

May 12, 2021

Gocator 2100/2300 A and B Version - Service Policy

Gocator 2100/2300 A and B hardware version sensors sent for repair may be returned as C version sensors. This change in hardware requires the use of Gocator Firmware 4.5 SR1 (4.5.4.120) or later. If your installation is using earlier firmware versions, especially 3.x Firmware, action may be required on your part to maintain compatibility.

In July of 2015, LMI issued a [product notice](#) advising that the Gocator 2300 series (and now 2100 series) were undergoing an upgrade to the internal controller. This upgrade included performance benefits, and required the transition to Gocator firmware 4.5 SR1 (4.5.4.120) or higher.

In Q1 of 2016 this upgraded product was made available for purchase as a new hardware version called revision C.

The hardware required for continued service of the 2100/2300 A and B revision controllers is no longer available due to part obsolescence. Future repairs requiring replacement of the internal controller will necessitate upgrading the controller, and for the use of Gocator firmware 4.5 SR1 or higher. If your installation is utilizing firmware versions prior to 4.5 SR1, especially Gocator Firmware 3.x, then you should review the material below to maintain compatibility.

We apologize for any inconvenience this may cause. To assist in your transition the following resources are available:

[Setup Migration Guide - 3.x to 4.x](#)

The Gocator 4.x interface builds on the Gocator 3.x interface, greatly improving the workflow in setting up a sensor and providing much new functionality. This guide describes the differences between setting up sensors using the Gocator 3.x and Gocator 4.x interface.

[SDK Migration Guide - 3.x to 4.x](#)

The Gocator 4.x SDK builds on the Gocator 3.x SDK, greatly improving the workflow in setting up a sensor and providing much new functionality. This guide describes the differences between controlling sensors using the Gocator 3.x SDK and the Gocator 4.x SDK.

A Revision hardware requiring the controller upgrade will be returned as C revision hardware. The C revision is most compatible with existing A revision installations. D revision hardware offers increased sensitivity, and may require re-optimization of your application's exposure settings. For more information on the differences refer to [Gocator 2100/2300 D-Version FAQs](#).

Affected Part Numbers:

Hardware Part Numbers	Gocator Firmware Support	Status
Part numbers beginning with: 3121xxA 3123xxA 3123xxB	3.x and higher	End of Service
Part Numbers beginning with: 3121xxC 3121xxD 3123xxC 3123xxD	4.5 SR1 (4.5.4.120) and higher	Active

If you have any technical questions regarding this transition, please contact support@lmi3d.com.