



VBRICK SUPPORT SERVICES

1 DEFINITIONS

The following terms shall have the indicated meaning. Where other terms are capitalized, they shall have the definition provided in the agreement in place between Vbrick and Customer.

“Authorized Contact” means the four (4) designated contacts that are authorized by Customer per Section 2.6(A) below to contact the CS regarding Issues with Covered Software.

“Business Hours” means Monday through Friday, excluding Vbrick holidays (as provided at Customer’s request), 8:30 am – 10:00 pm U.S. Eastern time (1:30 pm – 3:00 am Universal Time Coordinated (UTC)).

“Case” means the open efforts being undertaken by the Contact Center to Resolve an Issue.

“Communication” means a written update or summary of status, which may be in the form of an email, a case note in Vbrick’s customer relationship management system (“CRM”), or a phone call.

“Communication Frequency” means written or oral update or summary of status to Customer stakeholders as tracked in our CRM. Customers are responsible for identifying stakeholders when initially submitting case or during the ongoing investigation.

“Contact Center” is the work center within Customer Support that responds to Customer calls for assistance with the Covered Products.

“Covered Hardware” means any appliances, equipment, or hardware as purchased by Customer from Vbrick per the Agreement or attachments thereto, and unless specifically included therein, Covered Hardware does not include: Customer appliances, equipment, or hardware; trial, advanced or beta versions of appliances, equipment, or hardware that maybe distributed from time to time; any third-party (OEM), appliances, equipment, or hardware, whether provided by Vbrick or not, or any Unsupported Products.

“Covered Products” means both the Covered Hardware and the Covered Software.

“Covered Software” means the software licensed or for which a subscription is purchased as provided for in the Agreement, and unless specifically included



therein, Covered Software does not include: hardware; vendor operating systems or other system software; trial, advanced or beta versions of software that may be distributed from time to time; software versions custom developed software made specifically for Customer; Customer-developed software; or any third-party software; or any Unsupported Products.

“Customer Portal” means the online Vbrick self-service customer portal.

“DOA” means “dead on arrival” and for purposes of Customer Support shall refer to Covered Hardware that ceases to function within thirty (30) days of the date on which it was shipped from Vbrick or Vbrick’s supplier **and**, in the case of Vbrick encoders, decoders or DME hardware, has functioned for less than 10 hours, as determined by device runtime before ceasing to function.

“GCS” means the Vbrick Global Customer Support organization.

“GCS Management” means the Global Customer Support Leadership Team

“GCSE” means Vbrick Global Customer Support Engineer.

“Interaction” means any communication with a Customer, no matter the medium, including but not limited to: phone calls, remote access software interactions, emails, chats, letters, direct and virtual meetings and face-to-face contact.

“Issue” means any question, problem, defect, malfunction, nonconformity, or error of or by a Covered Product experienced by Customer in a Production Environment and communicated by an Authorized Contact to CS through an Interaction.

“Major Release” means a software release which adds new functionality to the Covered Software and/or combines multiple previously released non-Major Releases and/or patches or maintenance releases, and is indicated by an increase in the number one place to the left of the first decimal point (e.g., 2.0 vs. 3.0).

“Non-Test(ing)” means the use of Covered Products for purposes other than testing.

“Order” means any PO, SOW, or agreement schedule under which Covered Products are purchased or licensed.

“PO” means purchase order.

“Production Environment” means a Customer environment in which Covered Products are used on a Non-Testing basis.

“PS” means the Vbrick Professional Service Organization.



“Resolution” means the event that completes the tracking of an Issue by GCS, and may accomplish any of the following:

- a) an explanation or corrective action has been given to the Customer such that the Issue no longer exists or has any effect on the Customer;
- b) a workaround or patch has been provided such that the Issue no longer exists or the Customer is able to perform business critical operations that pertain to the Covered Products;
- c) the Issue is determined not to be a Severity 1 level issue pursuant to Section 3.1 below and Vbrick has determined that it will be addressed in a future release of the Covered Product;
- d) The Issue is determined to be a configuration request un-related to Vbrick solution;
- e) The Issue is determined not to be due to a nonconformity or defect in the standard Covered Product and so requires configuration, custom work, an upgrade, or another professional services engagement in order to be addressed;
- f) The Issue is determined to be a feature request;
- g) the Issue is determined to result from a misunderstanding of functionality or improper use of the Covered Product;
- h) the Issue is determined to relate to a non-supported version, or product, or a 3rd party product that is no longer supported by its manufacturer;
- i) the Issue is determined to be caused by Customer infrastructure or system environment (including but not limited to Operating System, Network, Firewall, Browser, LDAP, SSO, and Server Architecture); or
- j) the Issue is determined to relate to a Customer not meeting certain Customer Responsibilities as outlined per Section 5 (which may result in the applicable Issue being autoclosed after some reasonable time under a “waiting for Customer” status).

