

Product Change Notification

Boot-time Behaviour Modification

Classification

Product modification

Description

Following the introduction of the Media5 Virtuo Cloud Management Platform, the DGW firmware version 45.0 will try to contact Virtuo when the unit is booting and periodically thereafter.

For details about the benefits of Virtuo, see the following presentation:

<https://www.media5corp.com/products/management-system/virtuo-ems/>

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

Impact

A Virtuo-enabled device will periodically contact the Virtuo Cloud server via an authenticated HTTPS (Secure HTTP) connection.

For customers without an active Virtuo account:

The Mediatrix units will seamlessly try to connect every Monday between 1 and 3 AM, local time, to verify if the Virtuo provisioning service has been activated.

The configuration of the units will not be modified and their operation will not be otherwise affected.

To deactivate the feature:

The Mediatrix units can be configured to prevent any communication with the Virtuo server, by stopping the Element Management System (EMS) service.

Please refer to the "DGW Services" document published on the Media5 documentation portal for instructions on how to disable a service:

<https://documentation.media5corp.com/display/DGWLATEST/DGW+Services>

For customers with an active Virtuo account:

Unless provisioned otherwise, by default, the Mediatrix units will periodically connect every day between 1 and 3 AM to verify if a configuration update is available.

Collected information

Each time a device connects to Virtuo, the following information is collected:

- Date and time of the connection
- IP address of the device
- MAC address of the device
- Firmware version
- Profile version

Effective Date

The DGW firmware version 45.0 is planned to be available for download on August 30, 2019.

Starting at this date, all units shipped from Media5 with the following product codes will have the new firmware and behaviour.

Serial Numbers

NA

Affected Products

This change only affects product listed below, it does not affect customers with custom profiles.

Product Code	Model	Customers
C7XX-XX-MX-XXXXX-X-XXX	Mediatrix C7	All
MXXXXXXXXMX0XXXXXXXXXXXX	All Model M products • Mediatrix G7 • Mediatrix S7 • Mediatrix S7 LP • Sentinel 100	All
SXXXXXXXXMX0XXXXXXXXXXXX	Sentinel 400	All
4102-XX-MX-XXXXX-X-XXX	Mediatrix 4102	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/>