



# Service Bulletin

Service Bulletin type:	Notification	
Subject:	DICENTIS conference system	
Related to type nr.	DICENTIS software V3.10	
Affected production:	n.a.	
Stock availability:	n.a.	
Importance:	medium	GWJ 19001
Internal / External Bulletin:	Internal & External	
Dealer Feedback required:	No	27 May 2019

Dear valued customer,

When upgrading from a previous DICENTIS version that supports DANTE (V2.20 – V3.00) to the latest version 3.10, the following problem will occur; The DICENTIS system is not visible anymore in the Audinate's DANTE controller software, where it was visible before the upgrade. The cause is that there is an old version of the Dante Virtual Device (DVD) manager (V3.10.1.3) software installed and this version is not updated by the DICENTIS installer to the correct version of DVD manager (V4.0.2.4)

What to do:

The solutions is to manually install the correct version of the Dante Virtual Device manager software.

1. Stop the DICENTIS services
2. Run the Dante Virtual Device manager (4.0.2.1) installer from the DICENTIS ISO ..\Installer\redist\AudinateDvdWindows.exe (the ISO can be downloaded [here](#))
3. Restart the computer
4. Once the DICENTIS services are running, Start DANTE controller and verify is the DICENTIS system is visible as a DANTE device.

Yours sincerely,  
Bosch Security Systems B.V