



FAQs



Introduction

We've compiled a list of FAQs that's designed to make your Softdrive journey as smooth as possible. You should find answers to most of your questions here. If however, you have a question that isn't listed here, please do reach out to us at [<support@softdrive.co>](mailto:support@softdrive.co) and we'll address it straight away.

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Question 1: I can log into Softdrive but there's limited functionality – can't do anything. Quality settings are: Packet Loss >10% / bad internet connection.

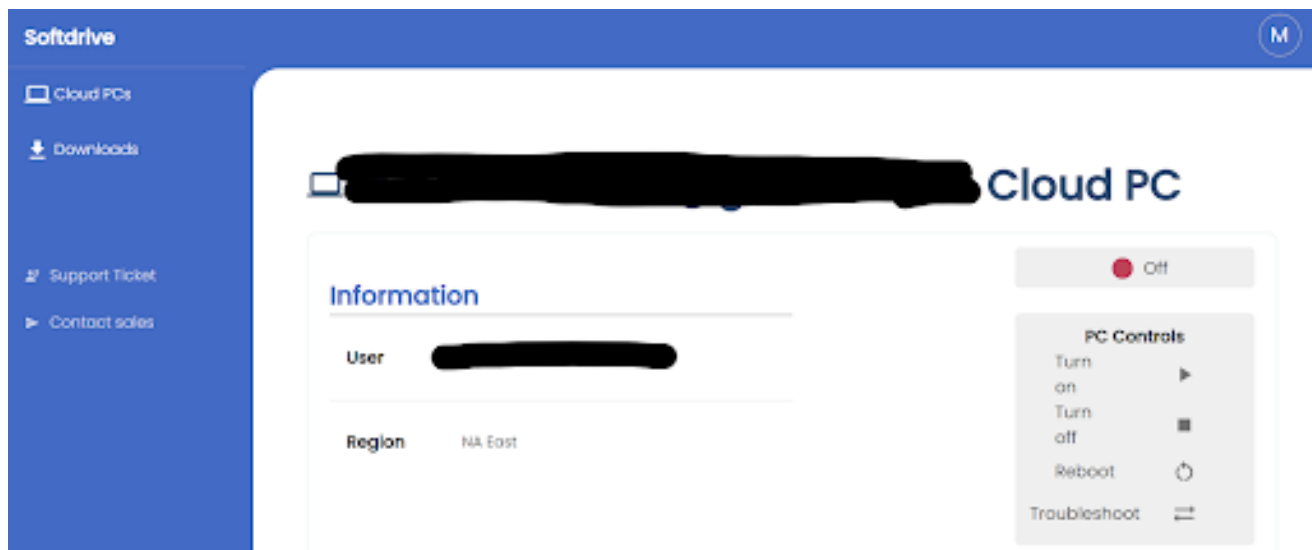
Answer: If you are experiencing network connectivity issues (seeing the flashing red WIFI notification on Softdrive), please try the following:

- Click the Softdrive Icon/ Menu and go to Quality Settings. Set the Min and Max Quality Settings to 1%. Make sure all of the other settings are clicked to "Auto" (checked boxes appear as white when selected)
- If that does not help, uncheck your Max Frame Rate and set it to 30 frames/second
- Check your task manager to check what % your CPU is at. If it is above 80-90%, you may not have enough computing power to run Softdrive efficiently. Try quitting Softdrive, closing the other open programs on your local machine, then restarting Softdrive
- If possible, hardwire your workstation to your router via ethernet and try restarting your router
- While it's not typically a "fix-all" solution, it is always best practice to click the Troubleshoot or the Reboot button. These are located on the Web Dashboard. For detailed steps on how to do so, please see the Softdrive [Onboarding Document](#)
- Lastly, restart your local computer

Question 2: Can't log into my Softdrive Cloud PC

Answer:

- On your local computer, go to www.softdrive.co and click on "Dashboard"
- Log in using your credentials
- Click on your Cloud PC (if you hover over the row with your user email, you will be able to click on your Cloud PC)
- Click on "Troubleshoot" and try reconnecting to Softdrive
- If that doesn't work, try "rebooting"
- If it still doesn't work, contact support@softdrive.co and let them know that you tried these steps



Question 3: Why does my Softdrive screen seem blurry?

