

**Q** What are the timing details for PrinterLogic’s Web Stack end-of-life schedule?

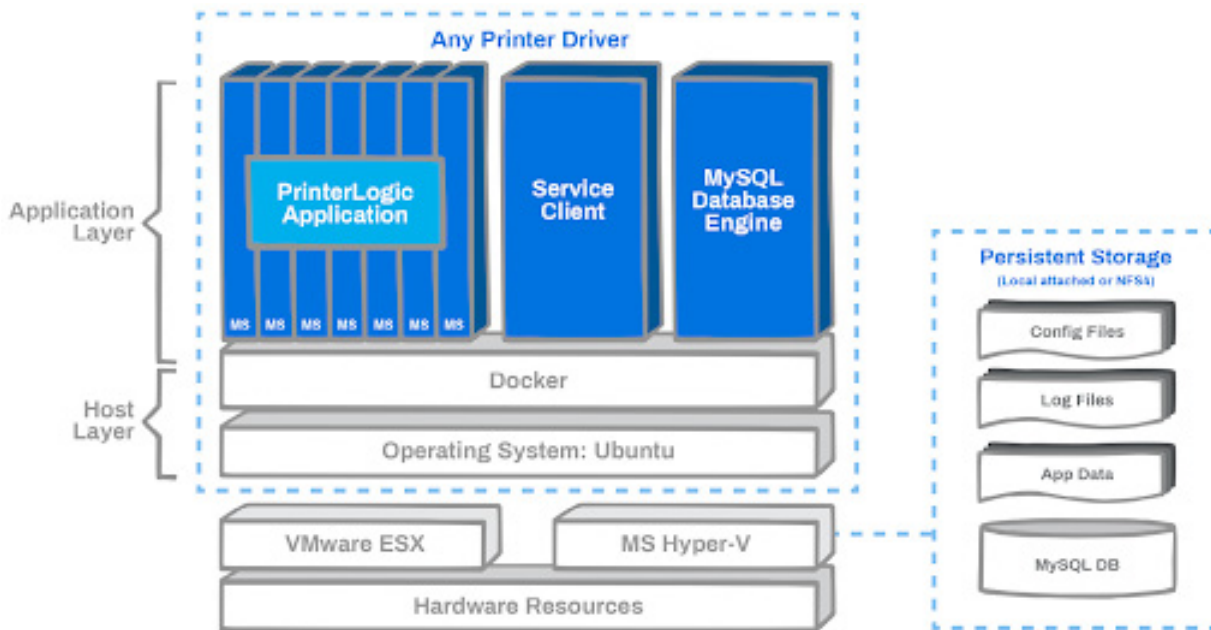
**A** PrinterLogic Web Stack will continue to receive engineering support through August 31, 2022. Live product support will continue for an additional six months, through February 28, 2023.

**Q** What are the upgrade choices for PrinterLogic on-prem customers going forward?

**A** PrinterLogic has evolved into a SaaS-first company. We believe SaaS is a great way to go because it's super easy to manage, completely eliminates infrastructure, and updates automatically...just to name a few reasons. That said, we’ve heard that some customers need a contemporary solution they can host and control. For that reason, we’ve introduced a pre-configured Virtual Appliance (VA) that offers many of the same benefits.

**Q** What is the PrinterLogic Virtual Appliance?

**A** The Virtual Appliance (VA) is PrinterLogic’s latest on-premises platform. It is a self-contained solution for customers who want the latest functionality but who need to host the solution in their data center or private cloud. It’s a complete, unitized solution that’s ready to install, including a server OS, web services, network environment, and the PrinterLogic application.



The PrinterLogic Virtual Appliance contains an application layer and a host layer. In this default configuration, the MySQL database engine is inside the VA.

## Q What new features will I have access to when I upgrade to SaaS or the VA?

A Here is a short list of features in PrinterLogic's SaaS and VA platforms that are not in Web Stack:

- New Identity Provider support (e.g., Okta, Azure AD, Google ID, Ping, and more)
- Chrome OS Client Extension (manage Chromebooks like any other OS)
- New Gen 2 printer CPAs, including new printer support
- Off-network Printing and Zero Trust support
- Offline Printing for Windows (close your laptop and still receive print jobs)
- Native direct IP Mobile Printing on iOS and Android
- Touchless QR code Secure Release Printing using mobile devices
- Epic Output Management integration for healthcare
- Other new features and updates as they become available

## Q Why would a customer choose the VA when a SaaS solution is available?

A We recommend SaaS as the preferred approach for both new customers and upgrades. SaaS is very popular because it completely eliminates print infrastructure, updates automatically, scales on-demand, and is easier to manage. However, some customers require more control and need to host the admin server in their data center. This often stems from corporate IT policy or regulatory norms.

