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# FAQ for the HP-Teradici single subscription

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# General questions

### Q: What is the HP-Teradici single subscription?[1]

If you purchase a Teradici CA+ subscription, you will also receive HP ZCentral Remote Boost[2] and HP ZCentral Connect.[3] Customers will be able to choose which product they want to use for their workstream. They will be able to switch between the products but can only use one product concurrently. Visit CAS | ZCentral Remote Boost | Teradici for more information, and if you want to talk to a representative, are interested in a trial, or wish to purchase, there is a button on the top right side of the page to contact sales. Alternatively, your HP Sales reps can contact their Teradici counterpart and have a conversation with you together.

### Q: How can we get a demo and trial of the HP-Teradici single subscription?

Contact Teradici to request a trial and a demonstration of the software.

### Q: How can we purchase the HP-Teradici single subscription?

Contact Teradici. They will help you find the appropriate channel partner to assist you.

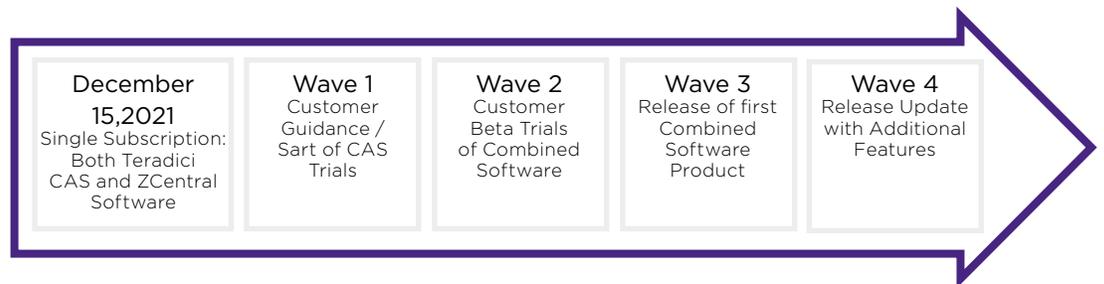### Q: Will ZCentral Remote Boost still be included on Z Workstations?

Yes, but only through 2022. As of December 15, 2021, ZCentral Remote Boost v22 is available to Z customers and the license is valid until December 31, 2022. Customers who are using ZCentral Remote Boost v20 may continue to use the perpetual license beyond 2022, but there will be no new features added. Support, including new releases to address bugs, will continue until February 27, 2023.

### Q: What is the longer-term plan for ZCentral and Teradici?

ZCentral Software and Teradici CAS will eventually merge into a single product. The future combined product will be based on the Teradici CAS software and licensing platform, while including many of the features of ZCentral Remote Boost and ZCentral Connect that are not in Teradici CAS today.

### Q: When will ZCentral Remote Boost be completely integrated with Teradici CAS?

HP is focused on making considerable progress on a single solution in 2022. We will have a 4-wave process to transition customers.

| December 15,2021 Single Subscription: Both Teradici CAS and ZCentral Software | Wave 1 Customer Guidance / Sart of CAS Trials | Wave 2 Customer Beta Trials of Combined Software | Wave 3 Release of first Combined Software Product | Wave 4 Release Update with Additional Features |
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### Q: How can customers prepare for the combined software offer?

The future combined product will be based on the Teradici CAS software and licensing platform but will include key features of ZCentral Remote Boost and ZCentral Connect that are not in Teradici CAS today.

On December 15, 2021 we took the first step on our journey by launching the HP-Teradici single subscription. This offering will add ZCentral software to the existing one-year Teradici CA+ subscription. This will allow existing ZCentral Remote Boost customers to continue using that product while allowing them to test the new capabilities of Teradici CAS. With the HP-Teradici single subscription, customers can utilize the great features of both software platforms and automatically receive updates to help them transition seamlessly into our future combined product release.

### Q: How can I learn about progress and plans for the new product?

To receive more information about product updates, please opt-in to subscribe in the footer at the bottom of this page: https://www.teradici.com/remote-work/

# ZCentral Remote Boost customers

### Q: What if I don't want to migrate to the new product?

Customers will be supported on legacy products until the end of their support agreement. We encourage customers to use supported product versions with active support to address and fix security issues. There are also added benefits to the newer versions. Contact Teradici to request a trial and a demonstration of the software.

### Q: What will happen to customers who purchased, and are currently using, a perpetual ZCentral Remote Boost license? Will they be upgraded?

