

Product Change Notification (PCN)

SNMP v3 New Behavior

Classification

Product modification

Description

Due to increased password security of user accounts in DGW firmware version 48.5, the SNMP v3 management credentials are modified.

These modifications may cause **SNMP v3 clients not to connect anymore to a Mediatrix unit** when upgrading to DGW version 48.5 and beyond.

After upgrade, the default SNMP v3 credentials will be the same as the “admin” user account.

Note: No *End of Sale* or *End of Life* is announced in this PCN.

Impact

No impact when using SNMP v1 or SNMP v2 protocol to connect.

No impact when the SNMP service is disabled in the Mediatrix unit.

The new behavior is as followed:

	Before DGW v48.5	Starting from DGW v48.5
User Account	Any user account can be used to authenticate a SNMP v3 request.	<p>Only one user account can be used for SNMP v3 authentication.</p> <p>The user account name is specified in the Snmp.SnmpUser parameter.</p> <p>The default username value:</p> <ul style="list-style-type: none"> • admin
Password	The passwords are not specific to SNMP v3. They are from the user accounts in the Management / Access Control web page.	<p>The SNMP v3 password is now dissociated from the user accounts.</p> <p>The password is configured in the new Snmp.SnmpV3Password parameter.</p> <p>Changing the “admin” password of the user account in Access Control does not affect the SNMP v3 password.</p>

Firmware Upgrade	N/A	When upgrading the unit to DGW v48.5, the “admin” account password is copied (one-time) to the Snmp.SnmpV3Password parameter. Default password is: <ul style="list-style-type: none">• administrator
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Effective Date

The DGW firmware version 48.5 will be released in May 2022.

Serial Numbers

N/A

Affected Products

Affect all Mediatrix units running DGW firmware version 48.5 and over.

Contacting Media5

In order to optimise technical request service, Media5 works with Channel Partners to resolve technical support issues. All end-users requiring technical support are encouraged to contact their direct Media5 distributor or reseller.

Customers with a Media5 Service Level Agreement can request support directly from the Media5 Technical Assistance Center through our Web portal (MSP).

<https://www.m5t.com/services-support/>