Considerations before upgrading to PC-Duo v13

- Server-side components, such as the PC-Duo Gateway, cannot be upgraded to v13 from v12.7 or earlier releases. This means that Gateways be installed and configured as new on a supported Windows Server (Windows Server 2012, 2016 or 2019 recommended) with IIS Server.

- v12.7 or earlier server-side components can co-exist with v13 during the upgrade process. This means that there would be zero downtime associated with the process, with the Hosts re-configured to report to the new server.

- PC-Duo Host and Master components can be upgraded from previous releases, see compatibility section of this document.

- PC-Duo v13 provides enhanced support for hierarchical groups including inheritance and Active Directory synchronization. However, groups created in v12.7 or earlier releases cannot be migrated and therefore must be recreated.

- PC-Duo v13 is designed to work primarily with trusted SSL certificates, and does not support serving functionality over HTTP. See PC-Duo Networking Requirements Technote for implementation details.

- To make PC-Duo server-side components reachable from outside the network, a DNS alias (e.g. support.companyname.com) with wildcard SSL certificate is required. Also, a port-forward for 443 is required to the LAN IP of the server. See PC-Duo Networking Requirements Technote for implementation details.

Supported Operating systems

PC-Duo v13 now includes support for Windows 10 and Windows Server 2019. Windows XP is no longer supported.

PC-Duo with Gateway and PC-Duo Express editions are supported on the following operating systems.

- Microsoft Windows Vista, Windows 7, Windows 8.1, Windows 10.
- Windows Server 2008, Server 2008r2, Server 2012, Server 2012r2, Server 2016, Server 2019.
- Apple macOS - Limited support for all OS X (running VNC Server).
- Linux - Limited support for all Linux OS (running VNC Server).

The following environments are not supported in the PC-Duo Express edition.

- Virtual Servers - Citrix XenServer, VMWare ESX, Microsoft Hyper-V.
- Virtual Desktops - Citrix XenApp, Citrix XenDesktop, Microsoft Terminal Services.
- Thin Clients - Wyse terminals, Pano boxes.

Compatibility

PC-Duo can manage a variety of Host software versions in your environment. Due to restrictions to ensure reliable, secure encryption is always used, not all previous Host software versions are compatible with version 13. The minimum supported Host version is v11.6, although the latest release/hotfix version of the major version you're running is recommended.

In addition, because SSL support has been restricted to TLSv1.2 or later only in version 13, the following Host versions are required in order to connect to the Gateway Server v13 with the SSL or WSS protocols:

- V12.1 hotfix#3 or later (released March 2013)
- V12.5 or later (released May 2014)
- V12.7 original release or later (released June 2015)
- v13.0 original release or any later major or minor version

Furthermore, due to a bug in earlier versions of PC-Duo WSS protocol support, not all Host versions that support TLSv1.2 and WSS can be managed successfully when they report via WSS to the HTTPSYS port(s) introduced in v13.0.

Incompatible Hosts will perform status reporting correctly, but cannot be connected to for services. The following Host versions are fully compatible with Gateway Server v13.0 HTTPSYS support:

- Host v13.0 original release or later
- Host v12.7 hotfix#8 or later (released August 2018)
- At the time of writing, no Host v12.6 through hotfix#5 is compatible.

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