Customers can continue to use their perpetual license (v20) and they will continue to have phone support until the end of their support agreement and/or their Z Workstation warranty period. They can transition to a subscription when it makes sense for them, but there will be no new features added and there will not be any more releases to address serious bug fixes after February 27, 2023. To help customers transition to the new software, customers with ZCentral software proof of purchase will receive a 40% discount[4] on a 1-year HP-Teradici single subscription (CA+ subscription). The promotion will run from December 15, 2021 through April 30, 2022. Z Workstation customers are also eligible for the discount[4]. For more details about transition plans or available discounts, please discuss with your sales rep. Alternatively, contact Teradici.

### Q: How long will ZCentral Remote Boost be included with Z Workstations?

Customers who installed ZCentral Remote Boost v20 prior to December 15, 2021, can continue to use their perpetual license. HP will continue to provide phone support through the duration of the Z by HP Workstation warranty period.

ZCentral Remote Boost v22 will be available to Z by HP Workstation customers without additional purchase through 2022. Starting on January 1, 2023, a valid software subscription will be required.

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### Q: Why aren't you providing ZCentral Remote Boost for free with Z Workstations anymore?

HP acquired Teradici to enhance our capabilities in personal systems by delivering new compute models and software-enabled digital services designed for hybrid work. To deliver the best of both ZCentral and Teradici CAS to meet our customers' increasingly more complex remote computing needs, we need to combine the products within a subscription model. This will allow us to invest more in development and to enhance our solutions and services designed for hybrid work.

### Q: How long will Z workstation customers have ZCentral Remote Boost support?

Z Workstation customers will still have access to ZCentral Remote Boost V22 through 2022. For customers still using ZCentral Remote Boost v20, we will continue to provide call support for ZCentral Remote Boost until the end of the workstation warranty period.

### Q: Are ZCentral Remote Boost v20 and ZCentral Remote Boost v22 compatible?

Yes, these versions are compatible for both ZCentral Remote Boost and ZCentral Connect.

### Q: We selected the ZCentral solution based on the understanding that we would get a perpetual ZCentral Remote Boost license. Why are you now planning to stop including it by the end 2022 and move to a subscription-based model?

HP remains committed to our customers and to offering an industry-leading remoting solution. We have recently acquired Teradici and plan to combine two Emmy™ Award-winning remoting software into a single product in 2022 and further invest and accelerate development for a remoting solution for a modern and hybrid workforce. Future product enhancements, security fixes, broker solution and support are all INCLUDED in the single CA+ subscription.
We understand that it takes time to transition to a new license model or product. HP ZCentral Remote Boost continues o be included with Z Workstations until end of 2022. As of January 1, 2023 a subscription purchase will be required. In order to help with the transition, as a limited time offer HP is providing a 40% discount[4] on a 1-year HP-Teradici single subscription (CA+ subscription) to Z Workstation customers.  This is a great opportunity to explore the best of both products at a very competitive price.

More information and to sign up for news, updates or to try CAS check out https://teradici.com/products/future-of-remote-compute.

### Q: I just purchased ZCentral Remote Boost and ZCentral Connect within the past few months. Is there a transition plan that includes access to the dual product?

ZCentral software customers with proof of purchase will receive a 40% discount[4] on a 1-year CA+ subscription. The promotion will run from December 15th through April 30, 2022.

### Q: Do I need to purchase a support pack with the HP-Teradici single subscription?

No. The HP-Teradici single subscription will not require an additional support pack purchase. Support is included in the subscription for the duration of the subscription.

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## Q: What are the key differences between Teradici CAS and ZCentral software right now? What are the similarities?

ZCentral software is optimized for high performance workstations. Teradici CAS has broader compatibility with Mac, Azure, AWS, Google cloud PCs and virtualized workstations.

### Comparative Strengths of Teradici CAS and ZCentral

| Teradici CAS Strengths | Shared Strengths | ZCentral Software Strengths |
|---|---|---|
| Broad compability with cloud PCs & virtualized workstations | | Optimized for High Performance Workstations |
| • Integrations with ISVs: Avid, Adobe, etc.<br>• Remote Access to Macs<br>• Zero client security and simplicity<br>• Chrome OS client support<br>• Security Gateway (VPN not required) | • Just like local interactions<br>• Wacom Tablet Support<br>• Focused on Image and Color Quality<br>• Mac, Windows, Linux Client Devices<br>• Windows, Linux Workstation Compatibility | • Hybrid local and remote access<br>• Screen sharing collaboration<br>• User controls for remote tuning<br>• Reserve time on shared workstations<br>• Remote workstation health monitoring |

## Q: How will customers of the HP-Teradici single subscription be supported? Can we go to either Teradici or HP?

If you need support with ZCentral software, you should contact ZCentral Support. If you need support with Teradici software, you should contact Teradici Support.

