MARTELLO

VANTAGE DX

RELEASE NOTES

RELEASE 3.21.1
DOCUMENT DATE: MAY 23, 2025

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Release Notes
Release 3.21.1 - May 23, 2025

CHAPTER 5

CHAPTER 6

Introduction

Vantage DX is a powerful analytics tool that allows you to monitor the quality of your Teams calls and Zoom meetings, as well as the status of Microsoft 365 services. The Vantage DX solution is made up of two modules, which work together to provide:

- Teams and Zoom call quality data, in near-real time.
- Performance metrics for Microsoft applications, based on synthetic transactions.
- Network path diagnostics.

The information in this document applies to Vantage DX Release 3.21.1. It describes the changes in this release, and provides information about fixed issues and known issues.

Document Purpose and Intended Audience

This document summarizes the content introduced by Vantage DX Release 3.21.1. It is intended for use by trained partners and IT administrators.

Revision History

Document Date	Description
May 23, 2025	Vantage DX 3.21.1 Release Notes

New in this Release

The following sections describe the new features and enhancements included in this release of Vantage DX:

- "New in Vantage DX Analytics" on page 6

New in Vantage DX Analytics

Vantage DX Analytics includes the following new features and enhancements:

- "Monitoring Entra ID Groups" on page 6
- "In-App Guidance" on page 7
- "Upgrade Window" on page 7
- "Recommended and Required Updates" on page 7

Monitoring Entra ID Groups

When you integrate Vantage DX Analytics with your Microsoft Call Quality Dashboard (CQD), Vantage DX Analytics retrieves data about all of the users who are configured in your Microsoft tenant. If you prefer to monitor only a subset of users, you can do so by using a new feature that is introduced in this release. This new feature allows you to monitor users in specific Entra ID (formerly Azure Active Directory) groups. When you configure the feature, Vantage DX Analytics retrieves data only for the users in the specified groups.

For example, if you have VIP users who are configured in an Entra ID group, you can configure Vantage DX Analytics to retrieve data for that group only. If you have multiple Entra ID groups that you want to monitor, you can configure Vantage DX Analytics to retrieve data for each group.

To specify Entra ID groups, use the **Group GUIDs for CQD targeting** field in the settings for the Microsoft CQD integration. In the field, enter the GUID of the Entra ID group that you want to monitor. To monitor more than one group, enter the GUIDs separated by a comma.

In-App Guidance

Martello is introducing in-app guidance to help you get the most out of Vantage DX. To use the in-app guidance, the following endpoints must be accessible from your corporate network:

- https://*.pendo.example.com
- https://pendo-eu-static.storage.googleapis.com
- https://pendo-eu-static-4743050067509248.storage.googleapis.com

In addition, product analytics must be enabled in your deployment. To enable product analytics, use the option located under **Settings > General Settings > Product Analytics**. This setting is available to administrators.

Upgrade Window

Martello will be performing a scheduled upgrade of all Vantage DX systems on 29 May 2025, beginning at 18:00 UTC.

The upgrades will be performed over an 6-hour period. Customers can expect approximately 20 minutes of downtime during the period when their upgrade occurs. The upgrades will be performed outside of business hours for your region.

Recommended and Required Updates

If you use a remote agent to integrate Zoom with Vantage DX Analytics, you must upgrade the remote agent in this release. If you deploy a remote agent for other purposes, we recommend that you upgrade it, although doing so is not mandatory. To obtain the latest remote agent, perform the following steps. This procedure must be performed by an administrator:

1. From the main menu, select **Settings**.
2. Click the **Agents** tab.
3. Click the **Download Agent** button.
   A dialog box displays.
4. Click **Save** to download the AgentInstaller.zip file.
5. Unzip the file on the Windows server where you want to install the remote agent and execute the command file.

Fixed Issues

The following issues were fixed in this release of Vantage DX:

Fixed Issues in Vantage DX Analytics

The following issues were fixed in this release of Vantage DX Analytics.

Issue Type	Issue
Application	Alerts related to a child board are not visible on the parent board.
Application	SLA data is not calculated for business services and shows an error state.
Application	Retrieving data about Teams devices caused a large number of Microsoft Graph API requests.
Application	If a child board is pinned to two or more parent boards, users in non-administrator roles are unable to view the child boards.
Integration	The integration with the Microsoft Call Quality Dashboard (CQD) reports an error connecting to the database.
Application	An SQL error prevents Vantage DX from collecting Microsoft CQD data.
Application	When Teams Phone Proactive Monitoring calls are enabled on the Teams Calls dashboard, no data is displayed for the inbound and outbound audio streams.

Application	The Good PSTN Call Rate widget does not display the number of calls.
Application	The Teams Phone Licenses dashboard stopped working after upgrading to Vantage DX 3.20.2.
Integration	Vantage DX is unable to add a Microsoft CQD integration using a remote agent.
Application	An error message displays when you attempt to log into Vantage DX after a session has timed out.
Application	In previous releases, the calculations for the good call rate included calls with a status of "unknown." The calculations for the good call rate have been updated to exclude calls with this status.
Application	When an alert is raised for a network diagnostics workload, the Go to Source button directs you to the main page of the Vantage DX Monitoring interface. The button has been updated an now directs you to the failed test result that is associated with the alert.

Fixed Issues in Vantage DX Monitoring

The following issues were fixed in this release.

Issue Type	Issue
Application	When Vantage DX Monitoring robots cannot reach the Azure Communication Service (ACS), the following error message displays: `Object reference not set to an instance of the object`. The message has been improved in this release.
Application	The channel creation time metric on the Teams Advanced dashboard shows 0 ms.

