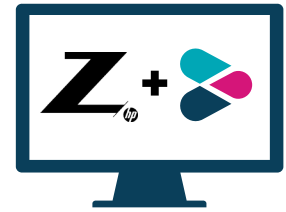


HP ZCentral Remote Boost + Teradici CAS Subscription Offer Announcement FAQ



1 What is the future plan for HP ZCentral software and Teradici CAS (Cloud Access Software)?

HP's remote services and solutions, tailored for hybrid work, will soon be enhanced with a single 1-year subscription offer of Teradici CAS and ZCentral Remote Boost. Get the best of both with the flexibility to use the right software suite to tackle graphics or compute intensive projects from anywhere. Teams will be able to securely access the cloud, virtual machines or localized workstations from most PCs, thin clients, Chromebooks, or tablets, for fast responsiveness and high-definition image quality, even with film editing and big data visualizations. In addition, you'll be able to seamlessly manage connections from anywhere with IT management software, included in the subscription as a limited-time offer. The new Teradici CAS and ZCentral Remote boost subscription is planned to be available for purchase by the end of calendar year 2021.

2 Can I use Teradici CAS Manager as my broker for ZCentral Remote Boost connections?

No, we recommend using ZCentral Connect to manage ZCentral Remote Boost connections, and Teradici CAS Manager for Teradici CAS connections.

3 How long will support continue for current customers of ZCentral Remote Boost and ZCentral Connect?

Support has not changed for ZCentral Remote Boost and ZCentral Connect products. At a minimum, the software will be supported until the end of your support agreement.

4 I purchased HP ZCentral Remote Boost recently, can I also use Teradici CAS for free?

Teradici CAS is only available with a combined subscription to Teradici CAS and HP ZCentral Remote Boost. ZCentral Remote Boost licenses will not provide access to Teradici CAS.

5 If I use Remote Boost on Z by HP workstations today, do I also get Teradici CAS for free on Z?

No, Z by HP workstations will not include a license to use Teradici CAS. Z by HP workstations will continue to include a license for HP ZCentral Remote Boost through December 31st, 2022. In 2023, Z by HP workstations will no longer include a license for ZCentral Remote Boost.

6 I have ZCentral Remote Boost perpetual licenses today and want to purchase more. Can I continue to order the perpetual licenses to match, or will I need to purchase the new subscription licenses for Teradici CAS and Remote Boost?

For the near term you can purchase ZCentral Remote Boost perpetual licenses. We will move to a combined subscription model by the end of 2021. The new subscription offer will give access to the full feature set of both ZCentral Software and Teradici CAS.

7 If I purchase the subscription to this new joint offer, will I be able to use both Teradici CAS and ZCentral Remote Boost or will I have to choose one?

The new subscription offer will give access to the full feature set of both ZCentral Software and Teradici CAS. Each has valuable, differentiated capabilities in their respective target areas.

8 If I purchase the subscription to this new joint offer, will I get access to new releases of ZCentral Remote Boost and Teradici CAS?

Customers who purchase a subscription will be entitled to updates for the duration of their subscription.

9 Teradici CAS comes in 1-year and 3-year CAS subscriptions. Will the combined new offer with ZCentral Software be available in both 1-year and 3-year subscriptions?

No, ZCentral Remote Boost will only be included in 1-year CAS subscriptions.

10 Does HP plan to combine ZCentral Remote Boost and Teradici CAS into a single installable application? If so, when will that happen and how can I prepare?

HP plans to continue developing best in class remote software with the best of both Teradici CAS and ZCentral Software. HP does not comment on product roadmaps and plans for future product offerings.

11 Will HP ZCentral 4R hardware still be available through HP channels?

HP ZCentral 4R and other Z by HP hardware will continue to be offered through existing HP channels.