Answer: It's most likely due to a poor internet connection. When Softdrive detects a poor internet connection, it decreases your audio quality, frame rate and visual quality to compensate. To improve your visual quality:

- Go to Quality Settings (click on the Softdrive Menu Icon → Quality Settings) and make sure the the minimum quality is above 50% (see picture below)
- Max can be kept to auto so it can play between 50-100%

Bitrate (Auto) ☒ Auto

Min Frame Rate (Auto) ☒ Auto ☐ Max

Max Frame Rate (Auto) ☒ Auto

Min Quality (74 %) ☒ Auto

Max Quality (100%) ☒ Auto

☐ CBR ☐ Yuv444 (Beta)

Bandwidth 0.0/0.0 Mbps Packet Loss 0.0 % Ping 30.6 ms Jitter 21 ms

Monitor #1

Intra QP 0 (0 KiB/frame) Predictive QP 9 (0 KiB/frame)

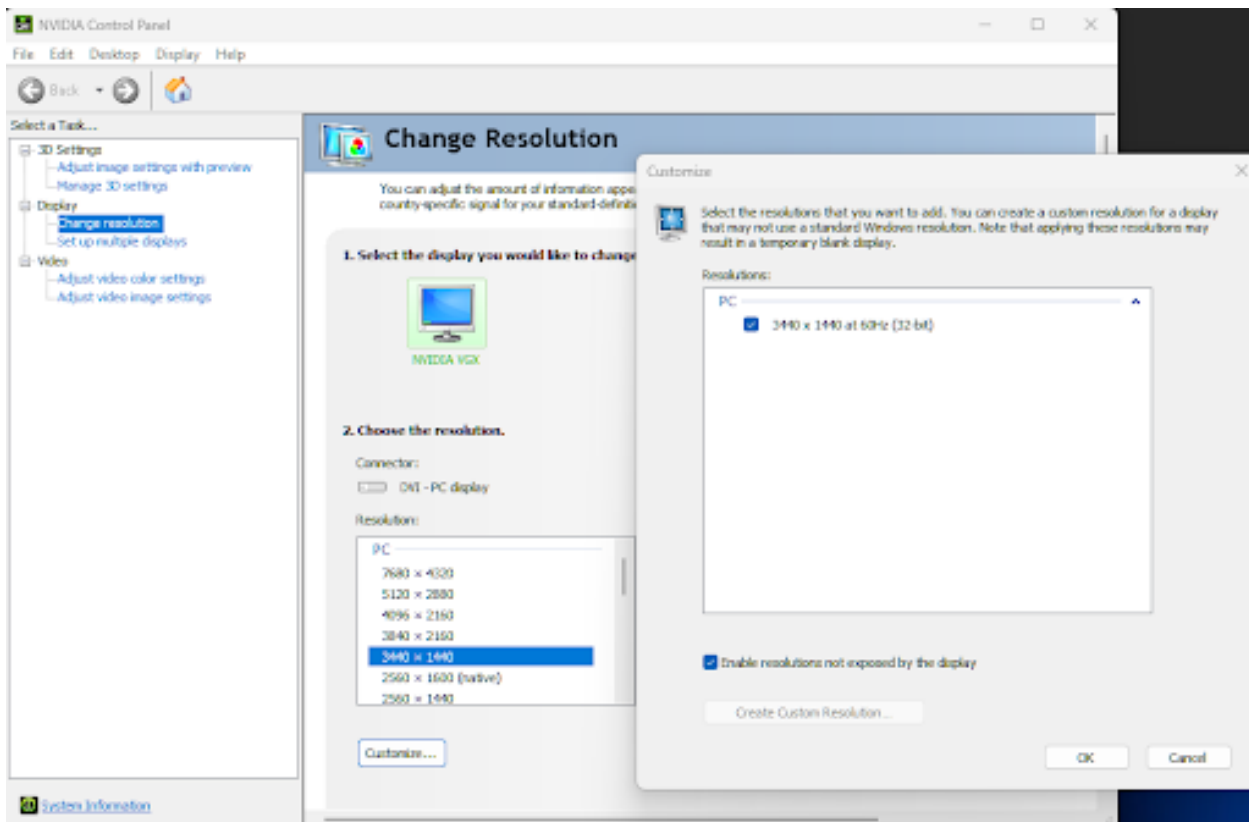
Target Bitrate	Actual Bitrate	Frames/Sec	Encode	Decode
20.0 Mbps	0.0 Mbps	0	13.0 ms	0.8 ms

Hide

Question 4: Why doesn't my ultrawide monitor work with Softdrive?

