

IMPORTANT FAQS

VSPACE PRO USAGE POLICY CHANGES, VSPACE PRO 11.3 LTS AND ENTERPRISE EDITION

<https://www.ncomputing.com/products/vSpace/vSpace%20Pro%20Enterprise%20Edition>

(1) What is vSpace Pro 11.3 LTS Edition?

vSpace Pro 11.3 is intended to be used by NComputing customers who wish to stay on the long-term support for their deployment without feature and functionality enhancement. This is the long-term support (LTS) version that is replacing the previously released vSpace Pro versions. NComputing does not plan on adding significant new features or enhancements to this version. However, from time to time we will release new versions of vSpace Pro 11 LTS to address critical security patches.

(2) What is vSpace Pro Enterprise Edition?

vSpace Pro Enterprise Edition will be the focal point for future enhancements and development. vSpace Pro Enterprise Edition already includes advanced features such as scalability improvements for large deployments, latest Windows OS support including Windows Server 2019, multi-touch monitor support and more. The customer must have a valid AMP subscription on all connected devices to use vSpace Pro Enterprise Edition.

(3) Is vSpace Pro free to download and use?

Yes, vSpace Pro 11.3 LTS and vSpace Pro Enterprise Edition versions are both free to download. The following restrictions apply to use the software:

For vSpace Pro 11.3 LTS is free to use with eligible NComputing devices (see FAQ #5).

For vSpace Pro Enterprise Edition, you will be required to have an active subscription to AMP on all connected devices to allow more than 5 concurrent connections.

(4) What endpoint devices are supported in vSpace Pro?

RX-series (RX300)
MX-series (MX100D, MX100S)
L-series (L250,L300,L350)
M-series (M300)

(5) Can I continue to use my older thin client devices with vSpace Pro 11.3 LTS?

You can continue to use NComputing devices that were manufactured after January 1st, 2015 with vSpace Pro 11.3 LTS without any restriction with perpetual access.

Effective July 1st, 2019, customers using NComputing devices manufactured prior to January 1st, 2015 will be required to subscribe to a valid vSpace Pro AMP subscription to be compliant

with the updated end user license agreement for all vSpace Pro Software (including vSpace Pro 10.x, 11.x and vSpace Pro 11.3 LTS). Please refer to the NComputing Software EULA [here](#).

Alternatively, customers with devices that were manufactured prior to this date can use vSpace 6.9 Software “as is” without any restriction. New installations of vSpace Pro 6.9 require a non-refundable one-time offline registration fee (per server) . Existing vSpace Pro 6.9 installations are not affected.

(6) Tell me more about NComputing’s policy related to older thin client devices.

If you deploy with vSpace versions prior to 10.x (e.g. vSpace 6, 7 or 8), this new policy change does not affect you.

If you deploy with vSpace Pro Software (vSpace Pro 10.x, vSpace Pro 11.x or vSpace Pro 11.3 LTS), and if all your NComputing thin client devices were manufactured on or after January 1st, 2015 then this new policy change does not affect you.

If you deploy with vSpace Pro Software (vSpace Pro 10.x, vSpace Pro 11.x or vSpace Pro 11.3 LTS), and some or all your NComputing thin client devices were manufactured before January 1st, 2015 then please carefully read the following:

NComputing legacy devices are defined as L250, L300 and M300 devices that were manufactured prior to January 1st, 2015. vSpace Pro Server Software is designed and developed by NComputing Global, Inc. and is exclusively licensed and permitted for use by NComputing devices manufactured from 2015 to the present.

Effective July 1st, 2019, customers can receive an exemption allowing the use of legacy devices by becoming compliant with the NComputing AMP program to access any vSpace Pro Software (vSpace Pro 10.x, 11.x, vSpace Pro 11.3 LTS and vSpace Pro Enterprise Edition). AMP compliance requires the purchase of an AMP subscription for all NComputing devices (regardless of manufacture date) that are connected to vSpace Pro Software.

Failure to comply with the NComputing AMP program requirements and continued use of legacy devices may result in interruption of vSpace Pro Server Software functionality. This may include blocking the ability to connect your NComputing devices to vSpace Pro. This blocking action may affect only your NComputing legacy devices or may, in some circumstances, affect all of your NComputing devices regardless of manufacture date.

Alternatively, customers with legacy devices can still access vSpace 6.9 Software “as is” without any restriction. New installations of vSpace Pro 6.9 require a non-refundable one-time offline registration fee (per server). Existing vSpace Pro 6.9 installations are not affected.

(7) How can I find out the manufacture date of my device?

The manufacture date of your NComputing device can be found on the product label located on the back side of your device. Alternatively, if you had previously connected your device(s) to vSpace Pro 10.x or 11.x, you can find the date of manufacture of the device(s) by accessing your NComputing Management Portal account -> My vSpace Installations -> My Devices. You can click on any device listed here to find out the manufacture date.

