

FREQUENTLY ASKED QUESTIONS / FAQ

PRODUCT DISCONTINUATION mbCONNECT24 V1 SERVER

Why is the V1 server being shut down?

Server V1 is outdated and can no longer keep pace with current technical requirements due to its original design. Instead, we are already offering you the established Server V2, and the next generation is already in the development phase. We are taking this step to provide a clear roadmap and to ensure that your remote access solutions works secure and reliable in the future.

Why is the shutdown taking place at short notice?

There is never a perfect time for such a decision. However, the fact is that the technology the V1 server is based on is increasingly differing from the current standards on the Internet. As MB connect line, we want to offer you solutions that are secure, user-friendly and future-proof - unfortunately, this is no longer possible with Server V1.

What are the risks if I continue to use my account on Server V1?

There is always a certain risk when using Internet services and cloud portals. We do everything we can to protect our portal solutions in the best possible way and ensure their availability. However, modern security solutions are better implemented on newer server versions. We therefore strongly recommend switching to a more up-to-date platform to minimize the security risk.

When should I take care of the server V1 shutdown?

We recommend that you verify as soon as possible what impact this shutdown could have on your processes and your customers. How quickly you should act depends on the number of devices linked to your V1 account and how often they are used for remote access.

Why is it important to keep network devices and software up to date?

Only with up-to-date software your devices are optimally protected and offer the best functions. Regular updates minimize the risk of cyberattacks, which could otherwise lead to significant financial damage and loss of reputation.

What does the shutdown of Server V1 mean for my connected devices in my account?

The devices that are connected until the end of the transition period will remain connected. You can use them for remote access and WEB2go connections. However, please note that configurations can no longer be changed or transferred via the portal after the transition period.

I still have devices in stock. Which server/account do I link them to now?

Until the end of the transition period on September 16, 2024, you can continue to link your devices to your account on Server V1, but this is not recommended. If you already have an account on Server V2, we recommend registering the devices there.

Can I continue to use my connected devices on Server V1 for remote access in the future?

Yes, you can continue to use your connected devices for remote access and WEB2go connections until the server is finally shut down.

How do I proceed after the transition period if I need to change the configuration of the routers?

mbNET routers can still be configured via VPN connection using the WebGui. For the mbNET.mini and mb-SPIDER, however, there will be no possibility to adjust the configurations.

Which accounts on the V1 server are affected?

All accounts on the V1 server are affected. Due to the GDPR, we cannot release detailed customer-related data. However, we can provide the responsible sales partners with the "account" and the number of affected devices on request.

When does it make sense to move to the V2 server instead of waiting for a future portal?

A quick move to mbCONNECT24-V2 makes sense if you only have a manageable number of devices in your account. Ideally, new routers should be registered directly on a newly created account on the V2 server. If you have a large number of devices, you can continue to use Server V1 for the time being. In the first half of 2025, it will be possible to move directly to a new portal.

As a machine manufacturer, what can I already prepare for the move in cooperation with my customers?

If the devices are to be moved to Server V2, please ensure that your customer has released the IP address of Portal V2 in their firewall. We recommend that you release an IP address range directly. Further information can be found in our documentation: helpdesk.mbconnectline.com/en/707767-Which-IP--Ports-must-be-open-for-mbCONNECT24-in-the-firewall and in our FAQs: helpdesk.mbconnectline.com/en/616583-FAQ-about-IP-range-release-in-the-firewall-for-the-European-servers.

Will it still be possible to move the routers after the end of the transition period?

Yes, even after the transition period you can move mbNET routers (from hardware version HW:02) and mbNET.mini routers with the latest firmware in accounts to future portals.