
Subject: Upgrade question

Posted by [nozzles](#) on Sat, 28 Dec 2019 17:26:32 GMT

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Quick question: I have a 2882 and ULN-2 ... both expanded. If I do not upgrade these to 3d, will support for 2d be removed? It's a lot of money to upgrade (even with the incentive) and I want to make sure I can still use these units.

Thank you!

Subject: Re: Upgrade question

Posted by [bj](#) on Sat, 28 Dec 2019 23:42:19 GMT

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They still work, and if you have problems and need support we are still providing tech support and service for them.

The will work up-to and including macOS Mojave (10.14.x). MIOConsole for 2d is a 32-bit Carbon application and will not run on Catalina (10.15) and newer, and we will not be updating it to run on 10.15 or newer.

So if you want to move to 10.15, you will need to upgrade to 3d.

But as long as you stay on 10.14 or older, you can still use your units without upgrading to 3d.

Subject: Re: Upgrade question

Posted by [nozzles](#) on Sun, 29 Dec 2019 21:11:06 GMT

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Thank you for the info. I notice there is an additional 50.00 charge for 'legacy' boxes ... how do I determine if my boxes are 'legacy' or not?

Subject: Re: Upgrade question

Posted by [bj](#) on Sun, 29 Dec 2019 21:23:16 GMT

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If your box has a 2d Card in it, it is not legacy. If it doesn't have a 2d card, then it is legacy and we need to add an additional board to the upgrade kit. Since your boxes have 2d, you don't need the legacy kits.

Subject: Re: Upgrade question

Posted by [nozzles](#) on Sun, 29 Dec 2019 21:28:37 GMT

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In attempting to order, 'legacy' boxes are referenced. How can I determine if my boxes are 'legacy' or not?
Thanks!

Subject: Re: Upgrade question
Posted by [bj](#) on Sun, 29 Dec 2019 21:41:35 GMT
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You have 2d cards in your boxes, so they are not legacy.

Subject: Re: Upgrade question
Posted by [nozzles](#) on Sun, 29 Dec 2019 21:52:56 GMT
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Thanks again - apologies for multiple posts , I was having ISP issues.

Subject: Re: Upgrade question
Posted by [bj](#) on Sun, 29 Dec 2019 21:54:43 GMT
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No problem; I just wanted to make sure I was clear.
