLC\MediaEngine`, create an optional registry key `\EnableRemoteDebugLogging`.
2. Set the registry key to `dword = 0` (disabled).

To re-enable remote error message logging on the virtual desktop, set the value of the key to 1 (enabled) or remove the key entirely.

## Limiting the Video Frame Rate for Citrix HDX RealTime Media Engine

If you are having video problems attributable to a high fps rate, such as the image breaking up, you can limit the supported fps with this registry key value:

```
[HKEY_CURRENT_USER\Software\Citrix\HDXRTConnectorLC\MediaEngine]  
"MaxAllowableFrameRate"="15".
```

## Determining if Your Firewall is Blocking RealTime Connector

RealTime Connector can fail to initialize if a personal firewall blocks the network initialization for too long. This condition resolves itself the next time the program is run after you unblock the application.

When the firewall is blocked, an error message such as the following can appear:

- RealTime Connector is waiting for the connection from the Media Engine...
- Failed to maintain RealTime Connector on this device. Communication to the Media Engine was disrupted. Please contact your system administrator.

In such cases, create an exception in the Windows firewall.

## Restoring Lync to a Normal Size after Starting a Second Session

Occasionally, when you start a second session on a second terminal while a first session remains open, Microsoft Lync does not open in the second session. It stays minimized in the task bar. To maximize it, right-click the task bar and select **Maximize**. Then, to restore Lync to a normal size, restart Lync.

## Resolving an “Application Not Running” Error in the App Center Console

The error `Application Not Running` can appear when a published application is closed. To resolve this issue, add `LyncMonitor.exe` to a registry key in the XenApp server. For information, refer to <http://support.citrix.com/article/CTX133328> and <http://support.citrix.com/article/CTX891671>.

## Resolving Video Quality Issues When Using a Wireless Network Connection

If you experience issues with video quality when using a wireless network connection, try moving closer to the wireless access point. If that does not resolve the issue, try a wired network connection instead. When using a wired network connection, disable the wireless network adapter to avoid transmission issues.

## Installing a Root Certificate for RealTime Media Engine on Windows Terminals

Certain Windows terminals do not include a VeriSign root certificate for RealTime Media Engine in the default set of trusted root certificates. If a terminal does not have the required certificate, these issues appear immediately after Lync starts:

- Lync does not connect to Media Engine.
- The camera preview does not work.

- The HDX RealTime Connector program information page does not include an entry for Media Engine. To open that page, click the tool icon.
- The terminal error log includes the entry: `Media Engine package search failure. It is impossible to launch MediaEngineHost.`

For more information about root certificate issues, refer to the following articles:

- <http://support.citrix.com/article/CTX129998>
- <https://knowledge.verisign.com/support/code-signing-support/index?page=content&actp=CROSSLINK&id=AD220>
- <https://knowledge.verisign.com/support/code-signing-support/index?page=content&actp=CROSSLINK&id=SO14649>

### Obtain a root certificate.

1. Go to <https://www.verisign.com/support/roots.html>.
2. Under **VeriSign Root Package**, click **Download a root package** to download the roots.zip archive.
3. Extract files from the roots.zip archive to the Windows terminal.

### Install the root certificate manually or through the Microsoft Management Console (MMC).

- To perform a manual installation:
  1. From the Windows terminal, navigate to the \roots folder containing the extracted files and then open the folder Verisign Root Certificates > Generation 5 (G5) PCA.
  2. In that folder, right-click VeriSign Class 3 Public Primary Certification Authority - G5.cer and then click **Install Certificate**.
  3. Scroll below the Security Warning to open the Certificate Import wizard and then click **Next**.
  4. On the Certificate Store wizard page, click **Place all certificates in the following store** and then click **Browse**.
  5. In the Select Certificate Store dialog box, select the **Show physical stores** check box.
  6. Open the Trusted Root Certification Authorities folder, select **Local Computer**, and then click **OK**.
  7. Click **Next**, review your settings, and then click **Finish**.
- To perform the installation with the MMC:
  1. From the Windows terminal, click **Start** and then type `run`.
  2. In the Run field, type `mmc` to open the terminal Console.



