

VERTIV™

Cybex™ SC Switching System

Unit Replacement Program

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1 Issue Overview

Some switch models within the new Vertiv™ Cybex™ SC switching system have firmware that must be updated to avoid reduced battery life. While this is not a security or safety concern, this reduced battery life results in the switch entering Tamper mode with discontinued functionality. Conservative estimates indicate the switch could enter Tamper mode as early as 1.5 years after installation due to the reduced battery life.

Units that are currently shipping are not affected, but firmware should be updated on previous shipments of 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

Additional technical details

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 expired or been tampered with, and the battery voltage is sampled by the micro-processor.

In early product releases, the battery was sampled at a 1 Hz rate. However, due to the PP requirements, a change was later made to make the battery sampling rate match the rate at which the anti-tampering switch is sampled. The new 10 Hz sampling rate places the battery under load ten times as often and drains the battery quicker than acceptable to meet the 25 year battery life design constraint. This 10 Hz sampling rate only allows the battery to last for approximately 1.5 years.

2 Solution

Vertiv™ has implemented a secure switch unit replacement program to replace all affected switches and, in order to facilitate the unit replacement process, will be directly contacting individual customers known to have purchased units that require the firmware upgrade.

NOTE: Customers cannot repair switches with this issue.

In the event you have not received this notification directly from Vertiv™, or if you would prefer to proactively contact Vertiv™, regarding this issue, please contact Technical Support at <https://www.vertivco.com/en-us/support/>.

3 Unit Replacement Program Details

To access the console port with the factory default settings, you need terminal emulation software running 9600 bits per second, 8 bits, 1 stop bit, no parity and no flow control.

At no charge to you, the Vertiv™ Cybex™ SC Switching System Unit Replacement Program is designed to provide equivalent replacement switches with corrected anti-tamper firmware functionality. All return and replacement shipping charges will also be covered by Vertiv™.

Using your unit serial numbers, Technical Support will be able to validate your unit exposure and record all information required to initiate the unit replacement program.

Locating your unit serial number

On the outside of your product box, locate the white Vertiv™ sticker. On the left-hand side of the label, the unit serial number (S/N) will be indicated with a combination of letters and/or numbers listed below a bar code. For example, the serial number is HH281701153 as indicated in the following graphic.

Unit Serial Number (S/N) Location on the Product Box



On your switch unit, locate the white Vertiv™ sticker. On the right-hand side of the label, under the Vertiv™ logo, the unit serial number (S/N) will be indicated with a combination of letters and/or numbers listed below a bar code. For example, the serial number is HH281701153 as indicated in the following graphic.

Unit Serial Number (S/N) Location on the Switch Unit



Unit Replacement Program Steps

The Unit Replacement Program operates with the following process:

- **Initial Contact:** First, Vertiv™ will initiate contact with individual customers known to have affected units in order to validate the quantity and part number mix of affected units in the customer's possession.
- **Assessment and Notification:** Next, Vertiv™ will determine the availability and estimated timing to provide replacement units, and notify the customer of a target date to issue an RMA to initiate the advanced replacement process.
- **RMA and Replacement:** Once all replacement units are available, Vertiv™ will notify the customer and schedule the RMA issuance accordingly to initiate the physical advanced replacement process. Keep the following information in mind:
 - Uninstalled switches should be returned in their original packaging
 - Currently installed units should be repackaged for return by reusing the advanced replacement unit packaging

For more information and further clarification, please contact Technical Support at <https://www.vertivco.com/en-us/support/>.

4 Frequently Asked Questions (FAQs)

QUESTION	ANSWER
How can I tell if my switch has this problem and, if so, how do I get a replacement unit?	Switches with this issue are identified based on the unit serial number. Vertiv™ will be contacting those customers with known affected units to arrange replacement activities and manage customer-specific considerations. If you contact Technical Support prior to them contacting you, the Technical Support representative can confirm the status of your switches and initiate the replacement scheduling process, if applicable.
Can the switch be repaired?	Switches can be repaired based on a specific rework process conducted by trained technicians; however, the switches cannot be repaired by the customer.
What caused the battery life to be diminished?	A firmware change was made that affected the current draw on the battery.
What is the normal battery life expectancy of a good switch?	New units have a battery life expectancy of greater than 25 years.
Are there any concerns if I continue to use my switch?	While there are no safety, security or functional impacts, the switches will eventually enter the Tamper mode and will be unusable from that point forward.
Can I wait until my switch stops working and then return it?	Yes. The replacement will also be honored at that time.
How does this affect the warranty of my KVM/KM secure switch?	The replacement process does not void any existing warranty.
What if I have more questions on this topic?	For more information and corrective action please contact Technical Support at http://www.vertivco.com/en-us/support/ .