

Knowledge Base Article

150

Upgrade Advisory Notice

Summary

Due to security vulnerabilities in older firmware versions, Teradici is immediately retiring firmware 4.x and 5.5.x for PCoIP Zero Clients and 4.9.x Remote Workstation Cards. Beginning today, these firmware versions will no longer be supported by Teradici and have been replaced with firmware 17.05.1.

Due to the same vulnerabilities, firmware 6.x for Zero Clients and 5.x for Remote Workstation Cards have been replaced with firmware 20.04.2 (see below for important note on this version).

We highly recommend you upgrade PCoIP Zero Client and Remote Workstation Card firmware to patch these security vulnerabilities as soon as possible.

For further details on the vulnerabilities please refer to the Teradici advisory notice here: <https://help.teradici.com/s/article/4581>.

The purpose of this document is to highlight the steps required to identify an upgrade path from 4.x / 5.x / 6.x firmware to 17.x or 20.x firmware on both zero client and host PCoIP hardware while at the same time maintaining operational capability. This is not intended to be a detailed guide – for more information, analysis and assistance in this process, contact Amulet Hotkey.

Before you begin

Teradici firmware has recently undergone naming convention changes. Firmware is on a new numbering scheme, where the first number is the release date year, and the second number is the release date month, and the third number is the number of maintenance releases.

For example, a deployment may be running 4.9.0 firmware on some hosts, 20.01.1 on other hosts and 6.2.0 firmware on zero clients.

The recommendation is to run the latest firmware available for client and host if possible (currently 20.04.2).

This guidance will assume all the following components are in place and operational:

Component	Action
Teradici PCoIP Firmware	How do we get it, when, where, subscription
	What the update affects, how to apply the firmware
Leostream Connection Broker v8.x	If in place, what happens to this
Teradici Management Console v1.x	If in place, what happens to this

Teradici PCoIP Firmware

The table below show current status of support for Teradici firmware:

Firmware Version	End of support
4.x (host/client)	April 2020
5.x (host/client)	June 2020
6.x (client)	June 2020
20.04.02	N/A (Latest firmware release)
17.05.1	See note below

Teradici firmware licensing from 6.x onwards requires an All Access subscription. This subscription allows ongoing support and firmware maintenance releases and provides licensing for the Management Console.

