



DesktopDirect Advanced Client EOS & Transition Plan



What is in DesktopDirect

■ Clients Device Types & Gesture Suite

- Windows
- MacOS
- iOS
- Android
- Mobile-Device Gesture Suite
 - Comprehensive suite of iOS and Android gesture controls for manipulating Windows applications within mobile environments

■ Access Gateways (AG)

- Array Registration Technology (ART)
 - Physical or virtual desktops may be registered by the administrator manually or via a database or by end-users for scalability and simplified deployment
- Power Management
 - Wake-on-LAN (WoL) technology allows users to remotely power up desktops

Technology Partnership with iTap Background & Future



- **We license iTap RDP clients for:**
 - MacOS
 - iOS
 - Android
- **iTap RDP clients were integrated into Array DesktopDirect clients for these Mobile OS:**
 - DesktopDirect for iOS available from Apple's App Store
 - DesktopDirect for Android available from Google Play
- **iTap features were unlocked by the DesktopDirect Advanced Client license for iOS & Android customers**
- **iTap sold it's asset (including all RDP clients) to Microsoft beginning of 2013. Microsoft will terminate our licensing agreement on July 1st, 2014.**
 - Microsoft will not be licensing the technology they acquired from iTap to third parties.
 - Array and Microsoft worked together on a joint solution for our mutual customers

Customer Impact & EOS Key Dates



■ End-Of-Sale & End-of-Support of DesktopDirect Advanced Client

- Announcement April 1st, 2014
- Important Dates:

Action	Date	Description
End-of-Sale for DesktopDirect Advanced Client	1 st July, 2014	DesktopDirect Advanced Client no longer available for sale.
End of purchase of DesktopDirect Advanced Client support contract	1 st July, 2014	Last day to purchase or renew 1 year support contract for DesktopDirect Advanced Client software.
End of software support of DesktopDirect Advanced Client	1 st July, 2015	DesktopDirect Advanced Client no longer supported.

Transition Recommendations for Customers Using DesktopDirect Advanced Clients



- **For AG Series Access Gateways Customers w/ DesktopDirect Advanced Client**
 - Upgrade to the most current AG and DesktopDirect software releases
 - Download and start using the MotionPro free app from Array and the Microsoft Remote Desktop free app from Apple's iTunes App Store or Google play to access remote desktops.
- **For SPX Series Access Gateways Customers w/ DesktopDirect Advanced Client**
 - Immediately upgrade to an AG model which meets your needs along with the latest AG and DesktopDirect software releases
 - Download and start using the MotionPro free app from Array and the Microsoft Remote Desktop free app from Apple's iTunes App Store or Google play to access remote desktops
 - Customers will have to purchase new support agreements for AG and related software licenses (the value of any unused portion of the SPX and related software support contract will be credited toward the purchase of the new support contract).

Note: The free Array MotionPro client & Microsoft RDP clients provides access to remote desktops. For complete MotionPro features, customers must purchase the MotionPro license and install the MotionPro Module software on their appliance.

New Access Gateway w/DesktopDirect Solution

■ Clients Device Types & Gesture Suite

- Windows
- MacOS
- iOS
- Android
- Mobile-Device Gesture Suite available as part of Microsoft's RDP app for iOS and Android devices

■ Access Gateways (AG)

- Array Registration Technology (ART)
 - Physical or virtual desktops may be registered by the administrator manually or via a database or by end-users for scalability and simplified deployment
- Power Management
 - Wake-on-LAN (WoL) technology allows users to remotely power up desktops

■ Fully supported Array & Microsoft solution

- Array will continue to support and enhance the MotionPro app for iOS & Android
- Microsoft will continue to support and enhance the RDP app for iOS & Android

- **Are Microsoft Desktop clients free to download?**
 - Yes, for all platforms including Windows, MacOS, iOS, and Android
- **Can we continue to sell DesktopDirect for Windows?**
 - Yes. We are using the Microsoft RDP client in the Windows OS.
- **Do we need to license Windows RDP clients from Microsoft?**
 - No. The RDP clients are free for end users to use. We are launching the RDP clients from a browser.
- **If we can launch Microsoft Desktop clients in Windows and MacOS and use Layer 4 tunnels, why cannot we do it for iOS and Android?**
 - iOS does not allow any App to run in the background.
 - We can do it for Android.
- **If customers have other RDP clients (FreeRDP, Wyse, etc.) can they use them with our AG?**
 - Technically yes but we need to test and verify that they work with no issues.

