

Amulet Hotkey Guidance Regarding Teradici All Access Program

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Amulet Hotkey incorporates Teradici PCoIP remote display protocol technology in various products and solutions. This product notice includes important information about the Teradici All Access program and how it relates to Amulet Hotkey products. Teradici All Access is a set of subscription plans that provide access to PCoIP firmware, and software. Please read this notice carefully to understand potential changes that you may need, or may want, to make for PCoIP-based products in your organization.

How do I activate my Workstation Access and Desktop Access licenses? [Click here.](#)

Does this notice apply to me?

This notice applies to Amulet Hotkey products that use Teradici Tera2 PCoIP devices and PCoIP software. The following table provides a list of how this notice applies to various products. Please contact us if you are unsure about a specific Amulet Hotkey product.

Amulet Hotkey Product	Product Examples	Does this notice apply?
DXZ Zero Clients (Tera2)	DXZ4, DXZC, DXR-Z4 models	Yes
CoreStation Blade Workstations	WM640, WC740, DXM630, DXM620	Yes
KVM Extender Hosts (Tera2)	DXR-H4, DXT-H4 models	Yes
DX Remote Workstation Cards (Tera2 host cards)	DXH4, DXP4, DXM-13, DXM-12 models, DXL4, DX2 models	Yes
Teradici PCoIP Management Console	1.x, 2.x Free edition, 2.x Standard edition	Yes
DXZ Tera1-based Zero Clients	DXR-iP, DXR2-iP models	No. Please see FAQ note.
DXZ Tera1-based Host Cards	DXM610, DXiP-2, DXT-iP	No. Please see FAQ note.
PCoIP Accelerator Cards	DXM-A	No
Virtual GPU Cards	DXG-P6, DXG-M6, DXG-S7100X	No
KVM Switches	K4u+, K4vu	No

What does Teradici All Access mean to you?

For the majority of customers, you can simply continue to use the products with no change required at this point.

Note: it is important to understand how the All Access plans may apply to your organization!

The Teradici All Access plans and Amulet Hotkey recommendations vary depending on the deployment scenario. The following provides high-level information and recommendations for general deployment scenarios. [See Amulet Hotkey's deployment specific recommendation matrix.](#)

New product purchases:

- Amulet Hotkey DXZ zero clients purchased after November 30, 2017 include a 1-year Desktop Access subscription.
 - You have the option to select the installed firmware version such as firmware 4.8.x or 6.0.
IMPORTANT NOTE: confirm zero client firmware 6.x is appropriate for your environment prior to upgrading device firmware.
 - See [how to activate Desktop Access licenses](#).
- Amulet Hotkey DX KVM Extender Hosts, Remote Workstation cards purchased after November 30, 2017 include a 1-year Workstation Access subscription.
 - KVM Extender hosts and remote workstation cards ship with firmware 4.9.0.
 - Amulet Hotkey is currently testing firmware 5.0.1.
 - **IMPORTANT NOTE:** confirm Remote Workstation card firmware 5.0.1 is appropriate for your environment prior to upgrading device firmware.
 - See [how to activate Workstation Access licenses](#).

Deployed products:

- **Amulet Hotkey Remote Workstation / KVM Extender Host Cards:**
 - No change required. Continue using the deployed firmware and software, you do not need a Workstation Access subscription.
 - If you want to access new features/bug fixes in host card firmware 5.0.1 or newer, then you will need a Workstation Access subscription.
- **Amulet Hotkey DXZ Zero Clients:**
 - No change required. Continue using the deployed firmware and software, you do not need a Desktop Access subscription.
 - If you want access to new features/bug fixes in zero client firmware 6.0 or newer, then you will need a Teradici All Access subscription.

Not sure if you need All Access or which plan is right for you? [Contact us](#) - we can help!

Technical Support

- Please continue to contact the Amulet Hotkey Support team for technical support requests.

Teradici All Access Subscription Plan Summary

- **Desktop Access:** includes updates for zero client firmware and PCoIP Management Console Enterprise software when connecting to VMware Horizon or Amazon Workspace environments.
- **Cloud Access / Cloud Access Plus:** includes Desktop Access features as well as Teradici PCoIP remote access software.
- **Workstation Access:** includes updates for KVM Extender hosts, Remote Workstation Graphics cards and Remote Workstation Cards (aka host cards) firmware, zero client firmware and PCoIP Management Console Enterprise software.