If you are unsure if your issue is related to Teradici or ZCentral software, either support team can assist. The teams have been trained to take the call and hand off the issue to the appropriate group.

## Q: I have HP RGS 7 and it works fine. Why should I upgrade to ZCentral Remote Boost or Teradici CAS?

RGS 7 has been discontinued. The product is no longer supported, so HP is no longer actively identifying and fixing security issues. There are a lot of added benefits of the newer versions. Contact Teradici to request a trial and a demonstration of the CAS software.

Upgrade before April 30, 2022 to get a 40% discount.[4] (Upgrade discount requires RGS 7 proof of purchase).

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# Comparison of RGS 7 to ZCentral Remote Boost

| Feature | Description | RGS7 | Remote Boost 20.3/22.0 |
|---|---|---|---|
| Bug Fixes / Security Updates | HP will continue making bug fixes and security updates to Remote Boost until 2/27/2023. RGS 7 service and support ended on 3/31/2021 and HP is no longer fixing bugs or making security updates to this software. | | X |
| Wacom Support | Compatible with Wacom displays and tablet devices, enabling creative professionals with pen input for digital workflows.[5] | | X |
| Adaptive Resolution | Power users and those they remotely collaborate with can dynamically resize the content to match the resolution of the device they're working on or match it to the centralized hardware they're tapping into.[6] | | X |
| Operating Systems | Our software is compatible with the latest versions of desktop operating systems incliuding Windows, macOS and Linux®.[7] | | X |
| 4K[8] & Multi-Display Support | Enhanced support of high-resolution displays. Support for 4K[8] and multi-display setups gives your users the flexibility to work from almost any end-point device.[7] | | X |
| Graphics Hardware Acceleration | Achieve optimal performace, even with low network bandwidth. With HP3 or Advanced Video Compression (AVC), the pixels being sent over the network are compressed to improve your frame rate.[9] | X | X |
| HP Velocity | Break free of your network limitations with HP Velocity. Our software improves interactivity in wide area networks and increases network traffic tolerance, for solid performance even over poor connections. | X | X |
| Remote USB | With local control and access, you can virtually attach or block a USB device to a remote system.[10] | X | X |

## Q: I have ZCentral Remote Boost v20 and it works fine. Do I need to upgrade?

After the release of the HP-Teradici single subscription with ZCentral Remote Boost v22, ZCentral Remote Boost v20 will not be updated with additional features. HP will not release serious bug fixes for ZCentral Remote Boost after February 27, 2023. With the single subscription you not only get the great features of Remote Boost, but you also get the additional capabilities of Teradici. Using this link, Teradici, customers can request a trial and a demonstration of the software. Upgrade before April 30, 2022 to get a 40% discount.[4] (Upgrade discount requires proof of purchase.)

## Q: After the subscription is available, will I have to buy a subscription, or can I still buy another perpetual license?

Going forward customers will purchase a subscription. Talk to your HP/Teradici Sales rep or reseller if you need assistance with this transition.

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# ZCentral Connect customers

### Q: ZCentral Connect is only going to be included in the subscription for a promotional period. When will this promotion end? What will this look like? How can I plan?

That is correct. ZCentral Connect is only being offered for a limited time. We have not determined when the subscription offering will change. HP plans to continue developing best in class remote access software by adding the best ZCentral software features into Teradici CAS.

### Q: I am using ZCentral Remote Boost on Z by HP Workstations, and I want to add more ZCentral Connect licenses to cover my growing remote deployment. Do I need to purchase CA+ subscription to get more Connect licenses?

We recommend that customers transition all seats to the subscription. Please contact your HP sales rep for details on how to begin the transition.

### Q: After ZCentral and Teradici CAS are consolidated into a single software application, will there only be one broker?

Yes, HP plans to integrate the best of both Teradici CAS and ZCentral software into a combined product within 2022.

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|---|---|---|---|---|

### Q: Can I use Teradici CAS Manager as my broker or ZCentral Remote Boost connections?

No, ZCentral Connect must be used to manage ZCentral Remote Boost connections, and Teradici CAS Manager must be used for Teradici CAS connections. For mixed environments, customers may also optionally use Leostream to manage connections.

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