Answer: We do not recommend doing this yourself as it's technical and your IT manager would be the best person to do so. However, if you would like to try, here's what you can do:

- Go to the toolbar and click on the Tool View (arrow pointing up)
- Click on the NVIDIA logo
- Go to "Change Resolution"
- Click "Customize"
- Click "Enable resolutions not exposed by display" then click "Ok"
- Then click on the new option available



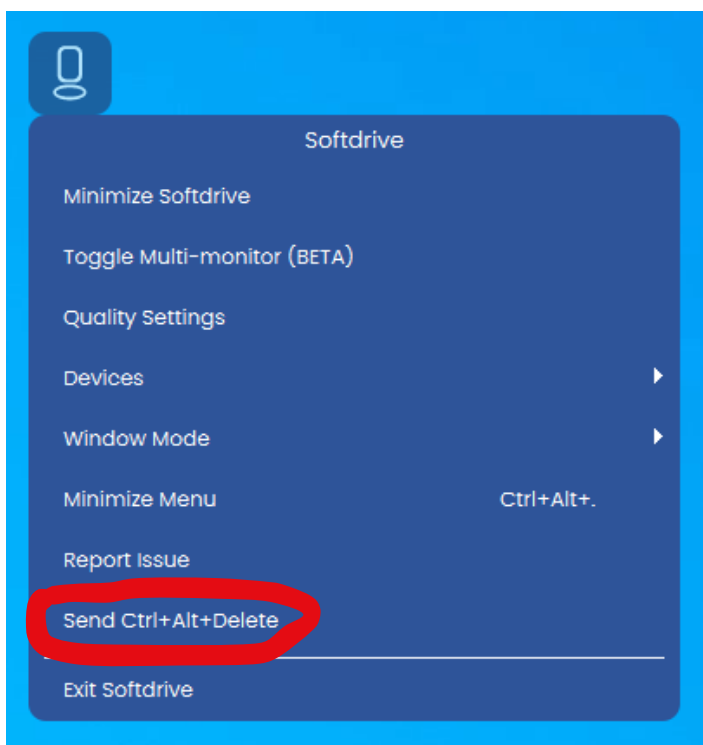
Question 5: Issue saving files – process is taking a very long time.

Answer: Restart/ Reboot your Cloud PC – see onboarding guide. Ideally, this should be done weekly/ bi-weekly. For saving and file transfer issues, restarting usually works.

