

DirectMon™

Support for Thick Client Discontinued

Issue Summary

The thick client management interface to DirectMon is 32-bit software that will not execute in pure 64-bit environments. Consequently, it will not run on Windows 10, and other execution environments are becoming increasingly limited.

For this reason, beginning with DirectMon 2.2, DDN deprecated use of the thick client management interface in favor of an easier-to-use, web-based GUI client. The thick client continued to be supported for break/fix issues, and customers continued to use it without incident, but feature enhancements were implemented solely on the GUI client.

Now, effective with the release of DirectMon 2.5, DDN is announcing that support for the thick client has been discontinued. DirectMon customers still using the thick client are advised to switch to the more feature-rich GUI client at their earliest convenience. Please contact DDN Support if you have any questions or require assistance with this change.

Workaround

Customers may, at their own discretion, continue to use the thick client with DirectMon 2.2 through 2.5 on an as-is basis. However, please be aware that DDN does not recommend this practice and no warranty of the thick client's fitness for such use is expressed or implied by DDN.

IMPORTANT! If used with DirectMon 2.5, the thick client should be installed on the **head node only**. Installation elsewhere may cause unpredictable results.

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or require assistance. Support can be reached by phone, by email, or on the web as listed below.

Web

*DDN Community Support Portal
Portal Assistance*

<https://community.ddn.com/login>
webportal.support@ddn.com

Telephone

DDN Support Worldwide Directory

<http://www.ddn.com/support/contact-support>

Email

Support Email

support@ddn.com

Bulletins

Support Bulletins

End-of-Life Notices

Bulletin Subscription Requests

<http://www.ddn.com/support/technical-support-bulletins>

<http://www.ddn.com/support/end-of-life-notices>

support-tsb@ddn.com