

# PRODUCT UPDATE BULLETIN

PUB-OGN-001

April 07, 2020



## OPENGN PC CONFIGURATION & NEW SUPPORT EMAIL

Dear valued customer,

OpenGN is an award-winning life-safety monitoring platform. It is crucial that the PC is configured correctly so that monitoring services run 24/7. This ensures the safety of occupants in the protected facility.

In order to run the OpenGN monitoring services smoothly, you should ensure the following:

- The PC running OpenGN has been approved by Mircom
- The PC is not connected to the internet (WAN)
- All Windows updates are turned off
- Set the PC to never go to sleep (using Power & Sleep option from Windows settings)

### Why shouldn't you connect OpenGN to the internet?

Keeping the OpenGN PC offline makes your site less vulnerable to cyber-attacks. Additionally, it will not allow Windows updates to modify the configuration of device drivers and other hardware in the PC.

Mircom's design team takes great effort to provide certified hardware as an integrated solution together with our OpenGN software. Modifying the hardware or base operating system software, for example by running Windows update, may affect one or more services. We highly encourage customers to purchase our certified UL or Non-UL hardware offerings to maximize performance of your software.

### **New Support email address for OpenGN**

As part of our commitment to a continuous improvement process, we ask that going forward all OpenGN support questions are directed to a new distribution group email address which will be monitored by a number of experts at Mircom to help serve you better.

The new OpenGN support email address is: [opengnsupport@mircomgroup.com](mailto:opengnsupport@mircomgroup.com)

The inbox will be monitored daily and will provide the fastest and most complete response for your application design questions, support issues or general enquiry.

## Recent OpenGN Developments

Mircom is adding functionality to OpenGN regularly. Our latest OpenGN V3.5 was released on March 2, 2020.

### OpenGN 3.5 Key Features

- OpenGN now supports thousands of zone shapes to help you guide your emergency response plan
- OpenGN now supports Windows 10 IoT 2016 Enterprise LTSB (Long Term Support Branch)
- OpenGN now supports Windows Server IoT 2019 Standard
- OpenGN now supports SQL Server 2017 Standard
- OpenGN now supports 64-bit builds and thousands of SVG files (floorplans) can be loaded to your projects
- OpenGN now has native integration with Mircom's TX3 Line of Access Control Panels, TX3 Emergency Stations and the TX3-Insuite
- OpenGN is fully compatible with Mircom Fire Panel Offerings including FlexNet v12 (AP) and FlexNet MP

## We are looking for Cloud Early Adopters!

If you are considering a digital transformation and want to look at hosting your OpenGN in the cloud, we want to hear from you! Mircom is working closely with cloud service providers to provide options for your projects going forward.

## Stay tuned for full OpenGN 3.5 Product Update Bulletin.

### Did You Know?

You can find all Mircom product documents:

<https://mircom.com/product-documents/>

We have FAQ's (Frequently Asked Questions) to troubleshoot our products:

<https://mircom.com/technical-support/mircom-frequently-asked-questions/>

Mircom's OpenGN product page has marketing material to help you upsell your next job:

<http://www.mircom.com/opengn>

### We Want Your Feedback

We are always looking for your feedback on our Products and Solutions.

- Suggestions, Ideas, Needs, Problems
- Project Wins & Losses
- Case Studies & Installation Photos
- Sales & Marketing Tools
- Anything else that help our business grow together

If you have any questions or comments, please contact us directly at: [pm@mircomgroup.com](mailto:pm@mircomgroup.com)