

Product Change Notification

Serial Number Length Modification

Classification

Product modification

Description

Following the demand from our customers, a new format of serial numbers will be introduced for all Mediatrix products. The leading 2 digits of the serial number will be truncated resulting in a total length of 17 characters.

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

Impact

Serial number modification will affect the labelling:

- Device certification label
- Unit box label
- Master box label

Embedded firmware will display the modified serial number in various interfaces:

- WEB GUI
- SNMP
- TR-069
- TELNET/SSH command line interpreter

Possibly other interfaces depending on the specific device configuration

Effective Date

Starting March 1, 2019, following depletion of the inventory, affected products will begin being shipped with the new 17-characters serial number

Serial Numbers

Structure of the 17 characters serial number

PPPPRRMMWWYYXXX

Where:

PPPPP : Product ID (5 digits)

RR : Product revision ID (2 digits)

MM : Manufacturer ID (2 characters)

WW : Week (2 digits)

YY : Year (2 digits)

XXXX : incremental number (4 digits, reset to "0001" each week)

Affected Products

Product Code	Model	Customers
C7XX-XX-XX-XXXXX-X-XXX	All Model C products: Mediatrix C7	All
MXXXXXXXXXXXXXXXXXXXXX	All Model M products: - Mediatrix G7 - Mediatrix S7 - Mediatrix S7 LP - Sentinel 100	All
SXXXXXXXXXXXXXXXXXXXXX	All Model S products: Sentinel 400	All
4102-XX-XX-XXXXX-X-XXX	Mediatrix 4102	All

Contacting Media5

In order to optimize 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/>