

**SUBJECT:** Vertiv™ Geist™ Watchdog End-of-Life Announcement**MM:** 4459**DATE:** 02.22.2024**TO:** Local Vertiv Offices and Sales Teams

Vertiv is committed to quickly sharing important information with customers, consistent with our commitment to customer service and security. As such, we are today notifying you of the immediate end of life (and end of support) for Vertiv Watchdog 15 and Watchdog 100 environmental monitoring products, including an end of manufacturing and sales.

While staying closely in tune with the dynamic pace in which technology evolves and cybersecurity changes, it was determined that a product memory size limitation that prevents the implementation of routine and required security patches would not be acceptable as a best-practice solution going forward.

We are not aware of any security incidents resulting from this matter.

**Recommendations to users:**

Although we stopped shipment, we are still exploring remediation. But, out of an abundance of caution, we recommend that customers evaluate and decide whether appropriate security is in place to prevent device exposure to the internet. If such security is not in place, Vertiv recommends customers discontinue use of the products and remove them from their network as they would for any other unsupported technology. Prior to and after deployment of any network device, Vertiv recommends conducting routine risk assessments to identify and assess reasonably foreseeable internal and external cybersecurity risks.

Vertiv sensors are not impacted and will continue to be sold. The sensors may be monitored by the Vertiv™ Geist™ Intelligent rack PDUs.

**Effective immediately**, the following changes will occur:

**End of Sales**

This covers all of the following models and their variants:

1. Watchdog 15 series
2. Watchdog 15-P series
3. Watchdog 100 series
4. Watchdog 100-P series

New quotes or incremental units purchase request will not be supported.

**End of Support**

Although the standard hardware warranty will be honored, we recommend that the customer does NOT replace units, even if covered under warranty. Replacement units are subject to RMA approval and parts availability.

See “Frequently Asked Questions” for Vertiv™ Geist™ Watchdog, below.

If you have questions concerning this memo, please contact me at the e-mail address shown below.

Thank you,

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## **Frequently Asked Questions**

### **What is the replacement model for Vertiv™ Geist™ Watchdog?**

While a similar environmental monitoring product is in development, currently there is no direct replacement model for Watchdog 15 or Watchdog 100. We are targeting release of a new product in the first half of 2025 and will provide updates on quoting and launch as they become available.

### **Is there a recommended alternative model?**

Based on specific customer Watchdog use cases, Vertiv will use reasonable effort to assist in providing an alternate gateway recommendation from the Vertiv portfolio. Please reach out to your Regional Channel Account Manager or Technical Sales Engineer for support.

### **What is the limitation?**

While we are still exploring a solution, it is believed that the devices are not able to receive future security updates. We will send a confirmation either way within two weeks.

### **Who discovered the limitation? Was it reported to you?**

Our Vertiv engineering team identified the limitation during routine security industry monitoring and concluded that continued patching is most likely no longer feasible.

### **Have there been security incidents because of the limitation?**

We are not aware of any security incidents related to this situation.

### **How are we contacting impacted customers?**

We are pending communication with customers with registered warranty information via email.