

Product Change Notice		Date August 25, 2020
Product	Digi Remote Manager	

Audience	All Digi partners/customers
Product Notice	<p>As Digi continues to focus on streamlining our service offerings, effective October 1, Digi is announcing the following changes to the Digi Remote Manager service offerings:</p> <p>Digi Remote Manager Service Offer Name Changes Effective October 1, 2020</p> <ul style="list-style-type: none"> • Digi Remote Manager BASIC becomes Digi Remote Manager STANDARD edition • Digi Remote Manager ENTERPRISE becomes Digi Remote Manager PREMIER edition <p>Digi Remote Manager SKU Reduction Effective October 1, 2020</p> <ul style="list-style-type: none"> • Digi Remote Manager STANDARD edition (formerly BASIC) will only be offered as a 1 year SKU • Digi Remote Manager Basic 2, 3, 4, and 5 year SKUs will no longer be available, however additional licenses can be added and will be pro-rated to co-terminate with the existing contract in progress before October 1, 2020 • Digi Remote Manager PREMIER edition (formerly ENTERPRISE) will be offered as 1, 3 and 5 year SKUs • Digi Remote Manager Enterprise 2, 4 year SKUs will no longer be available however additional licenses can be added and will be pro-rated to co-terminate with the existing contract in progress before October 1, 2020 • The Digi Remote Manager PREMIER 5 year SKU (formerly ENTERPRISE) will include a 2 year extended warranty for Cellular Routers and Gateways (Accelerated 6300 Series, TX, IX, EX and Digi Transport routers, ConnectSensor, WVA, XBee® Industrial Gateway) purchased on or after OCTOBER 1, 2020 and applies to the original device that is registered in Digi Remote Manager at the time of purchase <p>Digi Remote Manager Price Updates Effective OCTOBER 1, 2020</p> <ul style="list-style-type: none"> • Tiered volume discounting will no longer be available • New pricing will be effective as per the table below which reflects current SKUs and new SKUs available as of October 1, 2020 <ul style="list-style-type: none"> ○ As of October 1, any add-ons will use the new SKUs and pricing ○ As of October 1, any renewals will use the new SKUs and pricing • The Current SKUs will be EOL'd as of October 1, 2020

Current	Effective OCTOBER 1, 2020			
BASIC	STANDARD	MSRP	Distributor	Reseller
DRM-EDN-BAS-1YR	DIGI-RM-STD-1YR	\$29	\$16.80	\$18
DRM-EDN-BAS-2YR	-			
DRM-EDN-BAS-3YR	-			
DRM-EDN-BAS-4YR	-			
DRM-EDN-BAS-5YR	-			
ENTERPRISE	PREMIER			
DRM-EDN-STE-1YR	DIGI-RM-PRM-1YR	\$48	\$33.60	\$36
DRM-EDN-STE-2YR	-			
DRM-EDN-STE-3YR	DIGI-RM-PRM-3YR	\$126	\$88.20	\$94.50
DRM-EDN-STE-4YR	-			
DRM-EDN-STE-5YR	DIGI-RM-PRM-5YR	\$210	\$147	\$157.50

Digi Remote Manager Free Trial Extension for all Digi Remote Manager capable devices

- Today, new users can go to <https://myaccount.digi.com> to register for a free 30-day trial of the Enterprise edition of Digi Remote Manager
- As of October 1, 2020, the free trial will be extended to 90 days. This will still be the PREMIER (formerly ENTERPRISE) edition so users can experience the full value of Digi Remote Manager
- Any time during the trial, the user can decide to upgrade to a paid subscription, however if at the end of the 90 day trial, they decide not to purchase a license, their access to Digi Remote Manager will be terminated
 - If customer has a free trial in progress as of October 1 (trial started before October 1), their trial expiration date will still terminate after 30 days, but that can be extended

Digi Remote Manager Edition Features as of October 1, 2020

- See Matrix attached at the end of this document for the features associated with each addition
- Note that Device Health Metrics and Alarms have been added to the STANDARD (formerly BASIC) edition

eMail Nurturing Campaign

To help you highlight the value of Digi Remote Manager, and the crucial role it plays in the larger Digi Solutions ecosystem, we will have a multimodal campaign with quick access to tutorials, expose new users to Remote Manager’s benefits, and strategies for simplifying their device management.

