

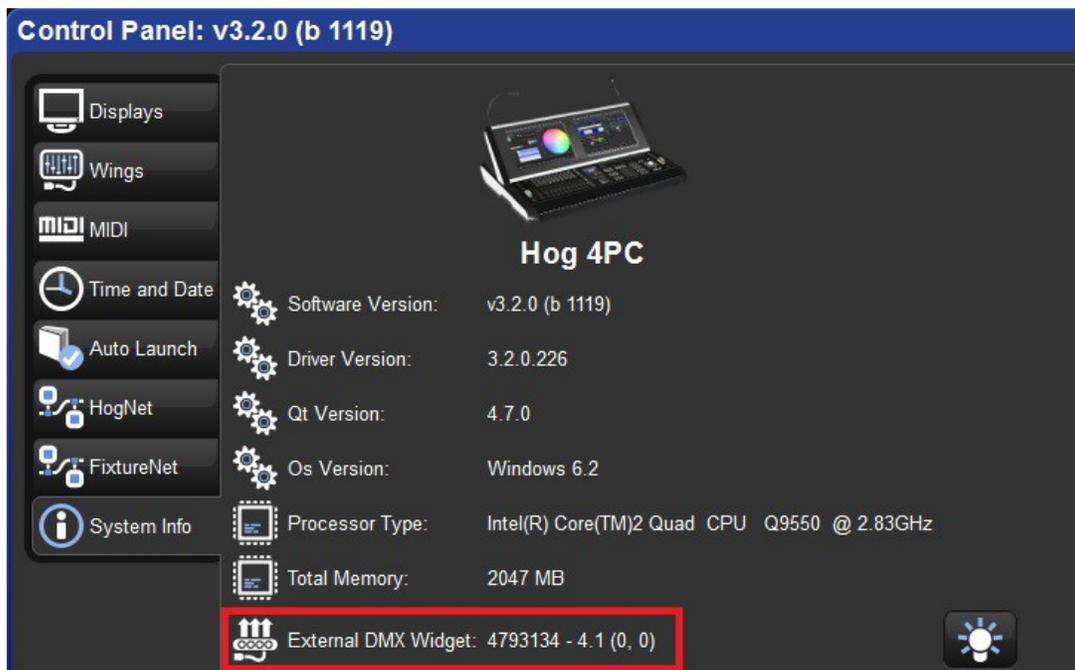
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	<b>Single Widget Software Compatibility</b>	<b>2-Oct-2015</b>	<b>Rev A</b>

**Single widgets manufactured after September 2015 are compatible only with Hog 4 OS v3.2.1 and above.** If these widgets are "upgraded" via an authorization code using Hog 4 OS PRIOR to v3.2.1, there is a substantial chance the widgets will become unresponsive and require return to High End Systems for reprogramming. To avoid this, upgrade to Hog 4 OS v3.2.1 or above. **DO NOT UPGRADE NEW SINGLE WIDGETS WITH HOG 4 OS PRIOR TO v3.2.1.**

## 1. Symptoms

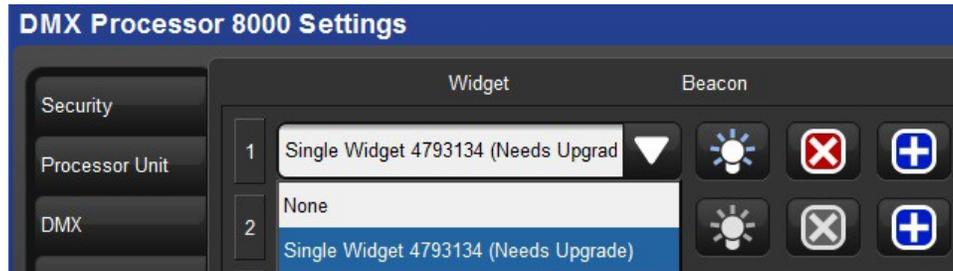
New single widgets are manufactured after September 2015 and have a serial number of 9000 or higher.

When new single widgets are seen by Hog 4 OS PRIOR to v3.2.1, in Control Panel → System Info the serial number will appear incorrect and the firmware version will be 4.1 or higher:



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Under Network Settings → DMX Processor 8000 Settings → DMX Widgets, the serial number will appear incorrect, and the widget will indicate "Needs Upgrade":



In addition, the widget will not transmit DMX.

## 2. Solution

**DO NOT ATTEMPT UPGRADING WIDGETS WITH SERIAL NUMBER 9000 OR ABOVE.**

Doing so with Hog 4 OS PRIOR to v3.2.1 to render a new single widget unresponsive.

Instead, customers must **upgrade to Hog 4 OS v3.2.1 or later**. This will recognize the new single widget and allow immediate use of the widget.

## 3. Technical Details

Single widget hardware was redesigned to be RoHS compliant. This change was anticipated in the Hog 4 OS by releasing an update to recognize the new single widget prior to v3.2.1.

Since this Hog software release, the format of the upgrade code stored in the single widget was changed due to a recently discovered incompatibility. This caused the Hog 4 OS PRIOR to v3.2.1 to not recognize the new authorization code format used in the single widget when shipped with a preprogrammed widget authorization code. Hog 4 OS PRIOR to v3.2.1 misinterprets the authorization code and indicates the widget needs "upgrading", and the process of "upgrading" the widget may cause it to become unresponsive.