

**Product Bulletin**

**Date: June 2020**

**Distribution:** *TotalTrax Sales, Services & Channel Partners*

**Subject:** *Announcement of Product Information*

**Products Affected:** *SX200 Software, VX Hardware, Mixed Fleet, Legacy*

**Summary:**

TotalTrax is committed to providing the highest quality, continuously improving fleet telematics solutions for our customers.

TotalTrax has engaged customers in focus groups and in Voice of the Customer interviews, to enhance the SX/VX Product Line. The following products and processes have been enhanced due to the feedback received from our customers.

**🔒 Security Changes**

TotalTrax has been working to increase the security of our products. In the next SX200 release, v1.5.2 the following updates have been added:

**🔒 Idle Account Locking & Password Expiration**

- Idle account locking and password expiration default to 365 days, with the clock starting on deployment day for existing accounts (if an account exists when the feature is deployed, its 365-day clock starts on the day the feature is installed).

**🔒 Password non-reuse**

- SX200 software users will no longer have the ability to reuse a password

**🔒 Minimum Password Length 10 chars**

- To follow updated standards for passwords, the minimum password length has been increased to 10 characters. This new requirement will take effect when a user changes their password

**🔒 Support**

- For security reasons TotalTrax does not change passwords for our customers. Please understand that TotalTrax takes security to your software seriously, since we don't have the ability to verify if the requester should have access to your system, the Tech Support team will only provide you the name of an administrator from your site.

**🔒 Reminders:**

• **Non-Warranty Hardware**

As of April 1, 2020, TotalTrax will no longer repair or accept RMA's for non-warranty hardware. All non-warranty hardware will require you to purchase a hardware replacement, by contacting Customer Support at [customerservice@totaltraxinc.com](mailto:customerservice@totaltraxinc.com)

- **Legacy Products Support**

***Legacy Hardware Support:***

Support of legacy hardware ended on December 31, 2018.

As of October 1, 2019, TotalTrax will no longer repair or accept RMA's for Legacy hardware. Exceptions will need to be approved.

- Customers with legacy hardware 5+ years will need to be transitioned to the Cloud and SXVX platform.
- Customers with legacy hardware 4 years or less can be transitioned to a Mixed Fleet environment for 1 year and then convert to the SXVX platform.

***Mixed Fleet Support***

Mixed Fleet environments will move to "limited" support and all development, changes, and updates will be ceased as of December 31, 2020. A final release will be made in December of 2020.

After the end of 2020, customers will stay on the Mixed Fleet Platform for a maximum of 1 year, and will need to move to VX Hardware within that timeframe.