## Q How do updates to the VA work?

A There are two types of updates for the PrinterLogic VA. The Application Layer is updated using the Update button in the Admin Console. Application updates become available at regular intervals that follow SaaS releases, typically within 30-60 days. Updates to the Host Layer (OS and system components) require a new VA file that's found in the [PrinterLogic Admin Guide](#). The host update also provides the latest application update. The Admin Guide provides up-to-date information about the latest builds, what's changed, and download links for supported hypervisors.

## Q What hypervisors are supported on the VA?

A The VA supports VMware ESXi and Microsoft Hyper-V.

## Q Are there any functional differences between SaaS and the VA?

A Here's a summary of differences between the two platforms:

- The SaaS solution scales automatically, whereas the VA is part of a customer's infrastructure planning process.
- SaaS updates occur as often as daily and are available automatically. Software updates for the VA occur less frequently and are under your control.
- For configuring advanced features, there are differences in when a separate Service Client is needed. Internally, the VA handles SNMP monitoring, Identity Provider (IdP) sync<sup>1</sup>, and Simple Badge Release. The Virtual Appliance [requires an external Service Client](#) for Mobile Printing, Offline Printing, Off-network Printing, Email Printing, and CPA installs.
- PrinterLogic SaaS allows an organization to set up separate instances for each business group while managing them from a centralized admin portal. VA instances are managed separately.

## Q What are the hardware requirements for the VA?

A A list of minimum hardware requirements is [available here](#). PrinterLogic recommends a generous allocation of persistent storage because it is much easier to allow for growth upfront. Storage requirements are driven by the number of printers you are managing.

## Q If I want to host the VA in a private cloud, what platforms are supported?

A We support AWS, Azure, and Google Cloud Platform. Currently, private cloud installs are a manual process and require assistance from PrinterLogic support. An automated cloud-platform install feature will be available soon.

## Q How secure is the Virtual Appliance?

A Like any on-prem solution, some facets of security are determined by your organization's security policies. As a general rule, VAs are considered to be highly secure for several reasons:

- The VA's low-profile operating environment is less exposed as an attack surface.
- The OS and platform elements are updated regularly, reducing vulnerabilities.
- VAs offer content verification and integrity checking based on public-key cryptography.

There are a few other security benefits worth mentioning. First, your database and file storage locations are controlled by you, so you can apply your own security policies. In addition, the latest PrinterLogic platforms use centrally managed direct IP, so by default all print job data stays on the local network.

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<sup>1</sup>When Off-network Printing is used, print jobs travel through the PrinterLogic instance in the cloud. Jobs are immediately forwarded to a gateway on the network where the printer resides.

**Q As a Web Stack customer, what's the process for upgrading to PrinterLogic SaaS?**

**A** To begin with, we'll make sure you're running the latest Web Stack software (v19.1.1.13 SP3 and MySQL 5.6 or later). Our support team will assist you with the process. Then, you'll spin up a SaaS instance, and using a URL we provide, you'll upload your database to a secure location. We then transfer settings from your database (e.g., config options, printers, and users) to your SaaS instance. We'll then help you build a script that removes, then reinstalls, our current client software on all user endpoints. Finally, if you are using our Control Panel Applications, those CPAs are reinstalled.

**Q As a Web Stack customer, what's involved in upgrading to the new VA?**

**A** As a starting point, you need to be running Web Stack v19.1 SP3 with MySQL 5.6 or later. The VA includes an upgrade tool that allows you to migrate data into the VA from your Web Stack instance. You can do a migration on your own or reach out to Product Support for assistance. The upgrade does not overwrite your existing Web Stack install. This allows you to spin up the VA and test it before you cut over to the new solution. We recommend uninstalling your CPAs from Web Stack before doing the migration, and then reinstalling the latest CPAs from the VA once it's up and running.

**Q If I'm upgrading to the VA, do I have to update my endpoint client software?**

**A** This depends on your situation, and Product Support can advise you on the best route. As a general rule, we recommend upgrading your clients after the VA installation in order to access all of the latest features. If you keep your home URL the same, your client software will be updated automatically if the "Enable Automatic Update" box is checked in the Admin Console.

**Q Where can I get more information?**

**A** For more information about PrinterLogic's SaaS, go to [PrinterLogic's website](#) or see our [data sheet](#). For more details about the Virtual Appliance, see our [white paper](#). If you're a current customer and would like to discuss your upgrade options, reach out to your PrinterLogic representative.