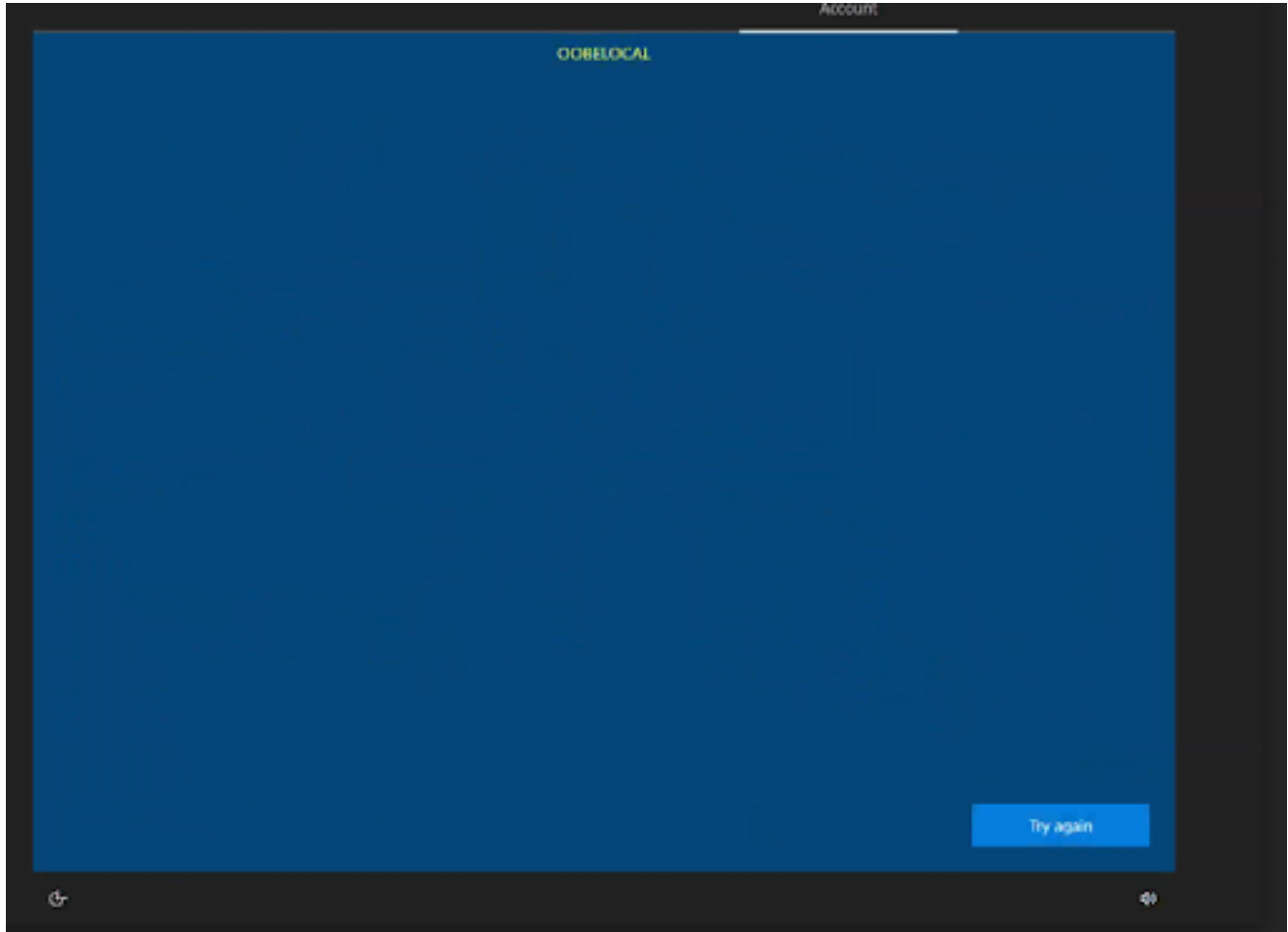
Question 6: The Softdrive screen completely froze – unable to open or close the program being used or any other functionality.

Answer:

- Go to the Softdrive menu and click 'Send Ctrl Alt Delete' (see picture below), then click "cancel"
- If a program is frozen after trying this, click 'Send Ctrl Alt Delete' from the Softdrive menu -> task manager -> then end the program



Question 7: Trying to provision a new Cloud PC for a user, this is what they're getting below:



Answer: Reboot the Cloud PC and try logging in again.

Question 8: How do I allocate VMs to users using pooled PCs?

Answer: On the pooled page, you can add users to the pool by clicking on the circle avatar icons beside the search bar. Adding users to the pool will allow you to allocate PCs to them and allow them to view the pool on their dashboard.

The screenshot shows the Softdrive interface for the 'Sales Team'. A red circle highlights the user selection icons (a blue circle with 'L' and a grey circle with '17') next to the search bar. The page shows a table of 'Computers' with columns for Cloud PC Name, User, Storage, and Status. A '+ NEW CLOUD PC' button is visible.

Cloud PC Name	User	Storage	Status
DESKTOP-ILMV22T	Unassigned	150 GB	On

Question 9: Error 2 code. Tried troubleshooting, restarting my Cloud PC and restarting the local PC (which is usually recommended) and it did not fix the issue.

Answer: Please double-click 'Shutdown' in the Dashboard. If that doesn't work, reach out to Softdrive support, support@softdrive.co.

