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Re: EXO Firmware Update

Dear Valued Customer,

Moog would like to inform you of a critical software update for our EXO product line. In some VMS platforms, per the ONVIF protocol, a large amount of Read/Write functions are executed on the root directory. We have found that this causes a software instability resulting in an unrecoverable memory error. The end result is a unit that will not properly boot, which results in loss of video and communication. Moog Firmware 4.0.5.4 is being released to remove the risk of such an error occurring on your hardware. VMS' and revisions tested with this firmware version are:

- Aimetis – Symphony Client Rev: 6.14.2.0; Device Pack: 1.0.29.1
- DVTEL – Latitude 6.4.0.6817
- Panasonic – NV-300
- Pelco Digital Sentry – ControlPoint 7.6.32
- Verint/Nextiva – Nextiva 6.4 SP1.1

The latest firmware can be found on our website: <http://moogs3.com/technical-support/software-downloads/>

Open “EXO Series Firmware Upgrade Guide” for instructions on updating from your current version.

The Moog firmware is also updating much of our functionality. You should now see improvements related to:

- Absolute Positioning on ONVIF
- More stable firmware resulting in fewer system reboots
- Panasonic VMS support update
- Aimetis VMS support
- General bug fixes

In rare cases, systems can become non-responsive (“bricked”) prior to installing this latest firmware. If you are experiencing this symptom, please contact the Service department at the number below to receive an RMA number to allow the product to be fixed in our factory.

If you require any assistance, or have any questions, please contact our technical support team, at 847-498-0700 X538 from 7:00 A.M. to 4:00 P.M. CDT.

Thank you,

Doug Wehling  
Quality Manager