

INTRODUCTION:

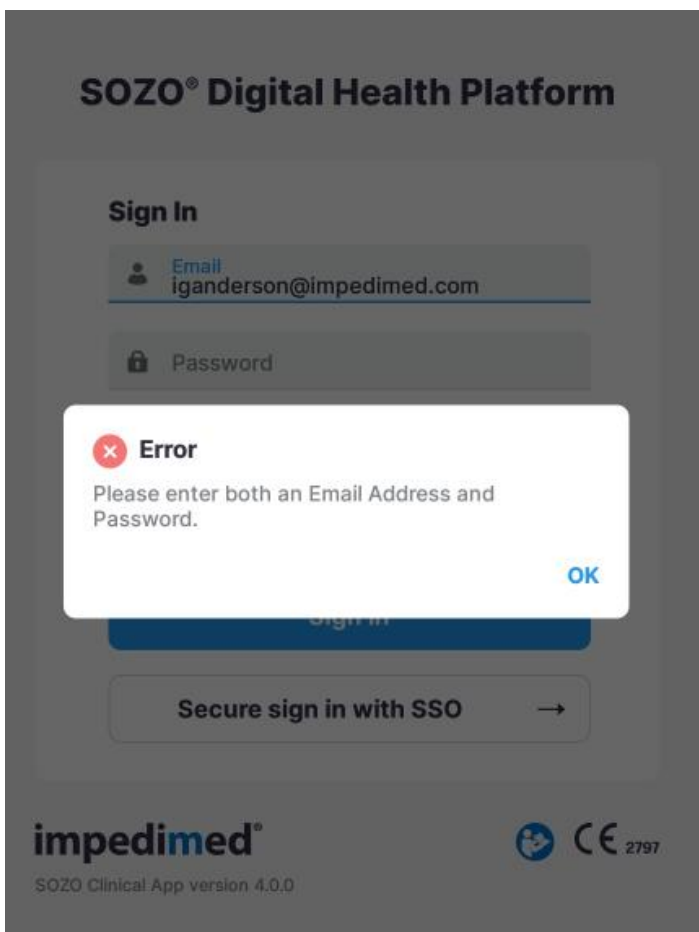
With the introduction of mySOZO.com and SOZOapp v4.0.0, an additional domain name is required for the SOZOapp to function (SFT-013, SFT-027, SFT-033, and SFT-034). Additionally, the error message shown when this is encountered is incorrect, leading to potential confusion.

ISSUE DESCRIPTION:

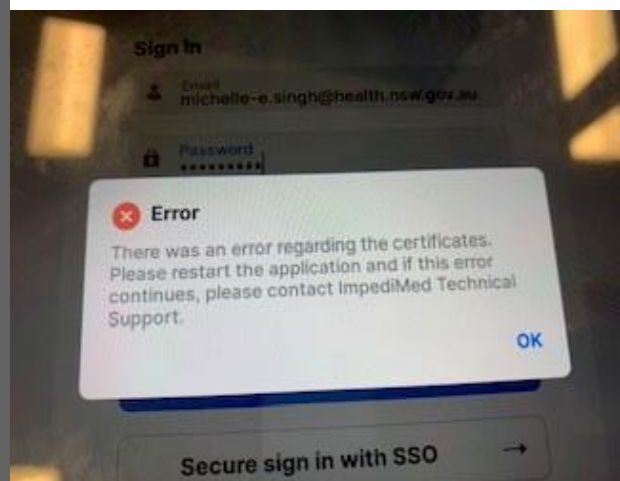
The SOZOapp v4.0.0 requires access to updates.mysozo.com to allow for a continued secure connection. This access was not required for previous versions. Therefore, any firewall that blocks access to this domain name or does not include wildcard access to mySOZO.com will cause this error to present itself.

When encountering this issue, the following error message is shown. This error message can be considered a bug in that it is not the correct error message for the fault that has been found. The error message indicates that the email or password was not entered when the real issue is that the network has blocked access to updates.mysozo.com.

iOS Error message



Android Error message



RESOLUTION:

The firewall in the customer network should be updated to allow the tablet to access updates.mysozo.com. If encountering this issue, it can be confirmed if the SOZOapp works on a

network without a firewall such as a guest network but shows the above error when used on the desired internal secured network. Have the following URLs whitelisted: **MySOZO.com** – Platform URL and **Updates.MySOZO.com** – Used for Certificate Retrieval for SOZO V4.

AFFECTED PRODUCTS:

- | | | |
|--|---|--------------------------------|
| <input checked="" type="checkbox"/> SOZO | <input checked="" type="checkbox"/> Software Version: 4.0.0 | <input type="checkbox"/> U400 |
| <input type="checkbox"/> SFB7 | <input type="checkbox"/> Electrodes (gel backed) | <input type="checkbox"/> Other |

CONTACT INFORMATION:

Australia: ImpediMed Limited Unit 1, 50 Parker Court Pinkenba QLD 4008 Australia Tel: +61 7 3860 3700, option 2 Free call: 1800 638 477 Email: ts@impedimed.com	USA: ImpediMed Inc. 5900 Pasteur Court, Suite 125 Carlsbad, CA 92008 United States Tel: 760 585 2125 Toll-free: 877 247 0111, option 4 Email: tsu@impedimed.com	Europe: ImpediMed Hellas Tel: +30 231 111 6753 Email: tse@impedimed.com
---	---	---