“RMA” means a return material authorization.

“Software Enhancement” means a suggestion for an improvement to the Covered Software. “SOW” means statement of work.

“Support” means the services provided by Vbrick per the support plans described herein for Covered Products.

“Unsupported Products” means those types and versions of products not eligible for Support per Sections 2.1(C) and 2.2 herein.

“Updates” means updates and enhancements to the Covered Software as provided by Vbrick to Customer as described in Section 4 below.

2 SUPPORT SERVICES

2.1 Support Availability

- A.) The Support will become available to Customer for each Covered Product per the applicable Order.
- B.) In the event there is a lapse in Customer's Support as a result of the expiration or termination of an Order, or nonpayment, Vbrick will reinstate Customer's Support only after Customer has paid all then-current back fees, no less than the applicable fees going forward for twelve (12) months, and a commercially reasonable lapse administration fee.
- C.) Excluding Unsupported Products, Vbrick will provide Support for versions of Covered Products as follows. In cases where Customer does not have a supported version of the Covered Products, the Customer will be required to upgrade to the current version of the Covered Product in order to receive Support.

Covered Product	Estimated Release Frequency	Support Release Versions
Rev Cloud	Six annually	Vbrick shall support the current Rev cloud release version.
Rev On-Premises	One annually	Vbrick shall support the current on-premises Rev release and the prior on-premises Rev release for a period of six (6) months following the release date of the current on-premises Rev release. In order to receive support services, Customers are required to stay current with the then current on-premises Rev release.
Software products providing additional functionality for Rev, such as Rev Create, and are updated independently of Rev.	As Planned	Vbrick shall support the current release version of each software product.
DME	Two annually	Vbrick shall support the DME version(s) certified with each supported version of Rev. In order to receive support services, Customers are required to stay current with the then current on-premises DME release. Rev on-premises customers should refer to Rev on-premises release notes for the specific DME releases certified for use with that release.
Encoders	As Planned	Vbrick shall support the then current release.

Bug Fix Policy – Bug patches provided by Vbrick will only be applicable to the supported release versions as detailed above, unless otherwise specified by Vbrick.

- D.) Technical requirements and requirements for third-party software as relates to the Vbrick Covered Products can be found in Exhibit A below and, as relates to specific Updates, in the applicable release notes provided by Vbrick.
- E.) Vbrick shall provide Customer with (a) no less than twelve (12) months advanced written notice before any Covered Product shall no longer receive Updates per Section 4 below (“End of Development”), and (b) no less than twelve (12) months advanced written notice of obsolescence, when such Covered Product shall no longer receive Support services (“End of Life”). Notwithstanding the foregoing, Vbrick shall make available for purchase the Support services detailed in this Section 2 at mutually agreed upon terms (including price and period) for any Covered Product for no less than two (2) years following the effective date of the applicable Order for such Covered Product. Vbrick will provide End of Life Notifications, which are provided as soon as a decision to declare a product obsolete is made. The notification may be delivered via mail and/or email. The notification details the product family being made obsolete, the effective date of the obsolescence and information on how Customers can upgrade to the most current version of the applicable Covered Product.

2.2 *Unsupported Products*

- A.) Vbrick will not provide Support on products currently under development or testing, including but not limited to pre-release or “beta” versions of products.
- B.) Vbrick will not provide Support for products that are obsolete per Section 2.1(E) above except as provided for therein.
- C.) Vbrick will not provide Support for Customer-written or third-party software.
- D.) Vbrick will not provide Support of non-Vbrick hardware-related Issues except, as a courtesy, to provide troubleshooting assistance to identify a hardware Issue resulting in Issues with Vbrick products.
- E.) Support is not intended to substitute or replace the services to be provided by Vbrick under any Order or implementation or professional services.

