

**Applies To:** All new Mercury Controllers and Access Control Software.

**Issue:** Older versions of some software may not recognize the Acre OEM code as an authorized controller when connecting to an Acre Access Control Server

**Resolution:** Update Access Control Software to the latest version or contact Technical Support for assistance and adding an OEM Allowance.

**Summary:** New Mercury controllers being processed for fulfillment will be shipping with the new Acre OEM code which can cause issues with older versions of Acre's Access Control softwares. Customers will need to either update their software version or request an OEM Allowance from Technical Support or through their Regional Sales Manager.

## ACRE OEM Code

Beginning with *Mercury Firmware version 1.30.5*, Acre will be shifting as a company to one OEM Code (4352) for all hardware supporting the latest version of DNA Fusion, Access It!, SMS and Feenics. Support for the new OEM Code will begin with the following Versions:

**Access It!**- All Versions

**Feenics**- All Versions

**DNAFusion**- Beginning with Version 8.1.1.4+

**SMS w/ Vanderbilt Controllers**- Vanderbilt Controller Firmware Version 7.59/7.16, Software Version 6.3.0

**SMS w/ Mercury Controllers**- SMS Version 7.2 w/ Hotfix #18164

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Versions prior to 8.1.1.4 to 6.0 for DNAFusion will require a license update prior to updating all affected controllers to the OEM Code required for the licensed version being used or the end user will need to Update to the latest version to take advantage of the full suite of updated functions and security features.

When using SMS with Vanderbilt Controllers, the Controller Firmware for the VRCNX-A/M must be updated to version 7.59 and 7.16 respectively in order to continue to support functionality with downstream Mercury controllers. When used with Mercury controllers, the End User **Must** update to SMS Version 7.2.0 with Hotfix# 18164 or later.

Note: All controllers will ship with the controller set to DHCP and not Static IP addressing and will ship in IP Client mode for use in off Premise, Cloud environments. For assistance with changing the controllers to IP Server for On-Premise Servers, please see TB 23.01 or download the TB using the following address:

[https://product.acre-co.com/hubfs/Tech%20Bulletins/TB%2023.01%20IP%20Client\\_Server%20config.pdf](https://product.acre-co.com/hubfs/Tech%20Bulletins/TB%2023.01%20IP%20Client_Server%20config.pdf)

If you have any questions please visit the Knowledge base at helpdesk.acre-co.com or contact customer support at 1-855-818-7001