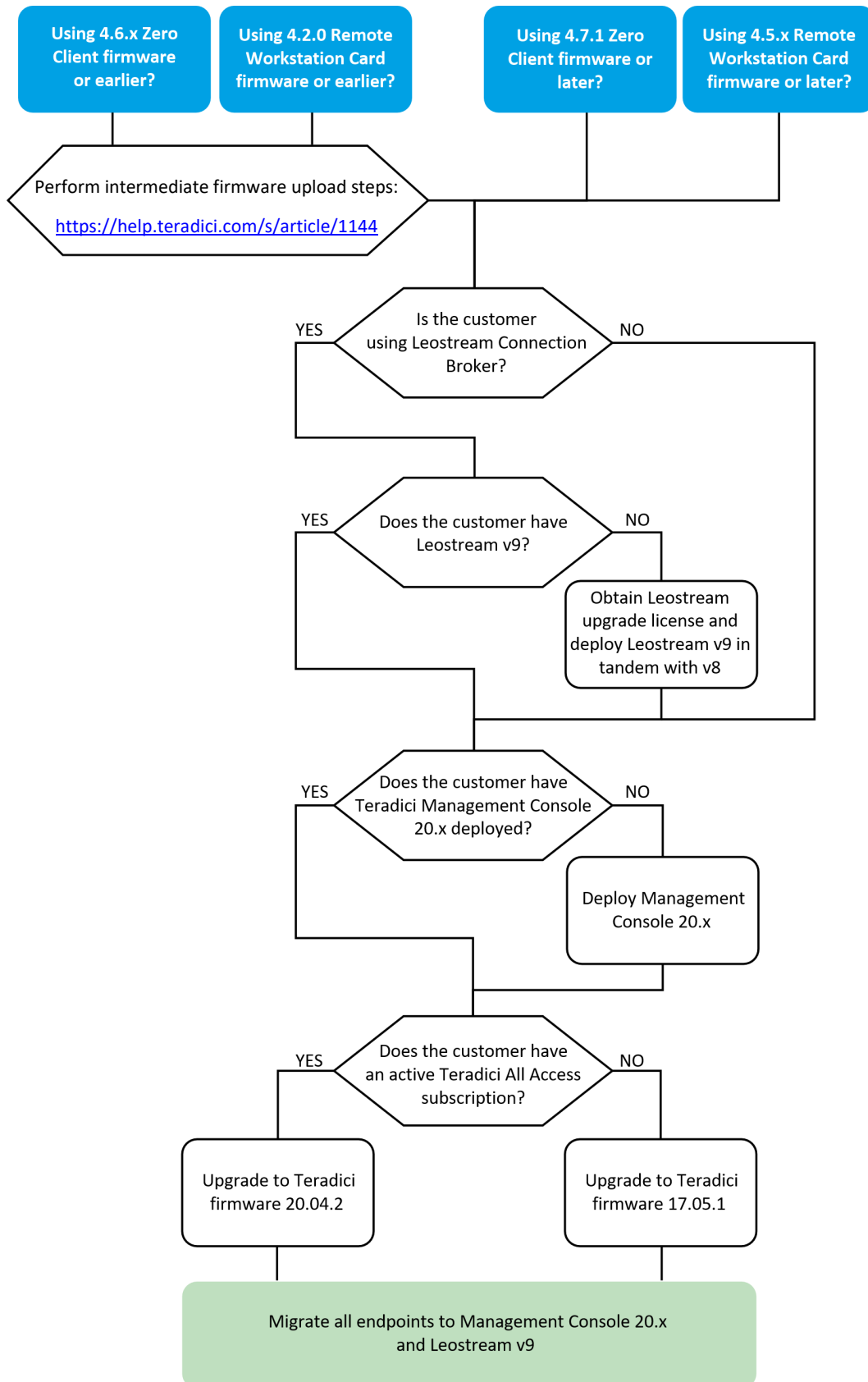
Upgrading firmware beyond 4.x has implications on both the Teradici Management Console and the Leostream Connection Broker, if in place, and consideration must be given to upgrading these components in order to maintain optimal management of the PCoIP deployment.

It is essential that a customer has a valid All Access subscription covering the number of PCoIP endpoints before proceeding with the upgrade steps. Contact Amulet Hotkey for more detail.

For customers who do not have an active Teradici All Access subscription and wish to upgrade from 4.x firmware, please obtain firmware version 17.05.1 directly from www.teradici.com

Firmware updates can be applied using the following methods:

- **Manually** - using the Access Web Interface as part of the PCoIP endpoint. This method is recommended only for test purposes, highly secure environments with no management infrastructure and/or smaller environments with low management overhead.
- **Automatically** - using the Teradici Management Console interface. The guidance below is aimed at highlighting steps and considerations as part of upgrading firmware across a PCoIP estate to the required version.



Overview

See below for high levels steps for upgrading from a 4.x, 5.x or 6.x Teradici firmware environment to a 17.x or 20.x Teradici firmware environment.

Customers running Remote Workstation Card firmware 4.2.0 or earlier and/or Zero Client firmware 4.6.x firmware or earlier are required to perform an intermediate firmware upgrade. Please refer to <https://help.teradici.com/s/article/1144>

Step	Action
1	Obtain Leostream 9.x license key and deploy a standalone Leostream 9.x Connection Broker instance. Apply license.
2	Deploy version 20.x of the Teradici Management Console (MC). Apply license
3	Deploy discovery method such as DNS SRV record for the 20.x MC – this will allow upgraded PCoIP endpoints to register automatically
4	Import profiles from the 1.x MC into the 20.x MC, create groups, and assign configuration profiles to the groups
5	Use MC v1.x to upgrade PCoIP firmware to 17.x or 20.x (upon successful upgrade of these devices, they will no longer be managed by the 1.x MC)
6	Ensure PCoIP devices that have been upgraded are present in the 20.x MC. This can be initiated either manually (manual discovery) or automatically using DNS/DHCP options as detailed in Step 2
7	Ensure PCoIP devices, desktops and users are present in the Leostream 9.x Connection Broker. This can be via a bulk upload (for PCoIP hosts, clients, and desktops) or DNS SRV (for desktops)
8	Introduce additional Connection Brokers as required (for clustered environments) and complete Connection Broker database configuration
9	Proceed with management and connection broker testing
10	Once complete, 1.x MC and 8.x Leostream instances can be decommissioned

Teradici Management Console

Items below detail considerations as part of upgrading to the latest Teradici Management Console. Key functionality changes are highlighted in red.

