



3 Series – Sound Redirection

A Technote by
Technical Support

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Summary

This is a quick guide to cover the basics of ICA and RDP sound redirection.

Audience

Customers, 1st / 2nd Level Support, and Systems Engineering

Affected Products

3 Series (CE.Net) using the ICA or RDP (5.1 and later) addon.

Requirements/Issues

Sound mapping or redirection must be configured from the server and the 3 series client. The following table details which OS and protocol supports sound redirection.

Sound Redirection – OS and Protocol	Supported
Windows 2000 Server - Terminal Services (RDP)	No
Windows 2000 Server - Citrix (ICA)	Yes
Windows 2003 Server - Terminal Services (RDP)	Yes
Windows 2003 Server - Citrix (ICA)	Yes

****Windows 2003 Server Enterprise by default has sound redirection or mapping disabled. You will need to enable this under terminal services configuration.**

Procedure/Solution

Client Side

When you create a new or edit an ICA or RDP session via the connection manager you can choose the option for enabling sound. We will edit in this example.

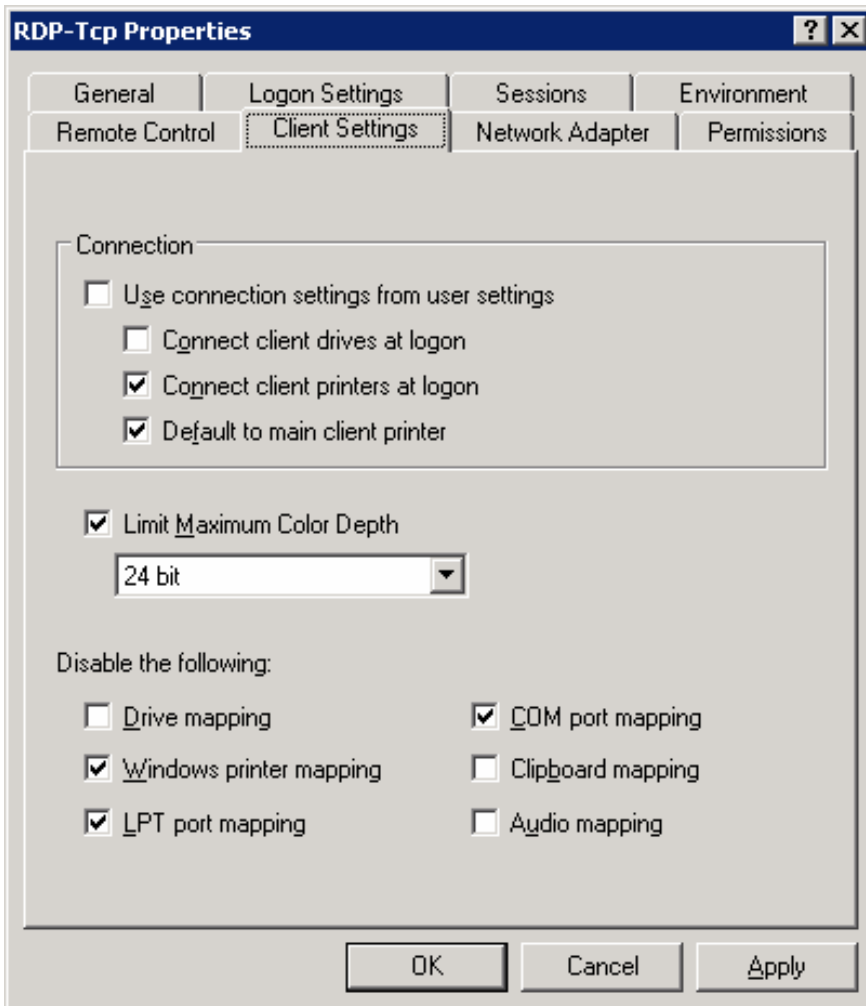
1. Open the connection manager.
2. Highlight the session you wish to edit and select CONFIGURE or EDIT.
3. Under the option tab you may check or uncheck the ENABLE SOUND option to meet your requirements.
4. Finish going through the prompts and or finish configuring the session.
5. Once you are complete you will be taken back to the connection manager in which you can connect and test the settings.

Server Side

Wyse Technical Support may not be able to walk you thru setting the server side sound mapping options. But here is a quick overview. The setting may be changed under Administrative tools / Terminal Services Configuration (TSC).

Once the TSC dialogue box appears you may right click the correct protocol and choose the Client Settings tab. Here you may choose to enable or disable sound mapping. See the example below.

Example:



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