

# Tera 1 Teradici Support Ending Soon

## Teradici PCoIP Tera1 End of Life Announcement Released



**Q. Did Teradici announce an End of Life for Tera1 firmware?**

A. Yes. Teradici posted an EOL notice on their website on April 20, 2015. This EOL notification applies to both Tera1 PCoIP Zero Clients and Tera1 PCoIP Remote Workstation Cards.

According to Teradici, “Tera1-based products have enjoyed an eight (8)-year-long service life in Remote Workstation or VMware Horizon deployments. The Tera1 processor and firmware has reached the end of its Product Life Cycle due to insufficient capacity to take on new features. This also prevents Tera 1 PCoIP Zero Clients from achieving VMware Ready certification for VMware Horizon 6 or higher.”

**Q. When will support for Tera1 firmware cease?**

A. December 31, 2015 is the last day Teradici will provide Technical Support services for issues related to Tera1 Firmware.

**Q. How will this announcement affect ClearCube customers with Tera1 products?**

A. ClearCube warranty support covers ClearCube hardware during the established warranty period. This EOL announcement is for changes to the Teradici firmware and does not affect ClearCube’s hardware warranty support for customers with installed base of Tera1 products. However, Tera1 customers are required to use PCoIP firmware 4.7 (or earlier). If Tera1 users want to migrate to Horizon 6 or higher or Teradici firmware 4.8 or higher, their Tera1 products will not be supported; therefore, they will need to upgrade to Tera2 hardware.

**Q. What actions are required?**

A. Migration planning to ClearCube’s Tera2 products should be a priority, especially if there are desires to stay in sync with VMware’s current Horizon 6

### TERA 2 Upgrade Provides Benefits

2560 x 1600 display resolutions

Quad display support

VMware Horizon 6 support

USB 2.0 support

Stronger AES256-bit encryption

Plenty of power for 3D applications

Imaging performance capabilities  
up to 50 Mpps (VDI)  
up to 250 Mpps (WS\*)

Full 16-bit stereo, 48 KHz sample rate

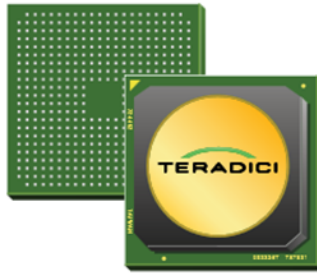
Full wake on LAN and wake on USB

*\*Workstation: when used in conjunction with PCoIP hardware host solution*

releases and Teradici's 4.8 and greater firmware releases. The ClearCube Sales Team has prepared a variety of options for preserving infrastructure, minimizing disruption, and making transitions from Tera1 to Tera2 technology as smooth as possible. Please call ClearCube Sales to schedule an overview of migration options, including Teradici's trade-in/recycle offer that is currently in effect (expires in July).

These ClearCube products are affected by the Teradici TERA 1 Firmware End of Support Announcement.

**Teradici  
 Tera 1 Chipsets  
 Tera1100 / Tera 1200**



**ClearCube Models**

**Zero Clients**

- CD9422
- CD9424
- CD9442
- CD9444
- CD7422
- CD7424
- CD7442
- CD7444
- I9440



**Blade PC**

- R3080 + 5320 PCoIP Host Adapter

These product upgrades will provide you with TERA 2 capabilities.

**ClearCube Models**

**Zero Clients**

- CD9822
- CD9922
- CD9924
- CD9742
- CD9744
- CD7822
- CD7922
- CD7924
- CD7742
- CD7744



**Teradici  
 Tera 2 Chipsets  
 Tera 2321 / Tera 2140**



**Blade PC**

- R3082 + 5420 PCoIP Host Adapter
- A6106H + Tera 2 Host cards



For more information, please call +1-866-652-3500 or email us at sales@clearcube.com.