(8) How will this new vSpace Pro usage policy affect me?

You will need to review the NComputing thin client devices that you are using in your vSpace Pro deployment.

If you deploy with vSpace Pro Enterprise Edition, you will be required to have an active subscription to AMP on all connected devices to allow more than 5 concurrent connections.

If you deploy with vSpace versions prior to 10.x (e.g. vSpace 4, 6, 7 or 8), this new policy change does not affect you.

If you deploy with vSpace Pro Software (vSpace Pro 10.x, vSpace Pro 11.x or vSpace Pro 11.3 LTS), and if all your NComputing thin client devices were manufactured on or after January 1st, 2015 then this new policy change does not affect you.

If you deploy with vSpace Pro Software (vSpace Pro 10.x, vSpace Pro 11.x and vSpace Pro 11.3 LTS), AND if some or all of your NComputing thin client devices were manufactured before January 1st, 2015 then you are not compliant with the new vSpace Pro usage policy which will be effective July 1st2019. In this case, NComputing is committed to working with you to cooperatively resolve any policy violations. You will be contacted by NComputing with a detailed explanation of your options and a comfortable timeframe in which you will need to take action to become compliant with the usage policy. We will clearly describe the requirements for you to achieve AMP compliance so that you may continue to use vSpace Pro Software (vSpace Pro 10.x, vSpace Pro 11.x and vSpace Pro 11.3 LTS) without interruption. Alternatively, you may uninstall vSpace Pro and revert to using vSpace 6.9 Software “as is” without any restriction. New installations of vSpace Pro 6.9 require a non-refundable one-time offline registration fee (per server). Existing vSpace Pro 6.9 installations are not affected.

Below is a list of examples of different scenarios:

(1) I use vSpace 8.4 or earlier versions. Some or all my devices were manufactured before January 1, 2015. How will this affect me?

- a) This policy change does not affect any of your existing deployment, whether it is based on vSpace 4, 6, 7 or 8.

- b) Any new deployment can still access vSpace 6.9 Software “as is” without any restriction. New installations of vSpace Pro 6.9 require a non-refundable one-time offline registration fee (per server). Note: registration of new installations (with offline registration method) of vSpace 4, 7 or 8 will no longer be available starting July 1, 2019.

(2) I use vSpace 8.4 or earlier versions. All my devices were manufactured after January 1, 2015. How will this affect me?

- a) This policy change does not affect any of your existing deployment, whether it is based on vSpace 4, 6, 7 or 8.
- b) Any new deployment can still access vSpace 6.9 Software “as is” without any restriction. New installations of vSpace Pro 6.9 require a non-refundable one-time offline registration fee (per server). Note: registration of new installations (with offline registration method) of vSpace 4, 7 or 8 will no longer be available starting July 1, 2019.

(3) I use vSpace Pro Software (vSpace Pro 10.x, 11.x or 11.3 LTS). All my devices were manufactured after January 1, 2015. How will this affect me?

- a) This policy change does not affect any of your existing deployment, whether it is based on vSpace Pro 10.x, 11.x or 11.3 LTS.
- b) Any new deployment can still have free and perpetual access using vSpace Pro 11.3 LTS.

(4) I use vSpace Pro Software (vSpace Pro 10.x, 11.x or 11.3 LTS). Some or all my devices were manufactured before January 1, 2015. How will this affect me?

- a) Effective July 1st, 2019, this policy change will affect your existing deployment, whether it is based on vSpace Pro 10.x, 11.x or 11.3 LTS. In this case you will be required to become AMP compliant to avoid potential service interruption. NComputing or our partner will work with you to provide the best option to become AMP compliant in this case.
- b) Any new deployment can still access vSpace 6.9 Software “as is” without any restriction. New installations of vSpace Pro 6.9 require a non-refundable one-time offline registration fee (per server).
- c) Any new deployment with any vSpace Pro Software (vSpace Pro 10.x, 11.x or 11.3 LTS) would require to be AMP compliant.

(5) I use vSpace Pro 10.x with offline registration. How will this affect me?

- a) This policy change does not affect any of your existing deployment based on vSpace Pro 10.x offline registration.
- b) As of May 1st, 2019, you will not be allowed to perform offline registration of new vSpace Pro 10.x deployments. Existing deployments are not affected.
- c) Any new offline registration will be based on vSpace Pro 11.3.1 LTS Offline Edition (available on July 1, 2019). A separate offline registration fee may apply.

(6) I use vSpace Pro Enterprise Edition. How will this affect me?

- a) The customer must have a valid AMP subscription on all connected devices (regardless of the device manufacture date) to use vSpace Pro Enterprise Edition.
- b) Without a valid AMP subscription, vSpace Pro Enterprise Edition will only allow up to a maximum of 5 concurrent connections.

(9) What if I just continue to use my older devices with vSpace Pro without subscription to AMP?

In this case you would not be compliant with the new vSpace Pro usage policy to meet the AMP compliancy requirements.

