



## VLM

Viprinet Lifetime Maintenance is a bundle of software and service components that was designed to perfectly support the longevity of Multichannel VPN Routers and Hubs. With VLM, access to high-quality support via email and phone, Advanced Replacement (ARMA), and to the newest firm- and software is guaranteed. The extent of included services varies depending on the respective subscription level.

## VLM SUPPORT GMBH

VLM Support GmbH is your service provider for all Viprinet products. We provide firmware updates and long-term support for the entire Viprinet product portfolio.

We accompany your product purchase with the experienced solution providers from the Viprinet partner network.

VLM Support GmbH is a service organization independent from Viprinet. It was founded in early 2020 by Simon Kissel, the original inventor of the Viprinet technology. Under exclusive license from Viprinet, it provides all services related to the maintenance and further development of the Viprinet product range.

The Viprinet brand name is used under license.



# END OF SERVICE NOTIFICATION & PRODUCT NEWS

Dear Viprinet Customer,

The time has come to upgrade to the future of the Viprinet technology!

With Viprinet, we've always put value on the durability and sustainability of our products.

With the hardware requirements from our software increasing on the one side, and the lack of spare parts for more and more models on the other side, it is however becoming increasingly difficult to maintain a healthy support system for some very outdated models.



As you surely are aware, even for products that are no longer sold we are constantly adding new features in our Firmware releases, with the WAN-Optimizer being a prime example. However, with the limitations on RAM and Flash storage size of those outdated products, it is becoming hard to keep the Firmware up-to-date. When it comes to newer security standards such as TLS 1.3, due to missing processor support an implementation for most devices would be terribly slow. With TLS 1.1 no longer being recommended to be used after 2021, it is really time to move to the latest in security technology.

Therefore we will end the support for a number of devices on the 1st of December 2021. From this date on we will no longer offer Firmware updates or repairs for those devices. This gives you and us full 12 months of time to upgrade your existing Viprinet infrastructure to the current product line.

## END OF SERVICE NOTIFICATION

End of service is declared for the following devices:

Router:

- 01-00200 Multichannel VPN Router 200
- 01-00300 Multichannel VPN Router 300
- 01-00500 Multichannel VPN Router 500
- 01-00510 Multichannel VPN Router 510
- 01-00511 Multichannel VPN Router 511
- 01-00512 Multichannel VPN Router 512
- 01-01610 Multichannel VPN Router 1610
- 01-02610 Multichannel VPN Router 2610

VPN Hubs:

- 01-01000 Multichannel VPN Hub 1000
- 01-01020 Multichannel VPN Hub 1020
- 01-02000 Multichannel VPN Hub 2000
- 01-02020 Multichannel VPN Hub 2020

Thanks to Viprinet Lifetime Maintenance, you can easily and cost-effectively upgrade to the latest product generation. The upgrade paths are as follows:

- Multichannel VPN Router 200 & 300 → Multichannel VPN Router 310
- Multichannel VPN Router 500 & 510-512 → Multichannel VPN Router 520-522
- Multichannel VPN Hub 1000, 1020, 2000 & 2020 → Multichannel VPN Hub 2030

The upgrade will be convenient and easy: We will send you the new device, you make a backup of your existing device configuration, restore that on the new device. Once your new device is running, you then send the old device back to us. The old device will then be recycled in an environmentally friendly way.

As a VLM Gold Level customer, the upgrade is completely free of charge. Customers with VLM Silver Level receive the upgrade for the favorable all-inclusive price of 400 Euro (plus VAT). As a Bronze Level customer, you may purchase the new device with 30% discount on the list price.

**Don't miss this chance to save: Change from Bronze or Silver Level to VLM Gold now and you will receive the upgrade to the new device generation completely free of charge.** There also is an alternative option to change from VLM Bronze to VLM Silver in order to benefit from the all-inclusive price offer of 400 Euro for the upgrade.

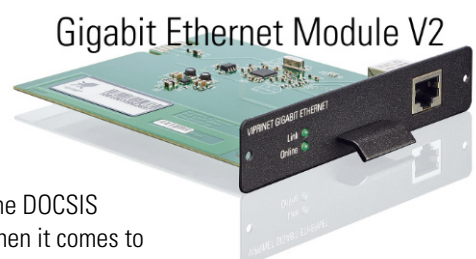
In Firmware releases after December 1st, 2021, the following hot-plug modem modules will no longer be supported for mobile communications technologies that are obsolete or have already been switched off by network operators:

