

Product Change Notification

Deprecation of the ZIP firmware file format

Classification

Product modification

Description

Since DGW 2.0 version 37 (released in September 2016) a new firmware file format, the BIN format, has been introduced for Mediatrix devices. This new format is easier to use than the previous ZIP format as it does not have to be extracted on a file server prior to the installation.

The ZIP file format is now deprecated and will no longer be supported once the DGW version 44.0 is released. We highly recommend that on the next maintenance upgrade of your Mediatrix devices, you use the BIN format.

Note: No *End-of-Sale* or *End-of-Life* is announced in this PCN.

Impact

All devices with a firmware prior to DGW 2.0 version 37 will not be upgradable directly to a firmware version higher than 44.0. Upgrading these devices to a version higher than 44.0 will first require a transitional upgrade to version 44.0.

Effective Date

March 2019

Serial Numbers

NA

Affected Products

All Mediatrix products with DGW firmware are affected by this change:

- Mediatrix 3000 Series
- Mediatrix 4100 Series
- Mediatrix 4400 Series
- Mediatrix C7 Series
- Mediatrix S7 Series
- Mediatrix G7 Series
- Mediatrix Sentinel

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/>