

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.

 New Key Association Application

The Key Association Application provides SX200 Administrators, the ability to create keys for all roles associated with operators.

TotalTrax will implement a new version of the Key Association Application. The new version will be available in the SX200 software release version 1.5.3, available mid-October. You will be required to download the new version when you receive the SX200 release version 1.5.3. Instructions can be found in the Key Association Application Users Guide.

 Technical Support

For security reasons the TotalTrax Technical Support team, will not change passwords for our customers. Please understand that TotalTrax takes security for 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

- **Legacy Products Support**

Legacy Hardware Support:

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

- Customers with legacy hardware 5+ years old, will need to be transitioned to the Cloud and SXVX platform. Contact your Sales representative or Customer Support at customerservice@totaltraxinc.com
- 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 – Important dates

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.

To discuss upgrading your TotalTrax System, contact your Sales representative or Customer Support at customerservice@totaltraxinc.com