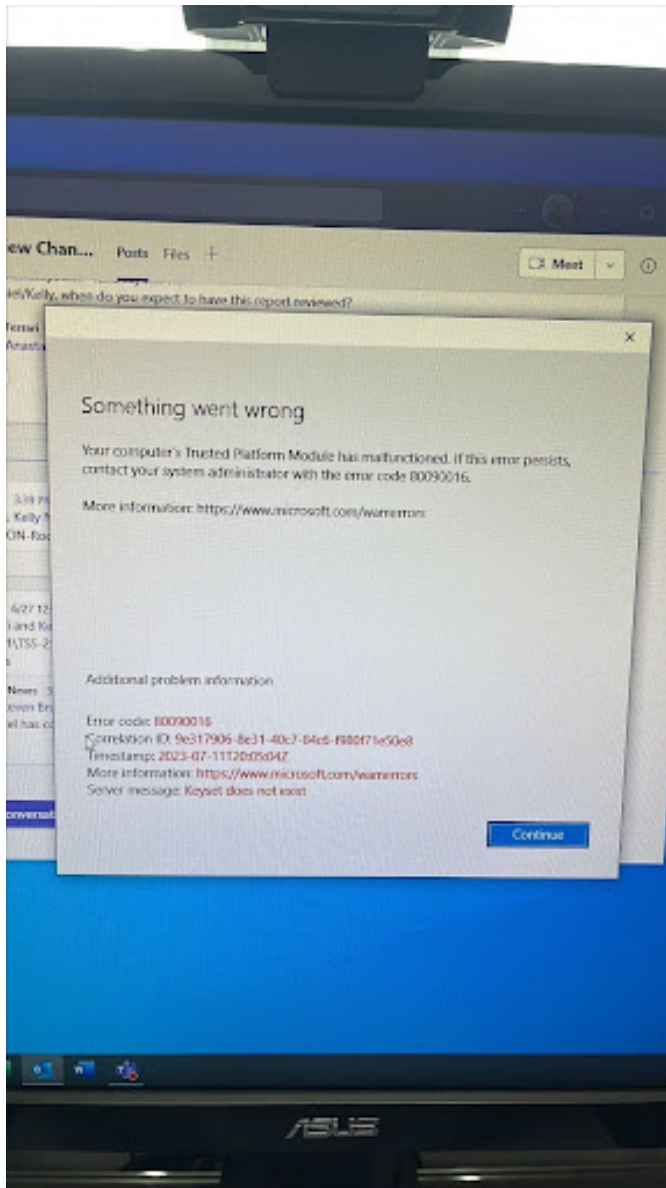
Question 10: Getting an "Abrupt Disconnect" error every few minutes in Softdrive.

Answer: It could be due to a poor internet connection – or it could also be something like the laptop's network card is intermittently disconnecting, an issue with the router or an issue with the internet service provider.

Before contacting Softdrive support, please have this information ready:

- Check the quality settings/ run an online packet loss test. If a non-North American user – run a packet loss test with the "1080p game stream" preset and then set the duration as high as possible with the server located wherever the user is
- Let Softdrive support know if you're working from home or at an office with other users
- Are you on WIFI? If so, is it possible to connect using an ethernet cable?

Question 11: After Softdrive helped reset the Windows password, the user was not able to download anything or log into the Microsoft account. Received this error message:



Answer: Does anyone else on your team have this issue? Let Softdrive know and CC your IT manager. This is a Trust Platform Module (TPM) error.

Question 12: My Microsoft Teams audio is having some issues, showing the audio is turned off when it is not. Microphone seems to work but I cannot hear anyone.

Answer: The disconnection issues could be caused by the application crashing. Contact Softdrive support and they will check reports to see if they are related to audio. Some things to tell Softdrive support to help speed things up:

- Does the audio work sometimes? When did it last work?
- Can you confirm that they are not seeing the "Attempting to reconnect, please wait..." popup and does it go directly to the launcher when they get disconnected?
- Do you have access to different audio devices to test? It doesn't have to be something that you would use permanently, but just to test to see if it's a specific audio device causing the issue
 - Much better if the audio device is connected using USB and not audio jack because it will be treated as its own device instead of using the computer's hardware like the jack port does
- Similar to the previous one, but this time a different computer with the same audio device (unless they use the laptop's audio in which case you can't use it elsewhere)
- Do you have audio issues in other applications on their computer?
 - Like on YouTube or similar?

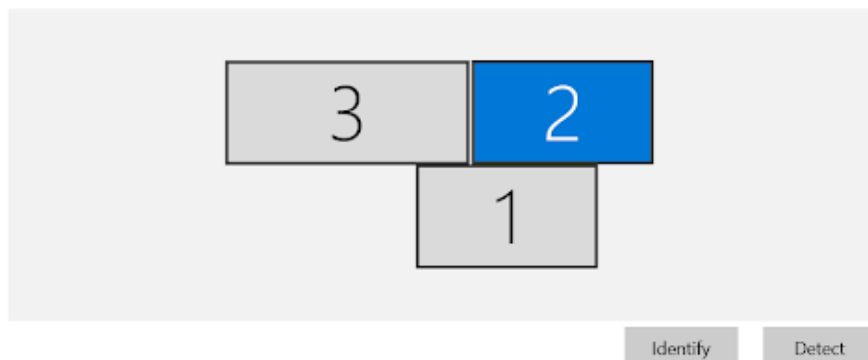
- Can you disable every audio device and try using Softdrive? This will obviously cause no audio to work, but would be a temporary test
 - To do this, you can right click on the audio icon on the right of the taskbar, go to "Sounds" and then the first two tabs (Playback and Recording) will contain all of the audio devices, there you can disable and then re-enable afterward
 - Make sure you note which devices need to be re-enabled if they have many because it then becomes complicated

Question 13: How do I change my Windows screen orientation?

