

## URGENT - INFORMATION NOTICE

**DOCUMENT NUMBER:** 600870-000039



**SUBJECT:** INTELLIGENT AG APPS – iOS 14 SECURITY RESTRICTION

**DATE:** SEPTEMBER 16, 2020

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This information notice is to inform all Intelligent Ag dealers and customers about the recent release of iOS 14 and to recommend disabling iOS updates until Intelligent Ag releases updated apps.

### Affected Parts

APP NAME	APP VERSION	APP ICON	PROBLEM
Recon Blockage Monitor iPad application	2.6.457 and older		Downloading iOS 14 will render version 2.6.257 and older inoperable.
Recon SpreadSense iPad application	1.3.173 and older		Downloading iOS 14 will render version 1.3.173 and older inoperable.

## About

On September 16, 2020, Apple released iOS 14. This update contains a new network security restriction which affects network device discovery. This security change disables the connection between the Intelligent Ag iPad applications and access points. The current application versions (listed on page 1) will not work with iOS 14.

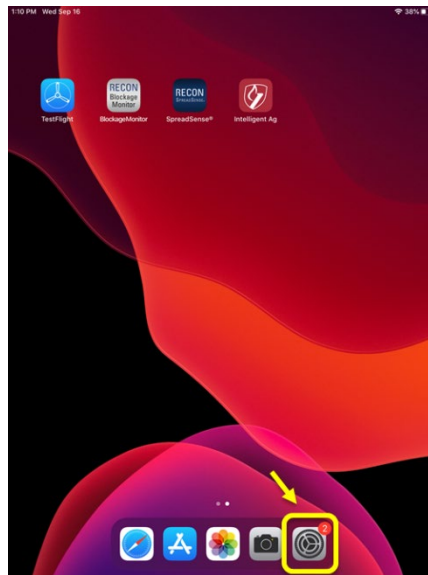
Intelligent Ag is working diligently to implement the new security requirements and anticipates this update will take approximately 1 week to be released into the App Store.

There is no easy way to revert an iPad back to a prior iOS version. For now, we are recommending that all Intelligent Ag application users do not update to iOS 14, and if enabled, disable automatic iOS updates until we are able to incorporate the new network security requirements.

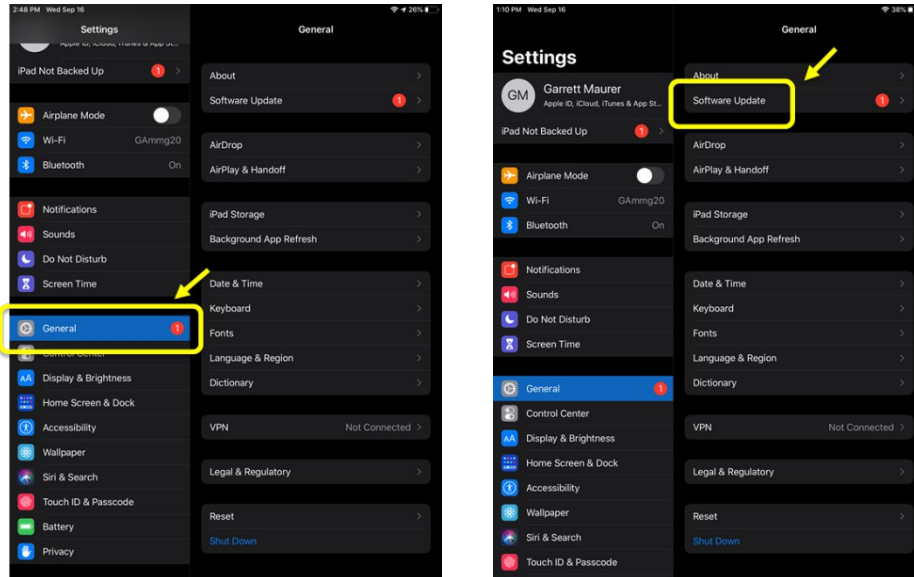
## Disabling Automatic iOS Updates

Follow the steps below to disable automatic iOS updates on your iPad.

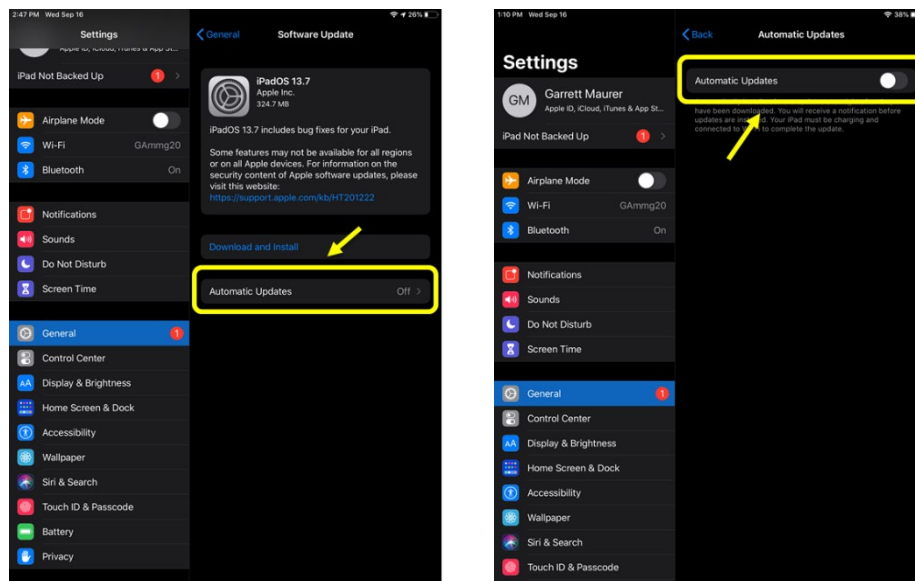
1. On the iPad home screen, tap **Settings**.



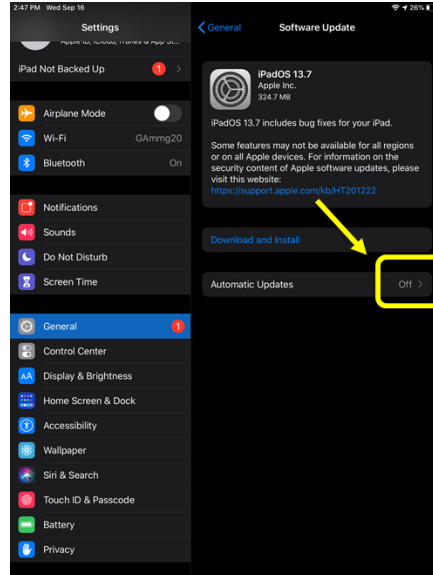
2. Tap **General** on the left navigation, then tap **Software Updates** on the right.



3. Tap **Automatic Updates**, then disable the **Automatic Updates** switch.



4. Verify that the setting is turned off by navigating back to the Software Updates screen.



## Document References

This document and all other Intelligent Ag support documentation is found at [www.intelligentag.com/support](http://www.intelligentag.com/support).

## Contact

Questions? Contact Intelligent Ag Product Support

Canadian Product Support: 1-306-993-1156

United States Product Support: 1-701-436-1219

Or email us at [support@intelligentag.com](mailto:support@intelligentag.com)