TCS Basys Controls® continuously strives to improve the speed and reliability of www.ubiquitysystems.net. In 2013, TCS Basys Controls has planned several significant improvements to enhance automatic failover and redundancy of the www.ubiquitysystems.net server clusters.

TCS gateway devices (QD2010, QD2040 and QWL 3.0 Communications Centers) connect to the Ubiquity server cluster over the Internet. Currently, some clients connect directly to a specific IP address (216.165.178.150) instead of using a domain name (www.ubiquitysystems.net). When clients use the IP address, TCS must redirect requests to the current IP address of the "live" server cluster. This additional step in the routing process causes delays, consumes unnecessary resources, and limits failover opportunities.

In order to provide failover options, maintain server maintenance flexibility, and ensure that our customer sites remain online, TCS must remove the restrictions that result from communicating to a specific IP address. By programming the gateway devices to connect to Ubiquity via www.ubiquitysystems.net (a domain name owned by TCS), we have the flexibility to route communications to any of the redundant Ubiquity server clusters as needed.

• Our contract for IP 216.165.178.150 is scheduled to expire on August 31, 2013.
• TCS can only guarantee availability of the 216.165.178.150 IP address until August 31, 2013.
• After August 31, 2013, clients directly routed to the IP address will no longer connect to Ubiquity and must then be reprogrammed manually in the field to use www.ubiquitysystems.net in order to reconnect.

TCS Basys Controls will remotely reprogram your gateways to connect to the domain name beginning Tuesday, January 2, 2013. Please contact your IT department to determine how the change from 216.165.178.150 to www.ubiquitysystems.net on the gateway devices may affect your network or router settings.

This serves as official notice of this upgrade. Unless you contact TCS Basys Controls to OPT-OUT of this upgrade, TCS will begin reprogramming your gateways on January 2, 2013 as outlined above. Please contact your account representative at 1-800-288-9383 if your enterprise requires further consideration.

OPT-OUT NOTE: If you chose to opt-out of this "remote reprogramming", TCS Basys Controls CANNOT guarantee that your site(s) will remain connected at all times between January 2, 2013 and August 31, 2013. During this time frame, if TCS performs maintenance on the main server cluster or if the main server cluster becomes unavailable for any other reason, TCS will redirect the gateway devices to one of our backup server clusters and your site(s) will remain off-line until the main server cluster comes back online. Also, after August 31, 2013, any gateway devices that have NOT been reprogrammed will drop offline and will require manual reprogramming in the field to use www.ubiquitysystems.net in order to reconnect.

FOR MORE INFORMATION
For more information about TCS Basys Controls products, contact your TCS Basys Controls account manager via email or by calling 1-800-288-9383.