2.3 *Unsupported Problems*

Vbrick shall have no responsibility or attempt to solve problems outside of Vbrick’s responsibility. For example, Vbrick shall not provide Support to address any problem arising from or in connection with any of the following:

- a) Customer or third-party modifications to the Covered Products, including but not limited to data migrations, software customizations, installation of third-party software upgrades, installation of Covered Software Updates, custom reports, interfaces, and integrations;
- b) development of, writing and debugging scripts for, API, and/or other custom code;
- c) implementation of the Software, including but not limited to installation, software configuration, project management, and custom development;
- d) implementation of Updates for on premise Covered Products, per Section 4;
- e) training;
- f) Issues with the internet or third-party systems that are internet related
- g) data recovery from corrupted media;
- h) defects in unsupported product releases;
- i) malfunctions, defects or errors in the Customer's hardware, operating system(s), or network system(s), or that of a third party not operating as a subcontractor to Vbrick;
- j) hardware not manufactured by Vbrick;
- k) malfunctions, defects or errors in third party software that were not provided by Vbrick;
- l) support requests caused by Customer's negligence, abuse or misapplication; or misuse of Covered Products;
- m) live event support services packages; or
- n) customization, configuration, and other non-helpdesk services provided only by the Vbrick PS team.

2.4 Support Plans

A) Platinum Software Support

- unlimited Issue reporting
- access to self-service support portal (Case submission, knowledgebase, FAQs, and posted documentation),
- Updates to Covered Software
- technical and release bulletins
- 24 x 7 Contact Center availability
- patch release assistance and application support.

B) Gold Plus Hardware Support

- (i) Hardware Support shall be available for purchase by the Customer from Vbrick at Vbrick's applicable hardware support prices.
- (ii) Hardware Support includes:
 - Firmware releases
 - Remote troubleshooting
 - RMA service
 - DOA service

(iii) RMAs will be issued as follows:

1. A support incident is created and assigned with the Contact Center.
2. Vbrick troubleshoots to verify the issue is related to a Covered Hardware failure. This is done via checklist for every piece of Covered Hardware for which Vbrick is responsible.
 - If troubleshooting determines that the Issue is with Dell hardware then the Customer must contact Dell directly using the Dell service tag marked on the hardware. Note that Dell hardware purchased through Vbrick includes three (3) years of Dell support but it is the Customer's responsibility to register for such initial three (3) years of support. Customer may also have the option to purchase extended such support beyond the three (3) year period directly from Dell.
 - If troubleshooting determines that the issue is with Cisco hardware then the Customer must contact Cisco directly using the serial number marked on the hardware. Note that it is the Customer's responsibility to purchase, register, and/or renew hardware support from Cisco.
3. For issues determined to be with the hardware for which Vbrick is responsible, an RMA will be issued, and an RMA Record will be created by a Vbrick Support Engineer.
4. Customer will receive RMA information (such as RMA Number and Return Address) from the Help Desk. Once the RMA has been issued, the Customer must ship the hardware to Vbrick (address will be provided) for Vbrick to repair and return. Customer should perform a backup of the product configuration and data before shipping hardware for RMA. Steps for how to back up the configuration can be found on the Customer Portal at:
<https://www.vbrick.com/documentation/>
5. If you need assistance backing up the configuration, please contact Vbrick Support.

Note that RMA's are valid up to ten (10) business days from the date issued. If Vbrick does NOT receive the hardware or a confirmation of shipment within ten (10) business days, the RMA becomes VOID.
6. Vbrick will have shipped the fixed hardware to Customer in seven (7) full days from the day Vbrick received the hardware from Customer.
7. Response time for a suspected hardware problem follows the same rules as any other support incident, per Section 3 below.
8. Each party is responsible for the cost of the shipments it sends

under the RMA Service.

- (iv) DOA service. Technical problems with Covered Hardware determined to be DOA may qualify, as solely determined by Vbrick, for DOA service. Customer Support shall refer to hardware that ceases to function within thirty (30) days of the date on which it was shipped from Vbrick or Vbrick's supplier **and**, in the case of Vbrick encoders, decoders or DME hardware, has functioned for less than 10 hours, as determined by device runtime. In the case of a DOA that meets these criteria Vbrick will authorize a cross ship, and ship out a new unit, subject to availability, (i) before receiving the defective unit back, and (ii) no later than close of business on the seventh (7th) full business day US ET following the DOA determination. Vbrick will be responsible for the cost of shipping under the DOA service described above. All Covered Hardware being replaced under a DOA must be shipped back to Vbrick no later than fourteen (14) days following the determination of eligibility for the DOA, or Customer shall be invoiced for, and agrees to pay the then current Vbrick price and shipping associated with the replacement hardware provided.

