

VERTIV™

Cybex™ SC Switching System

Unit Replacement Program

SUSPENSION NOTICE

1 Overview

Effective immediately (as of March 1, 2018), the Unit Replacement Program is suspended for the following switches:

- Vertiv™ Cybex™ SC 840/845/940/945 Secure DVI-I KVM Switches
- Vertiv™ Cybex™ SC 840D/845D/940D/945D Secure 4-Port DisplayPort KVM Switches
- Vertiv™ Cybex™ SC 840H/845H/940H/945H Secure 2 and 4-Port HDMI KVM Switches
- Vertiv™ Cybex™ SC KM 140/KM 145 Secure 4-Port KM Switches

In advance of this suspension notice, customers purchasing these products were proactively notified via online service bulletins, Technical Support representatives, Sales Team contacts and business partners about possible issues with switches falling into Tamper mode becoming non-functional. In early product releases, the battery was sampled at a 1 Hz rate, which potentially caused the battery life to be reduced as well; customers were also immediately notified of this.

2 Resolution

Steps have been taken to remedy the issues that originally prompted the Unit Replacement Program, therefore leading to the suspension of the program:

- Security requirements for the anti-tampering functions of the KM/KVM switches (including the battery providing power to the anti-tampering switch) were increased with the new NIAP protection profile 3.0. With these requirements, the battery is monitored to ensure it has not been expired or tampered with, and the battery voltage is sampled by the micro-processor.
- The battery is now being sampled at a 10 Hz rate.

Since the release of the original Unit Replacement Program notice and implementation of the program, continuous sampling of returned units and monitoring of battery performance against the 10 Hz rate has demonstrated a higher performance than originally predicted. Customers experiencing issues with switches falling into Tamper mode are able to continue working with their Technical Support representative to process defective units under normal terms and conditions of warranty repair and support via the Return Materials Authorization (RMA) program.