How can I make sure the firmware on my devices do not contain this security vulnerability?

There are 3 ways:

- Purchase All Access licenses to update to Firmware 20.01.3 or 20.04.1 by contacting our team or your preferred channel partner

- Register your PCoIP Zero Clients if you purchased them within the last year and receive 1 year of updates for free. Visit the registration pages for zero clients to learn more

- Download the complimentary Firmware 17.05 now available through Dec. 31, 2020 from our Support Portal (Note that Firmware 17.05 is the last complimentary release that Teradici will offer and there would only be an update for 17.05 if there is a critical security vulnerability)

What happens if I don't update my firmware?

You will not receive the latest security and feature updates from Teradici and your environment may be at risk.

How do I update all my zero clients at the same time?

PCoIP Management Console Enterprise (included with all subscriptions) enables you to update the firmware on all your devices at the same time. (Use Management Console 20.01 or newer before deploying Firmware 17.05. Deploying endpoints from an earlier version of Management Console may cause endpoints to become unmanageable)

Does VMware Horizon/Amazon WorkSpaces provide firmware updates for my zero clients?

No, firmware updates are only available through Teradici.

What if I just bought my zero clients? Don't I already have the latest firmware?

Some vendors sell PCoIP products with the latest firmware included and others do not. But all new PCoIP Zero Client purchases are eligible for a free year of updates from Teradici.

What's the difference between Firmware 17.05 and 20.04?

Release 17.05 does not contain any of the features we introduced in the last 3 – 4 years including 4K resolution, support of new Wacom devices, AWS session type (no MFA, only connection via TAA), reboot notification, and low light mode.

What's the difference between Firmware 5.5.x and 17.05?

Release 17.05 includes a fix for a security vulnerability. We highly recommend all customers to upgrade to 17.05 or get the latest firmware through a Teradici subscription

Why is PCoIP Zero Client Firmware 5.5.x being retired?

- The builds contain a security vulnerability, and we are retiring older versions of our firmware immediately as we cannot fix the vulnerability on older firmware architecture.

- For example, in the last 3 years, the 5.5.x branch only had one key security fix (5.5.1 -> 5.5.2) and did not benefit from all the changes that have been made throughout the 6.x and 20.x branches.
- Note that Teradici's policy is to support the current and one prior release (N and N-1) of each product. See the Teradici Product Lifecycle page for more details.

What if I'm on versions before FW 5.5.x, like 4.8?

If you are not on FW 5.5.1 or greater, you will need to do an incremental upgrade instead of upgrading directly to 17.05 or the latest FW. Refer to KB 1144.

Why is Teradici retiring free firmware? How can I justify this change for my IT budget?

Cyber threats are increasing and our number one priority is our customer's security. The subscription cost enables Teradici to focus on keeping our customers' deployments secure by providing timely security updates. In addition, these comprehensive subscriptions include software, support and resources to help customers manage, optimize and future-proof their deployments and deliver more features and updates that are in high demand by our subscribers.

What if I only want firmware and not support?

All subscription plans include firmware and support. For free self-serve support, visit our Knowledge Center that serves as a community forum and a collection of knowledge base articles. Responses from the Teradici support team are not guaranteed.

Can I get the update through the OEM?

Firmware downloads are only available through teradici.com. Subscriptions for the licensing of the firmware is available for purchase through our channel/resellers or our OEM's channel.

Will my channel partner provide me with firmware updates?

You can purchase a subscription through your preferred channel partner which would entitle you to download the latest firmware updates from teradici.com.

What happens after Dec. 31, 2020?

Firmware 17.05 will no longer be available to download from Teradici and we will no longer support this firmware release. We ask all customers to purchase Desktop Access subscription to receive security and feature updates.

I don't want to pay for zero client firmware updates and will move to other endpoints/thin clients.

PCoIP Zero Clients are the most secure, easy-to-manage and dependable endpoints for VMware Horizon, Amazon WorkSpaces, PCoIP Remote Workstation Card, and Teradici Cloud Access Software deployments. They use a highly integrated, purpose-built processor to transmit pixels instead of data to the user's desktop. These stateless endpoints deliver a rich user experience which is why there are over

3 million deployed worldwide. IT can provision client devices in five minutes or less – minimizing end-user downtime and the TCO of zero clients are lower than other client devices.

How do I upload firmware on PCoIP Zero Clients using AWI?

Refer to KB 1102.

How do I stay updated on firmware releases for my products and get notified when they are available?

Stay updated with Teradici news and product updates by subscribing here or follow Announcements at the top of the Support Portal.