How to Activate Desktop Access and Workstation Access Licenses

While the 1-year subscription starts from the invoice date of product purchase, registration is required to activate the licenses and to take advantage of your Workstation Access or Desktop Access subscription benefits. Simply complete the online form and Teradici will issue your organization the 1-year subscription.

Workstation Access license activation

Register for your 1-year Workstation Access subscription at [Teradici.com/workstation-access-registration](https://teradici.com/workstation-access-registration).

Once approved, Teradici will provide licenses for:

- Host card firmware updates
- PCoIP Management Console Enterprise Edition license
- Zero client firmware updates

Desktop Access license activation

Register for your 1-year Desktop Access subscription at [Teradici.com/desktop-access-registration](https://teradici.com/desktop-access-registration).

Once approved, Teradici will provide licenses for:

- Zero client firmware updates
- PCoIP Management Console Enterprise Edition

A matrix covering Amulet Hotkey recommendations for detailed scenarios and a list of frequently asked questions is attached below.

If you have any questions about the Teradici All Access subscriptions, or any questions regarding Amulet Hotkey products and solutions, please don't hesitate to [contact us](#). We are happy to help.

Amulet Hotkey's Deployment Specific Recommendation Matrix



Example product model	PCoIP Hardware/Software Deployment Scenario			Host Deployment: Workstation, Virtual Desktop/App, Cloud Desktop/App				All Access Subscription			
	Zero Client Firmware DXZ4, DXZC	Host Card Firmware DXM630, DXH4	PCoIP Management Console	Workstation DXM630, DXH4, DXP4	Leostream Connection Broker	VMware Horizon 5.x-7.x	Amazon AWS Workspaces	Desktop Access Required?	Cloud Access or Cloud Access Plus Required?	Workstation Access Required?	
Scenario Notes and Amulet Hotkey											
Continue running firmware 4.x	4.x	4.x	1.x	X	Optional	<i>Optional if VMware Horizon is used to broker zero client access to physical workstations with Amulet Hotkey KVM Extender hosts or Remote Workstation cards</i>		No	No	No	
This configuration is not recommend.	5.x	4.x	Not recommended	X	Optional ³			No	No	No	
This configuration is not supported (see firmware 4.9 exception below). Continue using zero client & host card firmware 4.x.	6.x ¹	4.x	1.x (host card), 3.x ¹ Enterprise (zero client)	X				No	No	No	
If you require a feature/bug fix in zero client firmware 6.x then host card firmware 4.9 is required. You will need to run both versions of the Management Console.	6.x ¹	4.9	1.x (host card), 3.x ¹ Enterprise (zero client)	X				Yes	No	No	
If you require a feature/bug fix in zero client firmware 6.x or host card firmware 5.x then Management Console Enterprise version 3.1.1 or newer will be required.	6.x ²	5.0.1 ²	3.1.1 ² Enterprise or Free Edition	X	Optional ³			No ⁴	No	Yes	
Continue running zero client firmware 4.x	4.x	N/A	1.x		Optional	X		No	No	No	
Continue running zero client firmware 5.x	5.x	N/A	2.x or 3.x ¹ Free Edition		Optional ³	X		No	No	No	
Continue using zero client firmware 5.x. Consider a Desktop Access subscription when the Management Console license expires.	5.x	N/A	2.x Standard version				X		No	No	No
If you require a feature/bug fix in zero client firmware 6.0 or newer then Management Console Enterprise version will be required.	6.x ¹	N/A	3.x ¹ Enterprise or Free Edition				X		Yes	Optional	No
Continue running zero client firmware 4.x	4.8+	N/A	1.8.1+		Optional		X	No	No	No	
Continue running zero client firmware 5.x	5.x	N/A	2.x or 3.x ¹ Free Edition		Optional ³		X	No	No	No	
Continue using zero client firmware 5.x. Consider a Desktop Access subscription when the Management Console license expires.	5.x	N/A	2.x Standard version or 3.x ¹ Free Edition					X	No	No	No
If you require a feature/bug fix in zero client firmware 6.0 or newer then Management Console Enterprise version will be required.	6.x ¹	N/A	3.x ¹ Enterprise or Free Edition					X	Yes	Optional	No

Amulet Hotkey Recommended Deployment Scenario Highlighted

Important Notes:

1. Amulet Hotkey recommend that you test zero client firmware 6.x and Management Console 3.x to confirm that it is appropriate for your environment prior to upgrading devices used in production.
2. Amulet Hotkey recommend that you test zero client firmware 6.x, host card 5.x and Management Console 3.1.x to confirm that it is appropriate for your environment prior to upgrading devices used in production.
3. Some Leostream Connection Broker features may not be available. All firmware 5.x versions or newer remove the CMI API (in firmware 4.x). Confirm that it is appropriate for your environment prior to upgrading devices used in production.
4. Workstation Access includes firmware updates for a zero client. Desktop Access subscription is not needed with an equal number of host cards & zero clients. Desktop Access subscriptions will be required if you have more zero clients.

Frequently Asked Questions

- Q1. Are there reasons to continue using firmware 4.x and Management Console 1.x?
Yes, while there are new features included in FW 5.x+ and MC 3.x+, there are some unique features and benefits associated with FW 4.x and MC1.x such as:
- FW 4.x & MC 1.x do not require All Access subscription fees
 - FW 4.x & MC 1.x are required to broker sessions with multiple zero clients and host cards for a single user such as octal display or quad high-resolution display configurations that use 2x DXZ4 zero clients and 2x DX KVM Extender Hosts/Remote Workstation Cards.
 - FW 4.x & MC 1.x are required to use the certain functions of the Leostream connection broker such as device management features, octal display brokering, functions triggered with a session disconnect.
 - FW 4.x & MC 1.x are required to support persistent auto-negotiation
- Q2. Am I required to purchase a Teradici All Access Subscription?
The answer depends on a number of scenarios including:
- New Amulet Hotkey DXZ zero client and host card products include a 1 year subscription to the appropriate All Access subscription plan.
 - You will need an All Access subscription to get access to zero client and host card firmware and PCoIP Management Console Enterprise software updates.
 - You do not need to purchase an All Access subscription if you continue to use firmware and software that was released prior to Teradici's launch of the All Access subscription plans. [See Amulet Hotkey deployment specific recommendation matrix for more information.](#)
- Q3. Can I continue to use firmware 4.x and Management Console 1.x?
Yes, you can continue to use these firmware and software versions. You do not need to purchase an All Access subscription for these versions.
- Q4. When should I to consider purchasing an All Access subscription?
- When you want to access new features/bug fixes available in zero client firmware 6.x or host card firmware 3.1.1 or higher.
 - When you want to access new features/bug fixes available in the Management Console 3.x and higher.
 - When the Management Console 2.x licenses that you purchased expire.
- Q5. What is the difference between Desktop Access and Workstation Access subscriptions?
- **All Access** refers to the set of subscription plans including Desktop Access, Workstation Access, Cloud Access and Cloud Access Plus.
 - **Desktop access** is for deployments using zero clients to connect to VMware Horizon, Amazon Workspaces, Teradici CAS, and sometimes when connecting to host cards. It includes firmware updates for a zero client and a zero client license for the Management Console Enterprise edition.
 - **Workstation access** is for deployments using KVM Extender Hosts, Remote Workstation Graphics cards or Remote Workstation cards (known as Host Cards). It includes firmware updates for a zero client, updates for a host card and zero client/host card licences for the Management Console Enterprise Edition.
- Q6. What if I need to use firmware 4.x, but the zero clients and remote workstation cards that I purchased were shipped with firmware 5.x or 6.x – can I downgrade to firmware 4.x?
Yes, you can downgrade firmware on individual devices

Q7. What if I purchased my Remote Workstation card or DXZ zero clients before November 30, 2017?
 You can purchase Workstation Access or Desktop Access subscriptions for Tera2 products purchased before November 30, 2017, [contact us](#) for more information.

Q8. If I purchase Workstation Access subscriptions, do I also need to purchase Desktop Access subscriptions?
 The answer depends on the number of zero clients deployed compared to the number of Workstation Access subscriptions purchased.

- If the number of zero clients deployed matches the number of Workstation Access subscriptions purchased, then you do not need to purchase Desktop Access subscriptions since it is included in the Workstation Access subscription.
- If the number of zero clients is greater than the number of Workstation Access subscriptions purchased, then you need to purchase Desktop Access subscriptions for the difference. [Contact us](#) for more information.

Example: purchasing All Access subscriptions for devices purchased before November 31, 2017 or All Access subscription renewals.

