

How to decrease CPU usage on the Netop Host during a remote control session

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Host machines with specific video adapters might show a high CPU usage on the Host process during a remote control session. This issue has been seen with most Matrox video card models, and with some Intel display adapters (e.g. 82845G/GL/GE/PE/GV Graphics Controller). In order to reduce CPU usage on the Host process, try one of the following workarounds: Reduce the Hardware Acceleration to **None** from the system advanced display settings (Display Adapter Properties section), or in the video card driver's proprietary configuration panel. This will significantly lower the CPU usage. Try to install a different driver version for your display adapter. Different driver versions behave differently, updating (or possibly downgrading) your display adapter driver might resolve the issue. Alternatively, you could try to: Reduce the screen resolution. Reduce the color depth from 32 bpp to 16 bpp. Add the following options in the Netop.ini file, under the [HOST] section, and restart the Netop Helper Service:

WaitBeforeAnotherSnapShot=300 Determines the wait interval in milliseconds before a new screen capture is made. The values are between 10 and 300.

DisableNewCompression=1 Will disable both lossless and JPEG compression of the bitmap mode screen transfer.

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