- **What are the differentiations of this solution from those of other VPN vendors?**
 - ART: automatic desktop registration and other functionalities
 - Dynamic ACL: no traffic other than RDP to a specific IP is allowed
 - Layer 4: for Windows and MacOS we still offer off-the-network solution
- **How many virtual sites will customers need?**
 - They will need to have one virtual portal for PCs (Windows and MacOS) and one for mobile devices (iOS and Android). The DD portal for PCs can be integrated with the AD portal for PCs. Portal for mobile devices is the MotionPro portal.
- **What will be EOS?**
 - DesktopDirect Advanced Client.
- **When will EOS announced?**
 - April 1st announcement.
- **When will EOS start?**
 - July 1st, 2014

- **What will happen on July 1st, 2014**
 - We will stop selling DesktopDirect Advanced Client. We will remove DesktopDirect clients for iOS from Apple app store. We will remove DesktopDirect clients for Android from Google Play.
- **What will we do for new DesktopDirect prospects?**
 - Sell AG and DesktopDirect solution which uses the free Array MotionPro app and Microsoft RDP app
- **What will we do for existing DesktopDirect customers?**
 - If they did not purchase DesktopDirect Advanced Client, we don't have to do anything.
 - If they purchased DesktopDirect Advanced Client, they must upgrade to the AG if on SPX, and install and use the latest AG and DesktopDirect software and Array MotionPro and Microsoft RDP free apps.

- **Are there any incentives for customers to upgrade from SPX to AG to support MotionPro Desktop?**
 - Yes. First MotionPro app is free. Secondly we will give customers additional 15% off AG prices for the upgrade.
- **Will there be any price changes?**
 - AG bundle SKUs and prices will not change. However, DesktopDirect was removed from these bundles and is now an add-on module which is priced based on the target AG model.
 - DesktopDirect Advanced Client will be removed from price list.
 - MotionPro will be added to price list. This is only required if customers want the full MotionPro feature set.

- **What to sell between EOS announcement and the date when new solution is available?**
 - Do not sell DesktopDirect Advanced Client licenses or support contracts
 - Continue to sell AG & DesktopDirect Module and direct iOS and Android users to download and using the free Array MotionPro app and Microsoft RDP app from Apple's app store and Google Play.
- **Will XenApp be supported with the new solution?**
 - XenApp support via Citrix Receiver will not be available for the first release.
- **Is there any third party technology in the solution?**
 - Yes, we depend on Microsoft's RDP app. This is the only part that is not Array and the good news is that with Microsoft providing the RDP app, customers have a Microsoft backed solution.
- **Will the MacOS solution still rely on Java to launch it?**
 - Yes, since it is launched from a browser, it still needs Java.

- **There will be some push back from some clients regarding the lack of proxy functionality on mobile devices. Is this something that we will look at developing in the future**
 - Array is a TCP proxy at layer 4 and we have HTTP/HTTPS proxy at layer 7. Array is not an RDP proxy even for Windows and MacOS. We do plan to enhance our layer 7 proxy capabilities for both APV and AG. No specific date of delivery yet.
- **When will the MacOS solution be available for SE to test?**
 - May 1st.
- **Where is Enterprise App Store if customers want to use it? Do they need a separate server?**
 - No. Enterprise App Store resided on AG when MotionPro is licensed.

- **When an iOS user connects with MotionPro, do we have a way to control RDP redirect ?**
 - We cannot control RDP redirect since we are not an RDP proxy.
 - Whatever RDP redirect capability Microsoft clients support we can support.
 - If customers want to disable RDP redirect, they can disable RDP redirect functions at the remote desktop side.

- **With iOS and MotionPro, will users be able to access multiple desktops simultaneously?**
 - No. This is a limitation of this solution. Only one remote desktop can be accessed.