Note: For information on upgrading environments with no Teradici Management Console, such as point to point, please contact Amulet Hotkey.

Action / Consideration
Both the 1.10.x Management Console and the 20.x Management Console can be deployed onto the same network. This assists the transitional process from 4.x to 20.x
An unlicensed 20.x MC operates in 'Free Mode' which allow for management of up to 100 endpoints. There is some functional restrictions but this mode allows for initial discovery and management. It is not recommended for production usage.
Customers who have existing 4.x firmware in their PCoIP estate and wish to upgrade firmware will need to upgrade to the 20.x version of the Teradici Management Console.
Once a PCoIP device has been upgraded to 17.x or 20.x firmware, it can no longer be managed by the 1.10.x Teradici Management Console. It can be managed only via the 20.x Console.
Teradici PCoIP firmware 20.x and 17.x disables the zero client Access Web Interface (AWI) by default. This option prevents Leostream brokering functionality. Ensure the AWI is enabled either manually or via an MC policy after upgrade.
DNS based discovery records are different for each MC version: <ul style="list-style-type: none">1.x - _pcoip-tool._tcp.domain.local20.x - _pcoip-bootstrap._tcp.domain.local
Once all 4.x firmware, both client and host, has been upgraded, the 1.10.x Management Console can be decommissioned.

Leostream Connection Broker

Items below detail considerations as part of upgrading to the latest version of the Leostream Connection Broker. Key functionality changes are highlighted in red.

Note: Customers running earlier versions of Leostream will need to upgrade to the latest version 9.x release to maintain full brokering functionality - currently 9.0.36.5

Action / Consideration						
Leostream Connection Broker 9.x requires a new Leostream license key. You cannot use your Connection Broker 8.x license key to run Leostream 9.x. Contact Amulet Hotkey support for more information - leostream@amulethotkey.com .						
Teradici firmware 5.x and above removes the 'Connection Management Interface' option from the list of session types – all connection attempts via Leostream using later firmware require the 'PCoIP Connection Manager' session type.						
Customers are required to deploy new instances of Leostream 9.x Connection Broker – an in-place upgrade of Leostream 8.x Connection Broker is not supported however it is possible to migrate the v8.x configuration database if required						
Functionality changes are introduced in a PCoIP environment when upgrading from Leostream 8.x to v9.x. For full detail on these changes please contact Amulet Hotkey support.						
Ensure the Leostream Agent version is updated as part of the upgrade procedure. See below for Broker / Agent compatibility.						
Connection Broker	Version	8.1	8.2.71 and earlier	8.2.73	9.0.34.10	9.0.34.21 and later
Leostream Agent for Windows	5.x	Y	Y	N	N	N
	6.x	Y	Y	Y	Y	N
	7.0	N	N	Y	Y	Y
	7.1	N	N	Y	Y	Y
	7.2	N	N	Y	Y	Y
Leostream Agent for Linux	3.x	Y	Y	N	N	N
	4.x	Y	Y	Y	Y	N
	5.0	N	N	Y	Y	Y
Automatic registration of PCoIP host card is not possible using 20.x or 17.x Teradici firmware. This process is manual, either individually or via the bulk upload feature.						

Contact us:

Support Center	Telephone	Email
North America	+1 (212) 269 9300	ussupport@amulethotkey.com casupport@amulethotkey.com
Europe	+44 (0)20 7960 2400	eurosupport@amulethotkey.com
Asia Pacific	-	apsupport@amulethotkey.com
Latin America	-	latamsupport@amulethotkey.com

Resources

Visit our resources page, <https://resources.amulethotkey.com/resources>.