	<p>Foundations Last-Time-Buy (LTB) and End-of-Life (EOL)</p> <p>As of September 1, 2020 Digi will subsequently no longer sell the Foundations bundle SKUs which bundled select Digi hardware products with both technical support, extended warranty and Remote Manager. These services SKUs will be available for LTB for 30 days from the date of the Product Change Notice (PCN) announcement.</p> <p>FAQ's</p> <p>1. Q: What happens to customers who have purchased these bundles?</p> <p>A: All customers will continue to receive the services they purchased for the term of the SKU.</p> <p>2. Q: What happens when customer's Foundation Bundle expires and they want to renew?</p> <p>A: Customer will purchase a separate Digi Remote Manager SKU and can purchase Expert Support separately should they wish. Digi products come with a standard 3 year warranty.</p> <p>3. Q: How long will the Foundations SKUs be available for purchase (when is the LTB date)?</p> <p>A: LTB for Foundations SKUs will be September 31st, 2020.</p>
*Note	This notice is intended as a notification to our channel partners

Affected Products	Digi Remote Manager
Timing of Change	Changes are effective as of October 1, 2020
Authorization	Brian Kirkendall, VP Product Management, Digi International

Description		Digi RM Standard	Digi RM Premier
View and Group Device Inventory	Add devices to a group to logically organize your devices.	✓	✓
Configure Individual Devices	Configure an individual device by using the built-in configuration interface or loading configuration files.	✓	✓
Configure Devices in Bulk	Multi-select devices in the list and load configuration files onto them. This is a basic configuration method, not as powerful as scheduled operations or Configuration Manager.	✓	✓
Custom Configuration Installation Support	Automatically load configuration and firmware onto a device when it first connects to Digi Remote Manager.	-	✓
Configuration Manager	A very powerful feature that can create a snapshot of a unit's configuration, firmware, and file system contents, then propagate it to other units for the purpose of rolling out a configuration or firmware change and managing security compliance.	-	✓
Update Individual Device Firmware	Click on a device in a list and upgrade the firmware.	✓	✓
Update Device Firmware in Bulk	Multi-select devices in the list and load firmware onto them.	✓	✓
Device Health Metrics	Devices can push their "health metrics" to Digi Remote Manager which can then be used to trigger alarms, show status on a global dashboard, and can be viewed in detail on a device dashboard to aid troubleshooting.	✓	✓
Alarms	The ability to configure alarms to trigger based on health metrics, connection status, data usage, configuration status, and other factors.	✓	✓
Mapping	See the location of your devices in real time in the Devices page in Digi Remote Manager.	✓	✓
File System Access	You can use the File Management page in Remote Manager to access and load files into your devices.	✓	✓
SMS Remote Commands/out of band	Supports sending and receiving SMS messages between Remote Manager and a Remote Manager-registered device.	✓	✓
Automated Manage Device Security Compliance	Use the Configuration manager feature to ensure that the configuration, firmware and files loaded onto a device remain compliant with the "gold standard." The Configuration Manager can be configured to create an alarm and/or correct noncompliance if a device is found not to be compliant. This important security feature prevents outside tampering.	-	✓
SM/UDP	The SM/UDP (Short Message/User Datagram Protocol) feature allows devices to leverage the very small data footprint of Remote Manager SM protocol (currently used for SMS) over UDP.	-	✓
Carrier Integration	Integration with the carriers to facilitate: SIM provisioning, SIM activation / deactivation, data usage reporting and alerting (from carrier rather than device perspective).	-	✓
On-demand Reports	Creation of PDF reports containing health metrics and other items.	-	✓
Scheduled Operations	A very powerful mechanism to schedule complex tasks to be carried out on devices or groups of devices: immediately, at a specific time and date, on a re-occurring basis.	-	✓
Sub-accounts	The ability to create sub accounts that can be managed from the parent account. Sub accounts allow the parent account owner to restrict which devices sub account users can access.	-	✓
Web Service APIs	Link programmatically to Digi Remote Manager using RESTful web service APIs. This facilitates the ability to send data from Digi Remote Manager (or devices connected to Digi Remote Manager) to third party systems such as AWS or Azure and connect Digi Remote Manager to a customer's own CRM or management platforms.	-	✓
Datastreams	Allows you to store time-series data in Remote Manager that can be retrieved later by an external application using Web Services.	-	✓