

Market Release Note

MRN-FORCEFIELD_VM

Product number: TS9100VM, TS9120VM

Product description: Forcefield VM

Release date: August 2022

Aritech is pleased to announce the availability of the Forcefield Standard VM server, complementing the existing Forcefield Enterprise VM solution.

Due to the success of the Forcefield Enterprise VM offering, as well as issues related to the ongoing global component shortages, the existing Forcefield standard server has now been moved to a virtualised platform. This change ensures that all new Forcefield servers are running within the VMWare ESXi environment, providing all the benefits of a modern, dedicated host operating system, and futureproofing against hardware technology changes moving forward.

In addition to the above, all new sales of both the Forcefield VM and Forcefield Enterprise VM host operating systems will see an upgrade from VMWare ESXi 6.0 to VMWare ESXi 7.0. Existing Forcefield customers will not be required to update their versions of ESXi, and may continue using their systems without issue.

This change should be mostly transparent to existing Forcefield customers, as both Forcefield VM and Forcefield Enterprise VM continue to be sold as a combined hardware & software package. At this time, Forcefield VM products are not available as software only and will continue to ship with hardware to ensure that performance of the system meets the requirements as laid out in the datasheet.

Please be advised that the TS9100VM is only compatible with **Forcefield version 8.0.x onwards**, any customers who are running earlier versions of Forcefield will need to ensure their **site is upgraded to a supported version prior to commissioning a TS9100VM**.

Refer to the 'Support' section of this document for relevant contact points.

Documentation and Downloads

Marketing Collateral	Forcefield datasheet
	Tecom compatibility matrix
	TruVision video plugin datasheet
	Genetec video plugin datasheet
Technical Manuals	Forcefield Licence Form
Software downloads	Visit www.firesecurityproducts.com.au/downloads-and-resources-library to download the latest software and firmware versions.

Support

Please be advised that customers who are using the first generation Forcefield servers (identifiable by their blue and silver exterior, along with the presence of a CD optical drive) in a multi-node configuration may encounter issues where additional nodes cannot connect to the primary node.

As first point of contact for all support enquiries, please contact your local branch of the distributor which handled the point of sale. Alternatively you can log a support call on the [Carrier Fire & Security Support Portal](#).

Please refer to the manuals and documentation on the [Carrier Fire & Security Support Portal](#) for more information.