

	<u>Customer Quality Notification</u>	QN prof sys-2025-11v1.1 PRE FW Update for Cloud Connection
		Page 1 of 2

Document Number: QN prof sys-2025-11v1.1 PRE FW Update for Cloud Connection

Date : 10 November 2025

This QN explains the critical update firmware required on LCN 1850 Gateways (PRE) running firmware below version 6.11.2. Without a firmware update, those devices will lose cloud connectivity after 31st March 2026.

If devices lose cloud connectivity, the following will occur:

- No access to Light Dashboard or Energy Dashboard
- No System Health Reports
- No Remote Parameter Adjustments
- No Commissioning Functionality

Reason why firmware needs to be updated to 6.11.2 or greater:

The security credentials of these gateways will expire by Q1-2026. After this expiration, the gateways will no longer be able to connect to the cloud or function properly. As a result, they will need to be replaced, and the entire network will require a reset and re-commission to restore full system operation.

To address this, firmware version 6.11.2 has updated security credentials as part of the release. It is crucial that all gateways in production are online & updated to firmware version 6.11.2 or greater.

If these gateways are not updated before 30th March 2026, these networks / buildings and projects will not be able connect to cloud platform and will need to be fully recommissioned using new Gateways.

Action Required:

All the gateway firmware versions should be updated to 6.11.2 or higher.

Instructions:

	<u>Customer Quality Notification</u>	QN prof sys-2025-11v1.1 PRE FW Update for Cloud Connection
		Page 2 of 2

Step 1:

Bring these gateways online.

Trigger update to latest firmware. Note that the firmware update can be remotely triggered & if this is required, please contact Kees Lepoeter (kees.lepoeter@signify.com) or Mohamed Rafi (mohamed.rafi@signify.com).

Step 2:

After the firmware on the Gateway is updated, ensure IT URLs are whitelisted- Refer Knowledge base Article: [Critical Firmware Update Alert: PRE Gateways to keep Lighting System Connected](#)

And then remove legacy BCB hardware to eliminate security risks.

If these networks are not active anymore, please remove these gateways / delete network/ building / project.

News: Article: [Customer Service - Building Connectivity Bridge \(BCB, LCN1860\) deprecation | Signify ServiceNow](#)

Note: Gateway update takes <5 mins and does not impact lighting control. For network security & product security against hacking this update is mandatory to maintain full functionality and support.