

Application Note

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VBIOS fix for Nvidia 500M and 1000M GPUs when using Aydin monitors

Overview

This application note describes a fix for a boot-up issue that affects Nvidia 500M and 1000M GPUs on Amulet Hotkey PCoIP host cards when the zero client is connected to an Aydin monitor.

Symptoms

In a PCoIP system, when the zero client is connected to an Aydin monitor, the Amulet Hotkey DXM blade hangs when starting up. This problem occurs during POST boot.

The problem only occurs with Aydin monitors and affects DXM blades with a DXM2-1 or DXM2-2 PCoIP host card. These host cards incorporate the Nvidia 500M and 1000M graphics cards, respectively.

The problem is caused by the interaction between the Aydin monitor and the Nvidia 500M or 1000M GPU on the PCoIP host card.

Workaround

Because the problem occurs immediately at POST boot, you can avoid this problem by disconnecting your Aydin monitor from the zero client while the blade initially starts up. You can then reconnect the Aydin monitor to complete the OS login.

For a permanent fix to the problem on blades with a Windows OS, see the solution below.

Solution

(Applicable to Windows operating systems only) To fix this problem, update the Video BIOS on the affected blades:

1. While the blade is shut down, disconnect the Aydin monitor from the zero client. Then connect a different brand of monitor.

2. Check which Nvidia GPU is installed on the PCoIP host card.

Separate Video BIOS updates are available for the Nvidia 500M and 1000M GPUs. Follow these steps to check which GPU is installed on your PCoIP host card:

- a. Right-click the desktop and select Nvidia Control Panel.
- b. In the View System Topology screen, check the system details. These include the GPU card model and the Video BIOS version.

3. Obtain the appropriate Video BIOS update from Amulet Hotkey.
Separate update executables are available for the Nvidia 500M or 1000M graphics cards:
500M 500M_updated_flash.exe (version 70.08.d2.00.00)
1000M 1000M_updated_flash.exe (version 70.08.d2.00.00)
4. Copy the Video BIOS executable to a suitable folder on the blade.
5. Run the executable.
6. Shut down the blade.
7. Reconnect the Aydin monitor to the zero client.
8. Restart the blade.

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