Working from Home

Remote desktop compatibility

Supported apps/services: Lumion 9.0 and newer is supported on the virtual PC/remote desktop platforms below.

Important: It will only work if you start up *Lumion* via the remote desktop connection. If *Lumion* is already running when you start a remote desktop connection, the mouse sensitivity will be too high.

- **External Link:** Shadow

- **External Link:** Cloudalize

- **External Link:** Citrix *

* The mouse sensitivity issue observed in Lumion 8.5 and older versions running on a *Citrix-based Desktop* has been resolved in Lumion 9.0 and newer versions. However, most standard Citrix servers are not equipped with the 3D graphics cards that are required for running *Lumion* and would have to be upgraded first. We advise anyone who is interested in running *Lumion* on a *Citrix Desktop* to first test it out in an operational configuration.

Unsupported apps/services:

Lumion does not officially support *remote desktop* access via any other apps/services, for example:

- *Splashtop, WMWare Fusion, VMWareVDI, ZenApp, Teamviewer, NvidiaGRID, RTX Server, XenServer, XenDesktop* etc and any other *virtual machine/virtual desktop* implementations.

There are currently no plans to add support for any of these apps/services.

Microsoft Remote Desktop works for some users but is not officially supported:

- **External Link:** Microsoft Remote Desktop

- The mouse sensitivity issue observed in Lumion 8.5 and older versions when accessing *Lumion* via *Windows Remote Desktop* has been resolved in Lumion 9.0 and newer versions. However, *Windows Remote Desktop* is not recommended as it is slow and may result in glitches. We advise anyone who is interested in accessing *Lumion* via *Windows Remote Desktop* to first test it out in an operational configuration.

Some *remote desktop* applications such as *TeamViewer* might let you start the rendering procedure but navigating around scenes and moving objects etc will not work as expected due to network lag and mouse sensitivity issues.

All other *remote desktop* applications such as *VMWare* products will have trouble running Lumion.

Cadpoint Limited, 34 Wellington Business Park, Dukes Ride, Crowthorne, Berkshire RG45 6LS
Tel: 01344 751300 **Email:** sales@cadpoint.co.uk
Web: www.cadpoint.co.uk