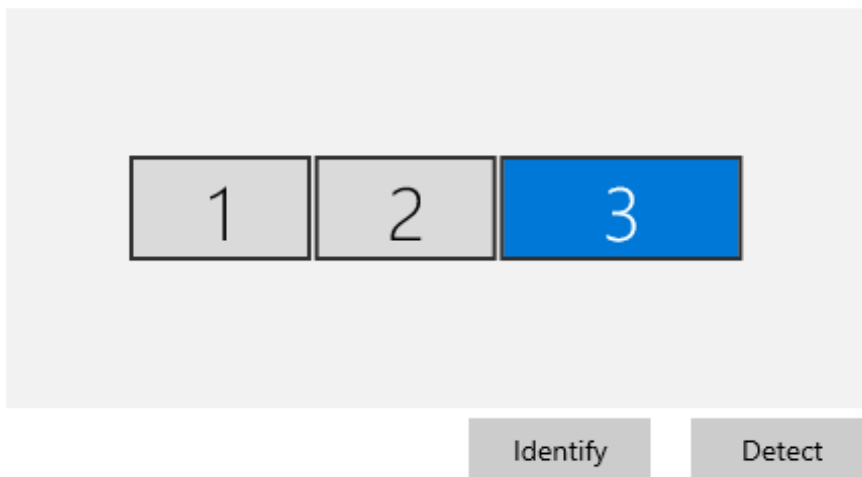
Answer: Disconnect from Softdrive, use the windows display settings on the local PC (below) to change the configuration, and then log back into Softdrive.

For Local PC screen configuration:

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.



Softdrive PC screen configuration:



Note the configuration above. While the Local PC screen configuration is how the monitors are oriented, the Softdrive PC screen configuration might not. Changing the Softdrive PC configuration to match the Local PC may run into a disappearing cursor issue. Please keep the configuration unchanged in the Softdrive PC display setting.

Question 14: How do I update a Cloud PC to change the owner to a different user/ email address?

Answer: There are two options for this:

- Have your IT manager delete the cloud PC and provision a new one for the new user
- Have your IT manager reassign it to the new user

Question 15: While selecting my phone for 2 Factor Authentication, it says contact Softdrive support.

Answer: This can happen when you accidentally have multiple instances of Softdrive running. Go to your task manager and close all Softdrive sessions, then try logging in again.

Question 16: Why is my cloud PC seeing a different time zone while using Softdrive?

Answer: We default to the GMT time zone for simplicity and not wanting to assume that the user that is using the VM, is in the same time zone. We have many times experienced the opposite.

IT should be able to manage the time zone themselves either individually on the VM or using group policy.

Question 17: The Softdrive computer runs fine while running a heavy application, but immediately starts lagging when screen sharing. Why is this happening and how can I fix it?

Answer: The issue is that your local hardware is not powerful enough to run video conferencing, screen sharing, other applications and Softdrive. Please try the solutions below:

- 1) On your local PC, turn off all idle applications other than your video conferencing and Softdrive
- 2) Run the meeting on Softdrive. Our GPU utilization is generally better than all video conferencing tools
- 3) If no to #1 above, try reducing FPS to less than 30 and Visual quality to 1%
- 4) If neither of the above work, enable YUV444 which forces the local PC to use CPU as the decoder. This will help free up GPU

Question 18: My time isn't correct, how can I fix this?

Answer:

1. Please right click and select "adjust date/time" and change to your correct time zone.
2. Have your admin adjust your NTP server. The Softdrive machines sync with our hypervisor until NTP kicks in.

A sample command would be

```
w32tm /config /manualpeerlist:time.windows.com  
/syncfromflags:manual /reliable:yes /update
```

Useful links

1. [Softdrive AutoCAD Document](#)
2. [Softdrive Ports & Network Requirements](#)
3. [Enscape Document](#)
4. [Onboarding Document](#)

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