

Q1: Why is Teradici PCoIP Workstation Access Software transitioning to end-of-life?

A1: On **February 7, 2017**, we announced the end-of-life for PCoIP Workstation Access Software to align our product strategy to bring the benefits of the cloud to customers like you. PCoIP Workstation Access Software has limited functionality to serve the full extent of our customer needs; therefore, we've decided to end-of-life this solution, and offer you the choice to move to an alternative product. You'll be able to leverage the same capabilities and rich user experience with our [Teradici Cloud Access Software - Graphics Edition](#) that includes added functionality and support for:

- Windows and Linux operating systems
- any public or private cloud; and
- data centers

Q2: Is there a discount available to our organization to migrate to Teradici Cloud Access Software - Graphics Edition from PCoIP Workstation Access Software?

A2: An email was sent informing you of the end-of-life which included a special offer for [Teradici Cloud Access Software - Graphics Edition](#). Please refer to your email for details or you can contact us at sales@teradici.com.

Q3: What do I need to do if I am using PCoIP Workstation Access Software in a data center or cloud deployment?

A3: To better serve your needs, we recommend migrating to [Teradici's Cloud Access Software - Graphics Edition](#) which supports both data center and cloud deployments. Information on how to transition to Cloud Access Software can be found [here](#). To take advantage of your exclusive offer detailed in the end-of-life notification email, please contact us at sales@teradici.com.

Q4: What do I do if I have PCoIP Workstation Access Software installed on workstation(s)?

A4: As part of our new strategy, we will no longer be supporting this desktide use case; however, we have a solution for you that leverages [Teradici Cloud Access Software – Graphics Edition](#) and [PCoIP Zero Clients](#). More details are available on this [web page](#) and on our [Technical Support Site](#) (KB #2913). Should you have any questions or concerns, please contact sales@teradici.com and we'll be happy to help you.

Q5: What is the last date I can order PCoIP Workstation Access Software?

A5: The last day you can order the software will be **April 7, 2017**. However, we strongly recommend that you transition to [Teradici Cloud Access Software – Graphics Edition](#) as it will be supported for the long term. Please contact a [Teradici reseller](#) for ordering information, timelines and SKUs.

Q6: How do I get support following the end-of-support period?

A6: Following the end of your support and maintenance plan, we encourage you to use the [PCoIP Community Forum](#) to submit questions and get answers from our global services support team and your peers.

Q7: What happens if I have a perpetual license of PCoIP Workstation Access Software?

A7: You can continue to use PCoIP Workstation Access Software indefinitely; however, support and maintenance will run out at the end of your term or by **April 7, 2018**, whichever comes first. For more information, please visit the [Teradici Technical Support site](#) (KB#2913).

Q8: What is Teradici Cloud Access Software and how does it compare to PCoIP Workstation Access Software?

A8: Cloud Access Software, launched in September 2016, enables enterprises and solution providers to migrate desktops, workstations, workloads, workflows, and graphics-intensive applications to any cloud, public or private. [Teradici Cloud Access Software - Graphics Edition](#) is the extension of PCoIP Workstation Access Software and brings additional capabilities including: Linux and Windows OS support and for deployment on any cloud such as Microsoft Azure NV Series and Amazon Web Services EC2/G2. Please refer to the table below for a comparison of the product features.

Features Supported	PCoIP Workstation Access Software	Cloud Access Software Graphics Edition
Windows OS	Yes	Yes
Linux OS	No	Yes
Deskside Deployment (local monitor attached)	Yes	No
Datacenter Deployment	Yes	Yes
Cloud Deployment	No	Yes
Azure NV Series	No	Yes (Windows only)
AWS EC2/G2	No	Yes
Virtualized and bare metal	Yes	Yes

Q9: I am using Leostream Connection Broker with PCoIP Workstation Access Software, what should I do?

A9: [Teradici Cloud Access Software](#) is also certified to work with the Leostream™ Connection Broker. Please contact Leostream for further details.