**Only one iPad being able to log in at a time**

**Concern:**

Customer calls and has issues where they are only able to connect 1 iPad at a time without it logging the other iPad off.

**Fix:**

When this happens first verify, they have RD client usernames setup properly ie: View1 and View2 and View 3. We do not want any RD applications to use the same username. After verifying that if problem still exist re install “UniversalTermsrvPatch\_20090425”

Open my computer and go to the “CCS” folder



Open “HMI-Server Setup-Files” folder



Open “UniversalTermsrvPatch\_20090425” folder



Open “UniversalTermsrvPatch-x64”



If this is the problem, you will notice it says under “patched” “no”



Click on “Patch” and follow instructions and it will make you reset computer