Note: Customer is responsible for ensuring that all RMA and DOA hardware must be returned in original packaging or packaging reasonably calculated to safely ship.

2.5 Support Hours

- i. Support is provided 24 X 7 X 365 as follows.
- ii. All phone calls will be answered by a live agent.
- iii. During non-Business Hours:
 - (a) if the issue is determined to be Severity 1 level issue, as defined in Section 3.1 below, and the live agent cannot resolve such issue, it will be escalated to an on-call support engineer and response will then be in accordance with the Severity 1 level response time per Section 3.2 below, or
 - (b) if the issue is determined not to be Severity 1 level issue, the incident investigation resume during Business Hours.

2.6 Issue Reporting and Support Access

- a. **Issue Reporting.** Customer shall report Issues to Vbrick per this Section 2.6 as follows:
 - A)** For Covered Products: For purposes of reporting Issues, Customer shall designate up to four (4) Authorized Contacts. The Authorized Contacts shall have significant familiarity with the Covered Products, enough to be able to comprehensively describe, discuss, and provide feedback on the Issues reported. Customer shall initially notify CS of the names and contact information of the Authorized Contacts during

implementation of the initial Covered Products and thereafter of any changes thereto shall be made via a ticket with the helpdesk or other written communication with CS. If a non-Authorized Contact communicates with Vbrick CS, the CS support engineer will contact one of Customer's Authorized Contacts to inform him or her of the Interaction as soon as practical. Note that while an Authorized Contact may be any individual designated by the Customer, and not necessarily a Customer employee, such Authorized Contact represents Customer in this context and the acts and omissions of the Authorized Contact shall be considered as if those of a Customer employee.

B) The following contact information shall be used by Customer unless Customer is notified in writing (with email constituting writing for purposed of this provision) of a change by Vbrick of such contract information:

i. Customer Portal

Vbrick GCS can be accessed by the Customer Portal using the following: URL: <https://portal.vbrick.com>.

ii. Telephone Support

Vbrick GCS can be accessed by telephone using the applicable phone number provided on the Customer Portal.

iii. Email Support

Vbrick CS can be accessed by email using the following: Email address: support@vbrick.com.

2.7 Support Provision

A.) Contact Center Support and Process

For Support provided via email or telephone, the Contact Center provides the Support with regard to the applicable Covered Product. The role of the Contact Center is to respond to Customer calls about the operation of the Covered Products and to address Issues the Customer may be encountering while using such Covered Products. The Contact Center provides Support services as follows:

a. Issue Assessment and Resolution

Upon receiving an incoming Interaction, the GCSE will determine Customer's support level and status, if the Issue is within GCS scope of responsibility. For Interactions within GCS scope, the GCSE will open a Case in CRM and troubleshoot the Customer's Issue and attempt to reach a Resolution through any combination of personal knowledge, CS experience, and available information regarding Resolutions of prior Issues. The GCSE may contact other Vbrick internal personnel as deemed reasonably appropriate. The GCSE

may work with Customer to have Customer recreate the Issue for the GCSE. If the GCSE determines that the Issue's cause is not related to Vbrick, or the Customer cannot recreate the Issue such that the GCSE can address it, GCSE will notify the Customer that the Issue is not the responsibility of Vbrick to Resolve. The GCSE will give the Customer as much information as is available on the suspected cause of their Issue.

b. Escalation of Problems Beyond CS Responsibilities

If the Customer's Issue is determined not within the scope of GCS responsibility and these Support services, per Section 2.7(a) above, the GCSE may ask the Customer if they wish to have the Issue transferred to the Vbrick Professional Services group ("PS"). If so, PS shall make an initial evaluation to determine if it can address such issue and PS will work in good faith with the Customer to quote the effort and pricing required, for Customer to purchase such PS services. No PS services shall be performed without the Customer's approval pursuant to mutually executed SOW.

c. Criteria for Closing Cases

A Case will remain open and active with Vbrick Customer Support until one of the following events occurs:

- Customer has confirmed Resolution of the problem.
- Customer has requested the Case to be closed.
- A documented bug has been submitted to Vbrick Engineering.
- Customer's Authorized Contacts have been unresponsive to more requests via email and/or phone for contact / information.
- The reported Issue is outside of the scope of Global Customer Support.
- The reported Issue is determined to be a desired feature that is currently not in Covered Products.
- Work effort transitioned to CSM, PS, or other project activity.

