September 12, 2017

To our valued customers:

It has been a long, hard road to release this product. We have never had a product which seemed to fight us at every step of the way like this one has. Even after we were sure we were essentially ready to ship (and took preorders as a result), this product still found a way to delay its shipment for another several months.

We appreciate our customers who were more than understanding about the delays. We believe the wait was worth it.

Part of the reason this took so long is the new controller hardware. We've taken an entirely new approach to providing the web interface to this device, and we believe it has paid off. But, please be aware that when we say 'new', we also mean to some extent 'unproven'.

While we would never ship a product that we weren't confident in, we also understand that no matter how much we test and validate a product, there will be something which our customers find that our testing procedure overlooked. As a result, **we ask that you be careful with the first few deployments of this product.** In particular, choose sites which are easy to access, and are easy to recover if something goes wrong with the management interface. We don't expect problems, but we've been at this long enough to know that 'unproven' sometimes means 'truck roll'. If you do find a problem, please let us know, and we'll do our best to resolve it as quickly as possible.

We have one additional item we would like to mention. There are a few features that we had hoped to integrate in the initial release. Each one which didn't make the initial cut had a reason – for many features it was simply a matter of being behind schedule. These features will make it into a later revision of the firmware. But there is one feature in particular we know we're going to have customers ask about, and that is SNMP support.

In our previous products, SNMP worked extremely well. MIB support, not so much. Due to the expandable nature of the SiteMonitor system, it was virtually impossible to come up with a solution which would work that also had a consistent set of OID's across all possible configurations. We realized this as a shortcoming, and have a path to fix this utilizing the additional resources available in the new control board. Unfortunately, it quickly became obvious that we simply did not have time in the development schedule to fit this into the initial release. We plan to remedy this as quickly as possible, as we know SNMP monitoring is critical to our customers.

We hope you find this new product as exciting as we do.

Sincerely,

Forrest W Christian
CEO
PacketFlux Technologies, Inc.