You will be contacted by NComputing to help you become compliant with the usage policy. NComputing will make every effort to work with you.

If you continue to use the older devices without becoming compliant with the usage policy then your vSpace Pro deployment may be subject to interruption. You will receive advance notification of any interruption.

(10) What operating systems are supported by vSpace Pro 11.3 LTS?

- Windows Server 2016
- Windows Server 2012 R2 U1
- Windows Server 2012
- Windows Server 2008 R2 SP1
- MultiPoint Services Role - Windows Server 2016
- Windows MultiPoint Server 2012
- Windows MultiPoint Server 2011
- Windows 10 (64-bit) *
- Windows 8.1 (64-bit) *
- Windows 7 (64-bit) *

* 1:1 VDI SUPPORTED ACCESS CLIENTS

(11) What operating systems are supported by vSpace Pro Enterprise Edition?

- **Windows Server 2019**
- Windows Server 2016
- Windows Server 2012 R2 U1
- Windows Server 2012
- Windows Server 2008 R2 SP1
- MultiPoint Services Role - Windows Server 2016
- Windows MultiPoint Server 2012
- Windows MultiPoint Server 2011
- Windows 10 (64-bit) *
- Windows 8.1 (64-bit) *
- Windows 7 (64-bit) *

* 1:1 VDI SUPPORTED ACCESS CLIENTS

(12) Tell me more about the AMP for vSpace Pro and its benefits.

AMP for vSpace Pro is a support product offered by NComputing. With AMP you receive unlimited support tickets, phone support (only available in the U.S.) and live chat support. Additionally, you may use vSpace Pro Enterprise Edition which comes with the latest Windows OS support including Windows Server 2019, scalability options for larger deployments, access to the latest features and Health Monitoring for your servers. Also with AMP, older NComputing devices that were manufactured prior to January 1, 2015 can use vSpace Pro software (vSpace Pro 10.x, vSpace Pro 11.x, vSpace Pro 11.3 LTS and vSpace Pro Enterprise Edition) without any service interruption.

(13) Is there a free trial of AMP for vSpace Pro?

A free trial of AMP for vSpace Pro is not available.

(14) If you decide not to subscribe to AMP, can I still use vSpace Pro Enterprise Edition?

Yes, however without AMP vSpace Pro Enterprise Edition will only support a maximum of 5 concurrent sessions with a trial mode message.

(15) What does a subscription to AMP for vSpace Pro cost?

AMP for vSpace Pro is an annual subscription priced at \$12 per connected NComputing thin client device. Price may differ by country and local taxes are not included.

(16) Is there a minimum number of seats required to subscribe to AMP for vSpace Pro?

The number of AMP seats must be equal to or greater than the number of NComputing thin client devices that you connect to your vSpace Pro deployments. As long as you meet the above requirement then your account is considered to be in compliance with AMP and will receive the related benefits. There is no minimum number of AMP seats required to be AMP compliant.

(17) Do AMP enhancements apply to all vSpace Pro 11 servers connected to vSpace Manager?

Yes, AMP compliance is related to the NComputing Management Portal customer account. If your account meets the AMP compliance rules, then all vSpace Pro 10 and/or vSpace Pro 11 servers registered to that Management Portal account will receive the related benefits.

(18) I am currently using vSpace Pro 10.x, 11.0, 11.1 or 11.2. Should I migrate to vSpace Pro 11.3 LTS?

Yes. NComputing strongly recommends that you upgrade your older vSpace Pro installations to at least vSpace Pro 11.3 LTS. If you encounter any issues with older vSpace Pro versions we will request that you first upgrade to vSpace Pro 11.3 LTS in order for us to assist you.

(19) Can I apply an update to my vSpace Pro 11.x to upgrade to vSpace Pro 11.3 LTS?

Yes, you can upgrade your existing vSpace Pro 11.x deployments to vSpace Pro 11.3 LTS.

If you have existing vSpace Pro 10.x, we recommend you to uninstall vSpace Pro 10.x first before installing vSpace Pro 11.3 LTS.

(20) Can I still perform online registration or offline registration with earlier versions of vSpace Software?

Before July 1st, 2019:

New online registration support:

- vSpace Pro 10.0-10.5
- vSpace Pro 11.0-11.2
- vSpace Pro 11.3 LTS
- vSpace Pro Enterprise Edition

New offline registration support:

- vSpace Server 4*
- vSpace Server 6.9*
- vSpace Server 7*
- vSpace Server 8.4*
- vSpace Pro 10.0-10.5* - Offline registration for vSpace Pro 10.0-10.5 will not be possible after April 29, 2019.

Starting July 1st, 2019:

New online registration support:

- vSpace Pro 11.3 LTS
- vSpace Pro Enterprise Edition

New offline registration support:

- vSpace Server 6.9*
- vSpace Pro 11.3 LTS* with integrated offline registration feature.

** Separate fee may apply for offline registration*