Note: Cases are stored for reference purposes in Vbrick's CRM for three (3) years.

B.) Customer Portal

For Support provided via the Customer Portal, in addition to Contact Center support as described in Section 2.7(A) above, the Customer Portal shall allow Customer to:

- Submit Cases.
- View and search Knowledge Bases (KB) and Frequently Asked Questions (FAQs) reference materials
- View and download currently available Updates for which Customer is eligible
- View and download product documentation

- View and download Technical, Release, and End-of-Life bulletins
- Access to the Vbrick Academy.

C.) *Additional Support Documentation*

The following documentation shall be provided periodically per Vbrick's schedule, as part of the Support:

- a) Incident Notifications, which are prepared and delivered via email or posted on Customer Portal when information that could affect the operation or capabilities of a system is discovered. Incident Notifications provided for the following examples where impact may be experienced by multiple Customers.
 - outage impacting multiple Customers reports of critical vulnerabilities in Covered Software; and
 - notifiable security incidents.
- b) Product Release Notifications, which are prepared and delivered no less than fifteen (15) days prior to a release. This bulletin notifies the reader of the release date, provides an overview of the new features or changes and provides instructions on how to obtain the installation media. Product release bulletins will also be available for download from the Customer Portal.

2.8 *Optional On-Site Support Services*

On-site support may be purchased by Customer for additional fees. On-site support shall be subject to V-Brick resource availability and provided by a PS technical consultant dispatched to a Customer location, per an executed contractual document (which may be an Order under this Agreement) between the parties.

3 SEVERITY LEVELS AND RESPONSE TIMES

3.1 *Severity Levels*

Case severity levels are assigned during Case creation. Severity assignment will be validated with Customer by the GCSE and is based on the technical and business impact of Customer's Issue as outlined below. Vbrick Support may upgrade or downgrade the severity of Customer's Case depending on developments during the Case flow process.

Case Severity Levels All VBRICK Products		
Case Severity	Definition	Condition
Severity 1 (S1)	Critical: Severe problem preventing multiple Customers from performing critical business functions.	<ol style="list-style-type: none"> 1. Production Environment crash or hang impacting all users. 2. Production data corruption (data loss, data unavailable). 3. Production Environments significantly impacted, such as severe performance degradation. 4. Production Environment and/or data is at high risk of potential loss or interruption. 5. Production Environment work-around is required immediately.
Severity 2 (S2)	High: Customer able to perform job function, but performance of job function degraded or severely limited.	<ol style="list-style-type: none"> 1. Production Environment adversely impacted affecting majority of users. 2. Production major functionality is broken.
Severity 3 (S3)	Medium: Customer performance of job function is largely unaffected. Minimal system impact.	<ol style="list-style-type: none"> 1. Minor functionality adversely impacting small subset of users in production environment. 2. Production Environment has encountered a non- critical problem or defect.
Severity 4 (S4)	Low: General service, non-critical questions, and administrative requests.	<ol style="list-style-type: none"> 1. No Customer business or functionality impact. 2. General Questions on product use. 3. Administrative Requests

3.2 Response Times

Vbrick has established guidelines for initial response, ongoing work effort and communication frequency based on contracted support coverage and Issue severity, as noted below. The following Service Level Objectives (SLOs) are intended to provide a framework for setting mutual expectations rather than to serve as a guarantee regarding Vbrick support Resolution efforts.

SLOs - VBRICK Products (excluding Customer or 3rd Party Hosted Services and Products)				
Support Level	Severity	Initial Response Target	Work Effort	Communication Frequency following Initial Response
Gold Plus Hardware Support	1	4 hours	Continuous during business hours until Resolution identified.	Once per business day
	2	4 hours	Daily, during business hours.	Once every 3 business days
	3	8 hours	Weekly during business hours.	Once a week.
	4	8 hours	Weekly during business hours.	Once a week.

Platinum Software Support	1	1 hour	Continuous until Resolution identified.	Every 4 hours,
	2	2 hours	Daily, during business hours.	Once per business day.
	3	4 hours	Weekly during business hours.	Once a week.
	4	4 hours	Weekly during business hours.	Once a week.

