

Rhapsody Digital Certificate Update

Due to changes at Rhapsody, a new digital certificate (cert) will be required for continued Rhapsody function after July 7, 2011. This new digital certificate is already included with 2.1, and Control4 has developed a patch that will automatically patch pre-2.1 systems. Rollout of this patch is underway. Read on for more details.

Why the change?

In February 2010, Rhapsody's owners announced that Rhapsody would be spun off from Real Networks to be an independent company. One consequence of this change is that Rhapsody can no longer use the digital certs that were previously issued to them under the Real Networks name. They must switch to new certs that are issued to Rhapsody. This change will not only impact Control4, but many other hardware manufacturers and software developers with products that support Rhapsody.

Control4 learned about this upcoming change in March, 2011. Since that time, we have been working closely with Rhapsody to prepare for the change. We have created an automated patch as well as a manual patch. These have been tested on all supported versions of the Control4 OS that also support Rhapsody. We are now ready to start the patching process.

What do I need to do?

In most cases, you don't need to do anything at all!

For customers you have updated to OS 2.1, nothing further needs to be done since the updated certificates were included in the 2.1 release. There are many reasons to update your customers to 2.1 – now there is one more!

Control4 will be automatically patching all other systems. Using the VPN technology built into the Control4 OS, controllers will be brought online and the patch will be installed automatically. The patch process consists of replacing the Rhapsody digital certificate on the controller with a new certificate file which contains an additional certificate that will work with Rhapsody's new certificate. Once the new certificate is in place, we will restart the Rhapsody audio server process.

Will my customers be impacted?

Keeping in mind that the patch will take only moments to install and we will be patching systems during all hours of the day and night, the chance of the patch being installed while Rhapsody is in use is pretty small. If Rhapsody is in use when the patch is installed, Rhapsody playback will stop and the queue will be cleared. An error message will be displayed on Navigator. The Rhapsody service process only takes a few seconds to restart, at which time Rhapsody playback can be resumed.

How can I install the manual patch?

In some rare cases, Control4 may not be able to apply the patch automatically. Some possible causes for this include network configuration, intermittent network issues, or power outages. The automated patch will also not work if the root password has been changed. If a Rhapsody

user's system is not patched by July 7, 2011, we anticipate that Rhapsody will no longer work until the patch has been applied.

A manual patch will be made available to Control4 dealers. The patch will consist of a Windows stand-alone program. When you run the program, you will be prompted to choose a controller to patch. Once you select the controller, the patch program will connect to the controller, install the new certificate, and restart the Rhapsody server process.

The patch (automated or manual) can safely be applied multiple times. While it should be unnecessary, we recognize that some dealers may want to proactively patch some of their high-profile Rhapsody-using clients. If the automated patching process finds that a controller already has the updated digital certificates (because it is on 2.1 or has already had the patch applied), the patch process will simply skip that controller. Likewise, if the manual patch is run on a system that has already been automatically patched, no harm will come to the system.

We anticipate making the manual patch available within the next week. The patch, along with a tech note, will be made available on the [Software product page](#) on the Dealer Web site.

We are working hard to make this process as transparent to our dealers and customers as possible. Thank you for your continued support of Control4.