- 10-01004 UMTS/HSPA/GPRS/EDGE Module
- 10-01005 UMTS/HSPA+/GPRS/EDGE Module
- 10-01006 CDMA/EV-DO Module (Sprint USA)
- 10-01007 CDMA/EV-DO Module (Verizon USA)
- 10-01040 CDMA 450 Band A Module Sweden
- 10-01041 CDMA 450 Band H Module
- 10-01042 CDMA 450 Band L Module
- 10-01043 CDMA 450 Band A Module Norway
- 10-01044 CDMA 450 Band A Module Denmark
- 10-01045 CDMA 450 Band A Module Finland

For the hotplug modules we recommend a replacement with one of our current models for 4G LTE, or the 5G module available from the beginning of 2021. Other than those listed above, all your existing modules will keep working in the new router, too.

## **NEW PRODUCT AVAILABLE NOW: GIGABIT ETHERNET MODULE V2**

The existing Gigabit Ethernet Module available for our routers uses an Ethernet Chipset that is no longer cutting-edge. It is also known to have performance issues when used in combination with some Ethernet switches, and more importantly with some DOCSIS cable modems due to incompatibilities when it comes to Ethernet Pause Frames.



We've therefore created a new Module with an update-to-date Ethernet chipset. The new module has been tested extensively, and in general has better performance, and does not have the mentioned compatibility problems.

The new module is available at the list price of 289 Euros (+VAT). While supplies last, the V1 module is still available until the end of 2020 at 209 Euros.

## UPCOMING NEW PRODUCT: 5G SUB-6GHZ MODULE

Starting in Q1/21 you will be able to upgrade your Viprinet router to the next level of mobile broadband technology.

The upcoming 5G NR Sub-6 GHz module is designed for today's and upcoming 5G networks which are advertised to be offering up to 5.5 Gbps downlink speed and 3 Gbps uplink speed. It does support the mixed-mode combination of LTE+5G networks being in deployment today, and also is able to fallback to 4G-only networks. The high number of 5G and LTE bands supported make the module suitable for use in Europe and North America alike. Versions for other regions will follow.



The module is coming equipped with the standard Viprinet hotplug module connector. When used in existing modular Viprinet routers it will be able to provide "real" 250 MBit/s, which is largely in line with what to actually expect on 5G networks getting deployed today. It also carries a secondary hotplug connector that is going to be used in future router models. Using that, the module will be able to provide speeds upwards of 1 GBit/s once 5G-only networks will be supporting that using higher-up frequency bands.

The module will be available in sample quantities from January 2021, with mass production scheduled to start in March 2021.

## NEW STABLE FIRMWARE RELEASE AVAILABLE AS OFFLINE- AND ONLINE-UPDATE

We have delivered. While there had been no new firmware releases in 2019, VLM Support GmbH has kept their promises and in 2020 already brought three of those, bringing dramatic improvements to the existing Viprinet product range. The final release for 2020 is now available, bringing not only even more performance improvements, but having fixed over 50 bugs customers had reported, making it the fastest and most stable Viprinet firmware release so far.

The most exciting feature is a massive speed boost for the Multichannel VPN Router 310. When Viprinet started selling the 310 it was advertised for having a bonding capacity of 100 MBit/s. Through code optimizations we've now been able to see up to 250 MBit/s of bonding throughput under optimal conditions. Imagine having bought a car that years after your purchase suddenly is able to go twice the speed you expected - that's the case here.

In future releases we plan to bring comparable speed boosts to the 2620 and 520/521/522 router models, too.

All code related to our 3G/4G modems has been rewritten to be more future-proof, and is now also supporting the upcoming 5G modules. In-place updating the firmware of the 4G modem modules inside the router has become fast and easy again. Managing multiple SIMs with different provider profiles in routers that support it (via the 4G MultiSIM-Hotplug Module and the Toughlink device series) has become far more practical.

Additional new features:

- All Viprinet routers are now supporting routing a much higher number of concurrent connections
- The WAN Optimizer is faster and supports a higher number of flows
- WAN modules are now automatically detecting problems with their Internet connectivity, which helps detecting blocked WAN connections or SIM cards that have run out of allowed Traffic



- The web configuration interface is much faster now
- Bonding multiple channels with highly different characteristics in speed and Latency now works much better

The firmware update is available for download for offline-installations on Viprinet routers at

<https://updates.vipri.net/>.

In addition, the firmware update is offered for Online-installation inside the router's web interface.

Please make sure to study the release notes file available. This is especially important for aged devices that had been in service for over 5 years.

We thank you for your loyalty and look forward to hearing from you again as soon as possible!

Best regards,

Your VLM Support Team