Note: Customers may be required to provide appropriate access to production systems; any access delay may impact Vbrick’s attempt to provide Resolution within the targets specified.

Live event services are provided by Vbrick Professional Services for a fee. This provides live coverage and is recommended for all high visibility or large attended events.

3.3 Case Escalation Process

Customers may request the escalation of a Case at any time by calling the Contact Center for Vbrick Customer Service to review. Case escalation requests require that Customer have an active support contract and a Case exists with GCS. Customer must provide the Case number and the current business impact of the Issue. Any resulting escalation will be in accordance with the terms herein, with special attention to the definitions of Severity Levels outlined above, as determined by the Contact Center.

4 UPDATES

4.1 Vbrick will provide Updates to the Covered Software to Customer as described in this Section 4. All Updates provided to Customer by Vbrick shall be subject to the ownership and intellectual property terms and conditions of the agreement under which such Covered Software was licensed or otherwise provided to Customer and all intellectual property rights in such Updates shall, for the avoidance of doubt, remain fully with Vbrick.

4.2 Update Delivery

- For Covered Software hosted by Vbrick in the cloud, Vbrick will update such Covered Software itself in the cloud environment.
- For Covered Software hosted on Customer’s premises or other Customer controlled location, Vbrick will provide the Updates to Customer in machine-readable format and include updates to related documentation and any applicable license keys, and Customer will be solely responsible for the provided Updates being installed in a timely manner. Note that installation of Covered Software, Covered Hardware, and Updates is an

Unsupported Problem per Section 2.3 above.

- Updates will be provided on an as available basis, at Vbrick's sole discretion, and may include:
 - Defect fixes;
 - Enhancements to keep current with industry standards, or
 - Standard enhancements to existing features of Covered Software produced at Vbrick's discretion through Vbrick's standard development.

4.3 Updates **do not** include:

- Platform extensions including product extensions to (i) different hardware platforms or (ii) different operating system platforms;
- New products or new functionality introduced in such new products; or
- Special enhancements that are mutually agreed upon between the Parties and consist of custom development based on Time and Materials or fixed price plus expenses at Vbrick's then current rates.

4.4 Vbrick assumes no responsibility for the correctness of, performance of, or any resulting incompatibilities with current or future Updates of the Covered Software if the Customer has made changes to the system hardware/software configuration or modifications to any of the Covered Software without prior notification and written approval by Vbrick.

4.5 Vbrick assumes no responsibility for the operation or performance of any Customer- written or third-party applications in general and specifically as such relate to any Updates to Covered Software.

5 CUSTOMER RESPONSIBILITIES

Services hereunder are conditioned upon Customer meeting the following obligations:

- a) providing Vbrick with reasonable and prompt responses to data, clarification requests, and meeting requests, especially as such relate to reported Issues. Note, that failure to do so may result in the Issue being classified as Resolved and autoclosed, after some reasonable time, under a "Waiting for Customer" status,
- b) installing Updates as provided by Vbrick per Section 4.2 above, as applicable, in a timely manner, and
- c) providing Vbrick with appropriate access to the system(s) and personnel running the Covered Products. Any Vbrick use of such access will comply with Customer's standard security procedures.
- d) Customer shall update on a timely basis to Vbrick the contact information of its personnel required to get notices, release notes, or other communications from Vbrick.



Exhibit A Vbrick Technical and Third-Party Product Requirements

The following links contain information regarding compatibility and other technical requirements for third party originating software and hardware, needed in operation of the Vbrick Covered Products:

Rev

- <https://revdocs.vbrick.com/docs/supported-video-and-audio-formats>
- <https://revdocs.vbrick.com/docs/supported-file-types>
- <https://revdocs.vbrick.com/docs/compatibility-matrix>
- <https://revdocs.vbrick.com/docs/browser-os-and-device-compatibility>
- <https://revdocs.vbrick.com/docs/supported-player-and-stream-compatibility>
- <https://revdocs.vbrick.com/docs/citrix-bcr-requirements>

Additional Vbrick Product Requirements

To view additional technical requirements for the DME, Vbrick Multicast Agent (VBM), etc., Customers should always view the latest **Release Notes** found on the [Customer Portal](#) under the [Documentation](#) link.