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Product Line: Mobile Data Collection Systems

Distribution:

Itron Internal Distributors /
Manufacturer Reps Customers

Final Reminder for End-of-Support of Legacy Mobile Collection Software

Itron's legacy Mobile Collection (MC) software, used with the MC3 radio, has lived a long and productive life of meter data collection for hundreds of utilities over the past 15 years. In June of 2016, Itron announced the end-of-new-sale for this software as December 31, 2016. Itron also announced the **end-of-support date as December 31, 2019**. With this date rapidly approaching, customers who have not already taken action must do so soon to remain fully supported by Itron.

Itron Mobile is the successor to legacy MC software and represents the latest in meter-reading technologies. Itron Mobile includes value-added advanced features, many requested by customers, including:

- Bing Maps on Windows 10 laptops and tablets
- Maps can be downloaded for offline use
- Automatic update of offline maps, when online
- Satellite map views when online
- Ability to drill down into meter details to see bar chart of interval data
- Walk-by features such as skip and trouble codes
- Collect out-of-route reads with the new MC3Lite radio (replacement for MCLite)
- Ability to take photos

You can learn more at the [Itron Mobile page](#).

Requirements for Moving from Legacy Mobile Collection Software to Itron Mobile

Any utility currently using an MC3 system with legacy MC software can continue to use their existing MC3 radio. However, to remain fully supported by Itron, upgrading to Itron Mobile is required. Itron Mobile for MC3 requires Windows 10, an Itron Mobile drive-by subscription, and Field Collection System (FCS) v4.0.5 or later.

FCS v4.x allows the utility to continue to use any combination of legacy MC software, FC300 handhelds, and Itron Mobile devices. This cross compatibility provided by the FCS server allows you plenty of flexibility to operate legacy collection devices and Itron Mobile at the same time during your transition. Please contact your Itron account executive, sales manager, or distributor to ask about an Itron Mobile subscription.

A Note about Your Maintenance Contracts

Itron will not extend maintenance contracts for legacy MC software beyond the end-of-support date. This point will not be annotated in any upcoming contract renewal notice other than the end date of December 31, 2019. All customers are strongly urged to move to Itron Mobile as soon as possible.

A Reminder about Software Licensing

Legacy MC software is no longer available; this includes Microsoft® Windows® MapPoint. Itron's licensing for this product was on a one-to-one basis: one radio, one copy of software. This is also the licensing requirement behind Microsoft MapPoint, which also is no longer available. Any use of the software beyond the licensed levels is a violation of the license agreements between the customer and Itron, and the customer and Microsoft.

Itron Mobile is licensed for the entire company that subscribes to the software, allowing any number of users and devices under a single subscription.

Prior announcements made in 2016 regarding the end of new sale and the options available to customers can be found on Itron Access.

Questions

Itron Access has many documents available that can help you understand the proper migration strategies to move from legacy Mobile Collection software to Itron Mobile. By logging in to Itron Access, you can find information such as spec sheets on Itron Mobile, Itron's Field Collection System (FCS), and an Itron Mobile and MC3 FAQ that answers many questions from Itron's MC3 customers. You may also contact your Itron account executive, sales manager, or distributor for more information.

Contact

Please contact Itron Support at support@itron.com or 877-ITRON-02 if you have any questions about this update.

To obtain estimates for Itron Services assistance in upgrading your system, please contact FCS.Services@Itron.com.

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