

Product Change Notification

End-of-Sale and End-of-Support Announcement for SIP 5.0 and MGCP 5.0 firmware

Classification

Product end-of-sale.
Product end-of-support.

Description

The SIP 5.0 firmware is being replaced by firmware DGW on the Mediatrix 4102S Gateway. The DGW firmware features an extended support of SIP, TLS/SRTP encrypted calls as well as IPv4/IPv6 dual-stack support.

The MGCP 5.0 firmware is deprecated without replacement.

Impact

Starting November 1st 2018, all orders of Mediatrix 4102S with SIP 5.0 or MGCP 5.0 firmware will be declined.

Starting February 1st 2019, no technical support will be provided by the technical assistance center for products using the obsolete SIP 5.0 and MGCP 5.0 firmware. No bug fixes or features will be implemented and documentation will no longer be updated.

Deployed Mediatrix 4102S units can be migrated to firmware DGW, for more information on our migration service please contact your account manager.

Support services are also available for customers requiring assistance for the migration.

Effective Date

November 1st, 2018

Affected Products

Product Code	Model	Firmware	Customers
4102-01-MX-S5000- X-01X	Mediatrix 4102S with 2 FXS ports	SIP 5.0	All
4102-01-MX-M5000- X-01X	Mediatrix 4102S with 2 FXS ports	MGCP 5.0	All

Contacting Media5

In order to optimise technical request service, Media5 works with Channel Partners to resolve technical support issues. All end-users requiring technical support are encouraged to contact their direct Media5 distributor or reseller.

Customers with a Media5 Service Level Agreement can request support directly from the Media5 Technical Assistance Center through our Web portal (MSP).

<http://www.media5corp.com/services-support/>