

Tech Bulletin TB00275: TERA1 and TERA2 Device Compatibility

Products Addressed

This Tech Bulletin addresses the compatibility of devices with PCoIP[®] technology using TERA1 (T1) and TERA2 (T2) processors.

Overview and Environment

Cloud Desktops (zero clients) and Host Cards with TERA1 and TERA2 PCoIP processors are compatible with specific device model families, and have different firmware requirements. This document details these device compatibility and firmware requirements.


TERA1 and TERA2 PCoIP Processors

PCoIP processors refer to the chipsets on PCoIP zero clients and PCoIP host cards that provide PCoIP functionality. See the table below for more information about devices and TERA processors.

Device Compatibility

The table below shows Host Card and Zero Client compatibility, where

 = compatible, and

 = incompatible.

		ZERO CLIENT			
		T1 Dual	T1 Quad	T2 Dual	T2 Quad
H O S T	T1 Dual				
	T1 Quad				
	T2 Dual				
	T2 Quad				

Firmware Requirements

The list below shows firmware requirements by device family.

- **T1 Quad** devices must use the bundled ClearCube COMM 4.23 firmware and TERA 3.5.1 firmware.
- **T2 Dual and Quad** devices must use T2 firmware 4.0.3 and above in all deployments (T2 device do not support firmware below 4.0.3).
- If **T1 Dual devices** connect to **T2 devices**, they must use TERA firmware 4.0.2 or 4.1 to do so (T1 devices do not support 4.0.3).

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Firmware Requirements (continued)

T1 Dual and **all T2 devices** in a deployment can use different versions of firmware, but all T1 devices should use *the same version of T1 firmware* and all T2 devices should use *the same version of T2 firmware*. For example, suppose a deployment contains T1 and T2 devices. All T1 devices could use firmware 4.0.2 and all T2 devices could use firmware 4.0.3.

Device Model Numbers

See the label on the rear of the zero client or on the side of your PC blade to identify your device model number.

Processors in Device Model Families

The table below shows each ClearCube zero client and host card model (where *n* is a digit in the model name). For example, CD762*n* could be a CD7622 or CD7624 zero client.

For each model, the table shows its generation of TERA processor, the number of monitors it supports, and the type of device it is.

Device Model	Generation	Monitor Support	Device Type
C742 <i>n</i>	T1	Dual	Zero client
CD762 <i>n</i>	T2	Dual	Zero client
CD764 <i>n</i>	T2	Quad	Zero client
CD772 <i>n</i>	T2	Dual	Zero client
CD774 <i>n</i>	T2	Quad	Zero client
CD7822	T2	Dual	Zero client
CD952 <i>n</i>	T2	Dual	Zero client
CD954 <i>n</i>	T2	Quad	Zero client
CD962 <i>n</i>	T2	Dual	Zero client
CD964 <i>n</i>	T2	Quad	Zero client
CD972 <i>n</i>	T2	Dual	Zero client
CD974 <i>n</i>	T2	Quad	Zero client
I942 <i>n</i>	T1	Dual	Zero client
I9440	T1	Quad	Zero client
V5120	T1	Dual	Host card
V5140	T1	Quad	Host card
V5220	T1	Dual	Host card

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**Processors in
 Device Model
 Families**
 (continued)

Device Model	Generation	Monitor Support	Device Type
V5240	T1	Quad	Host card
V5320	T1	Dual	Host card
V5340	T1	Quad	Host card
V542n	T2	Dual	Host card
V543n	T2	Tri (three)	Host card
V544n	T2	Quad	Host card

**Contacting
 Support**

The table below shows how to contact ClearCube Support.

Web	www.clearcube.com/support/
E-mail	support@clearcube.com
Toll-free	(866) 652-3400
Direct	(512) 652-3400