

# Teradici CAS FAQs for macOS Users



## 1 Why CAS for remote access of Mac workstations?

Teradici CAS is the only high-performance remote desktop solution for macOS, providing the best graphics-intensive computing experience with high color fidelity, crisp text, and up to 4K UHD resolution. CAS enables users to remotely access their Mac as if they were on a local machine, with the resolution and color fidelity they need for the best desktop experience. Users can work in remote and hybrid office settings and get seamless, secure remote access to their Mac workstations. With Teradici CAS (PCoIP Graphics Agent for macOS), Mac users can now access their high-performance workflows from anywhere. Using the Teradici PCoIP remote display protocol to transfer only pixels, corporate assets remain securely located in industry-compliant, on-site content networks.

## 2 Can I use Teradici CAS with Mac workstations on-premises and in the cloud? Which clouds are supported?

CAS is designed for both on-premises data centers, hybrid and cloud environments, such as MacStadium, and can support macOS platforms in all deployment scenarios.

## 3 What client devices are supported by CAS for macOS?

The following Teradici products support CAS with macOS compatibility: PCoIP Zero Clients, PCoIP Software Clients (Windows, Linux and macOS) for laptops, PCs, and Mac workstations, as well as PCoIP-enabled Thin Clients.

## 4 What Mac systems and hardware are supported by CAS?

CAS supports a variety of Intel-based Mac workstations. See the [Admin Guide](#) for the latest details.

## 5 What are some tips and tricks for setting up CAS for macOS?

Watch this [walk-through video](#) for installation and configuration tips for CAS and learn about what's coming in our roadmap for macOS support.

## 6 Does CAS support Mac workstations in a virtualized environment?

We currently have not tested the PCoIP Graphics Agent for macOS in a virtual environment so we cannot provide support for it. Users should follow Apple's software license agreement guidelines for virtual operating system environments.

## **7 Does the PCoIP Graphics Agent for macOS support locally attached displays?**

Yes, a Mac can be accessed remotely and locally. See the [Admin Guide](#) for the latest details.

## **8 How many monitors and what resolution is supported?**

The PCoIP Graphics Agent for macOS supports a maximum of four displays at a maximum resolution of 4K UHD (3840x2160). If you are using a monitor that has more than 3840 pixels in either dimension, you must scale your display to 3840x2160 or lower before launching the PCoIP Client.

## **9 Which versions of macOS are supported?**

macOS 10.15 (Catalina) and macOS 11 (Big Sur) are supported. See the [Admin Guide](#) for the latest details.

## **10 Are Wacom devices supported?**

Wacom pen displays and tablets may be used as a pointing device. Remoting of advanced capabilities such as pressure and tilt are not currently supported by the PCoIP Graphics Agent for macOS and are expected to be supported in an upcoming release.

## **11 Is PCoIP Ultra supported for macOS?**

Yes, PCoIP Ultra CPU Offload is supported. PCoIP Ultra GPU Offload and Auto Offload are expected to be supported in an upcoming release.

## **12 Does the PCoIP Graphics Agent for macOS support Mac workstations with M1 processors?**

The PCoIP Graphics Agent for macOS requires an Intel processor. M1 processors are not currently supported. M1 processors are supported as a client device with PCoIP Software Client for macOS. See the [Admin Guide](#) for full details and limitations.

## **13 Does the PCoIP Graphics Agent for macOS work with CAS Manager and CAS Manager as a Service?**

Yes, both are supported.

## **14 Is audio in and audio out supported?**

Yes, it is. See [Admin Guide](#) for full details.