



FITCH SECURITY INTEGRATION INC.

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January 29, 2020

To all Clients using the Verex Platform,

In addition to all previous emails regarding the demise of the Verex product line as of December 31, 2019, we have to advise you of a potential issue that may cause the premature failure of your Verex system.

The Verex system uses what we call a “dongle” - in essence a device that looks like a USB key that inserts into the Verex server / computer in order to authenticate the software and its purchase.

In the case of Verex, any Verex dongle that is less than the 5.00 version (ie: 3.xx, 4.xx) there is a possibility of the software “timing out” as if you had purchased the system on a subscription basis and that your subscription had run out. When / if this should happen, the entire system will cease to communicate with its controllers, keypads and card readers rendering the system mostly inoperable.

Verex has never been sold on a “subscription” basis and the fact this occurs - even rarely - is a bug. We have over time seen this occur and through our Service Department Staff, we can rectify this with Verex’s on-line assistance as it is not something an end-user can easily perform.

It is our opinion that most if not all systems we have installed has the potential of having this bug as the Version 5.xx dongle and an upgrade to it is relatively recent.

We ask that you immediately call us to have a Service Technician attend your site to inspect the dongle and it’s version and to upgrade it if need be. We are made to understand that the top-tier technical support Verex have always offered will cease by July 31, 2020 after which we are unsure if the above procedure will be available from them.

Note that there is no cost for any of this other than for labour and that without having us perform the above Service Call, you are at risk in the future of a complete failure of your Verex system without any recourse.

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