3. In the Console File menu, select **Add/Remove Snap-in**.
4. In the Add/Remove Snap-in dialog box, click **Add**.
5. Select **Certificates** and then click **Add**.
6. Select **Computer Account** and then click **Next**.
7. Select **Local computer** and then click **Finish**.

## Resolving Installation Issues

For software in general, the most common installation problems are related to corrupt system files needed for installation. These errors are rare, but difficult to troubleshoot.

The Media Engine installer requires Microsoft .NET 3.5 SP1 or higher. If it is missing from the computer, install it to resolve the problem. If it is already installed, run a repair installation on .NET.

On some Windows machines, customers encounter errors during software installation when embedded custom-action VB scripts run. Common errors presented to the user or captured in install logs are 2738 and 1720. Some customers have encountered these errors when an anti-virus program places the vbscript.dll ClassID under the HKEY\_CURRENT\_USER registry hive instead of under HKEY\_LOCAL\_MACHINE where it is needed for the proper elevated run level.

Run the following registry queries to determine if the vbscript.dll ClassID is installed for the current user, system wide, or both:

- `% reg query HKEY_CURRENT_USER\SOFTWARE\Classes\CLSID{B54F3741-5B07-11CF-A4B0-00AA004A55E8}`
- `% reg query HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID{B54F3741-5B07-11CF-A4B0-00AA004A55E8}`

The ClassID should appear only for HKEY\_LOCAL\_MACHINE. If it is under HKEY\_CURRENT\_USER, follow these steps. If ClassID is under HKEY\_LOCAL\_MACHINE and not HKEY\_CURRENT\_USER, start with step 2.

1. Run an anti-virus clean-up utility:
  - a. If the terminal has an anti-virus program installed and the vendor has a clean-up utility, run the clean-up utility.
  - b. Re-run the Media Engine installer MSI.
  - c. If the issue persists, go to the next step.
2. Register vbscript.dll:

The vbscript.dll file or registry reference to its ClassID can become unregistered or corrupted. Follow these steps to register or repair it.

- a. Run CMD.exe as an administrator: Click **Start**, type `cmd`, right-click `cmd`, and click **Run as administrator**.
  - b. Enter in the Command window:
    - For the 32-bit version of Windows: `cd %windir%\system32`
    - For the 64-bit version of Windows: `cd %windir%\syswow64`
  - c. Enter in the Command window: `regsvr32 vbscript.dll`
  - d. Re-run the Media Engine installer MSI.
  - e. If the issue persists, go to the next step.
3. Remove the vbscript.dll ClassID:
- a. In the Registry Editor, locate and remove registry key `HKEY_Current_User\SOFTWARE\Classes\CLSID{B54F3741-5B07-11CF-A4B0-00AA004A55E8}`.
  - b. Click **Start > Control Panel**, navigate to the User Account Control Settings, and then move the slider to **Never notify**.
- After you complete the troubleshooting, you can revert this change if needed.
- c. Re-run the Media Engine installer MSI.
  - d. If the issue persists, go to the next step.
4. Repair corrupt system files with System File Checker:
- a. Run CMD.exe as an administrator: Click **Start**, type `cmd`, right-click `cmd`, and click **Run as administrator**.
  - b. In the Command window, enter: `sfc /scannow`
  - c. Re-run the Media Engine installer MSI.
  - d. If the issue persists, go to the next step.
5. Restore corrupt registry entries to their original state:
- a. Restart the Windows terminal and during the restart, insert the OS installation DVD to boot from it.
- The OS installation DVD must match the Windows service pack installed on the terminal.
- b. Follow the installation steps, selecting the option to repair the OS.
  - c. Re-run the Media Engine installer MSI.