Zero clients	Host Cards	Workstation Access subscriptions	Desktop Access subscriptions
100	100	100	0
150	100	100	50

Q9. What if I have a mix of vendor products in my environment, can I purchase and All Access subscription from Amulet Hotkey for all of my PCoIP zero clients and host cards?
 You can purchase Workstation Access or Desktop Access subscriptions for Tera2 products purchased before November 30, 2017, [contact us](#) for more information.

Q10. How much do the Teradici All Access subscription plans cost?
 Please [contact us](#) for more information.

Q11. I use an octal display and quad high-resolution display solution which has 2x host cards and 2x DXZ zero clients for each user, do I require two Workstation Access subscriptions for this single user workstation?
 Amulet Hotkey is discussing this configuration with Teradici. Please [contact us](#) for more information.

Q12. Is it mandatory to renew the Teradici All Access subscriptions each year?
 No, renewal is optional. You can renew at any time you decide that you want to receive updates for firmware and software covered by the All Access plan you choose.

Q13. Are there free versions of firmware and Management Console software?
 Yes. However, there may be feature limitations with the free versions.

- Teradici is not planning to provide updates for free versions. However, Teradici may provide ‘critical updates’ for Zero client / Host Card firmware and the Management Console Free edition.
- Management Console Free version has a limited set of features.

Q14. How do I get access to the Management Console 3.x Free Edition?
 Request a trial of the Management Console 3.x Enterprise Edition and it will revert to the Management Console 3.x Free Edition after 60 days. At that point the Management Console Enterprise features will be disabled. [Click here to request a Management Console Enterprise Edition trial.](#)

- Q15. What features are included in the Management Console 3.x Free Edition?
- Basic functions to manage and update up to 100 zero client endpoints.
 - Apply critical updates to zero client firmware 5.5.x.
 - No support for the following: >100 devices, auto-configuration, scheduling, certificate handling, access to firmware 6.x+. These features are included in the Management Console Enterprise edition.
- [See the Management Console Edition Comparison Table](#)
- Q16. Can I use Management Console 1.x with firmware 5.x and firmware 6.x
- No, Management Console 3.x or higher is required to manage zero clients with firmware 5.x or newer. There are migration steps to upgrade to FW 5.x+ and MC3.x. You can use Management Console 1.10.3 through 1.10.8 or the zero client AWI to upgrade the zero client from firmware 4.x to firmware 5.x and firmware 6.0 or newer. After the upgrade, MC3.x is required to manage the devices.
- Q17. Do Tera1 based PCoIP products require Teradici All Access subscription plans?
- No. Tera1-based zero clients and host cards are not part of the All Access subscription plans. Note that Teradici end-of-life for Tera1 devices was December 31, 2016 and firmware updates are no longer available for Tera1 devices.

PCoIP Management Console Feature Comparison

Feature	1.x	Enterprise Edition 3.0+	Free Edition 3.0+ (enables after 60 day Enterprise trial)
Supported devices	Tera1 & Tera2 Devices: PCoIP Zero Clients KVM Extender Hosts, Remote Workstation Graphics Cards, Remote Workstation Cards	Tera2 Devices: PCoIP Zero Clients KVM Extender Hosts, Remote Workstation Graphics Cards, Remote Workstation Cards	Tera2 Devices: PCoIP Zero Clients KVM Extender Hosts, Remote Workstation Graphics Cards, Remote Workstation Cards
Supported Firmware	ZC & HC FW 3.x & 4.x	MC 3.0 – ZC FW 5.x+ MC 3.1 – ZC & HC FW 5.x+	MC 3.0 – ZC FW 5.x+ MC 3.1 – ZC & HC FW 5.x+
Number of devices	Up to 2,000	Up to 20,000	Up to 100
Device discovery	DNS SRV records DHCP options Manual discovery	DNS SRV records DHCP options Manual discovery Manual entry	DNS SRV records DHCP options Manual discovery Manual entry
Scheduling	One time Daily & weekly recurring	One time Daily & weekly recurring Delaying reboots	N/A
Dashboard	N/A	General deployment SCEP Schedule Auto configuration	General deployment
Device inventory reports	N/A	Yes	No
Security		Configurable Management Console user session timeout setting	Management Console user session timeout set to 10 minutes. Not configurable
Remote endpoint management	No (unless VPN connected)	Yes	No
Peering of endpoints	Yes	Yes	No

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