Known Issues

The following sections describe the known issues in this release:

Known Issues in Vantage DX Analytics

The following items are known issues in this release of Vantage DX Analytics:

Filter by Customer Option does not Persist

If you are using Vantage DX to provide managed services to your customers, your deployment includes a **Filter by Customer** option on all dashboards in Vantage DX Analytics. When you use this filter and then drill down to other dashboards, the option you selected is maintained. However, if you use the main menu to navigate the dashboards, the option you selected in the filter is not maintained and you must set the filter again.

For example, if set the filter on the Zoom Overview dashboard and then click on the name of a participant and select **Go to Participant Details**, the option you selected in the filter is maintained when the Zoom Participant dashboard displays. If you set the filter on the Zoom Overview dashboard and then use the main menu to navigate to the Zoom Participant dashboard, the option you selected is not maintained and you must reset the filter.

Incorrect Information Displayed on SLA Page

If you have configured a business service with a health roll-up of either Best Case or Percentage-based, the SLA page may display incorrect information. The page lists any components in a Critical or Down state as contributing to outages, even if the components did not impact SLA. This issue affects the display only; SLA calculations are completed correctly for the selected health roll-up.

Some Dashboard Colors Not Compliant with Web Content Accessibility Guidelines

Some colors that are used to indicate health status in the Vantage DX Analytics dashboard widgets do not comply with Web Content Accessibility Guidelines (WCAG).

Devices Unavailable for External Users

When you integrate the Microsoft Teams Call Quality Dashboard (CQD) with Vantage DX Analytics, external participants are included in the meeting data. If the meeting is organized by an external user, however, the devices of the external attendees are not available.

Delay when Generating SLA Reports

When you generate an SLA report, it may take up to 29 hours to become available. If the report is not available after this period of time, regenerate it.

Incorrect Alert Counts

Boards may display an incorrect number of alerts in deployments where there more than a million component relationships.

Unable to Remove Members from Boards

When you perform a search in Vantage DX Analytics and pin the results to a board, you are unable to remove a member from the board if the name contains an apostrophe.

Incorrect Timestamps on Alerts

After an upgrade, the "Created On" and "Last Updated Time" for Alerts are set to the time that the server was upgraded. This issue may persist for up to 24 hours.

Using Saved Searches with Incident Automation

Vantage DX Analytics can automatically create incidents based on alerts for objects or components in a Saved Search. If you want to enable incident automation for a Saved Search, we recommend that you add an asterisk (*) to the end of your search term before your perform the search. For example, search on `sql*`.

SLA Impact End Time

When a component in a business service is in a critical state, Vantage DX Analytics calculates its impact on SLA. If you remove the component from the service, the SLA Impact End Time is not updated.

Heat Map Displays Incorrectly for Business Services

If you pin an object to the end-user perspective of a business service, the heat map displays correctly. However, if you then pin a rule to any perspective in the same business service, the heat map displays an incorrect color for the end-user perspective. The overall health status of the business service displays correctly.

Error Message when Retrieving SolarWinds Nodes

Vantage DX Analytics correctly retrieves nodes from SolarWinds; however, in some instances, you may see the following query error: `Query failed, check fault information.\n'\u001b', hexadecimal value 0x1B, is an invalid character.` The error is caused by an invalid character in the node name.

Changing Time Zones Affects SLA Data

If you configure SLA for a business service and then subsequently change the time zone, the components that impacted the SLA historically are no longer shown.

Unclear Error Message when Adding Cherwell Integration

If you make a mistake when you enter the credentials for a Cherwell integration, Vantage DX Analytics provides the following error message: Cannot add integration: Error calling ServiceToken:. Verify the credentials and enter them again.

Components Displayed on Boards and Services

Vantage DX Analytics displays a maximum of 10,000 components on a board or service, even if the board or service contains a higher number of components.

Editing an Alert Field Causes Buttons to Work Incorrectly

When you view an alert in Vantage DX Analytics, some alerts include editable fields from the source system, depending on the integration. In this release, if you enter an address in the editable URL field, the **Go To Related Components** and the **Go To Source** buttons do not work correctly; these buttons open the URL that you added to the editable field.

Incorrect SLA Calculations

SLA calculations for a business service may be incorrect for a period of up to 15 minutes if the health state of the service changes during that interval. Vantage DX Analytics makes SLA calculations every 15 minutes, and if the health state changes in between calculations, the interface continues to display information based on the previous health state until a new calculation is performed. For this reason, information such as the Current SLA value may drop and then revert to a higher number when the status is updated.

Open Alerts from Broadcom DX APM

When an alert rule in Broadcom DX APM triggers an alert, the alert is reported in Vantage DX Analytics. If you subsequently disable the alert rule in DX APM while there are still open alerts, the alerts become inactive in DX APM but continue to display as open alerts in Vantage DX Analytics.

If you want to disable an alert rule in DX APM, you can avoid this issue by performing the following steps:

- In DX APM, lower the threshold that triggers the alert.
- Wait for Vantage DX Analytics to remove the alerts.
- Disable the alert rule in DX APM.

Unexpected Results in Saved Searches

A search for numeric values may not return all the expected results. For example, if a Component contains the integer property "Parent ID" with the value 123, searching for only the number 123 will not return that component. In order to get the desired results, you must specify the field name in the search: source.prtg.ParentId:123. In this case, all the PRTG components that have the property "Parent ID" equal to 123 are returned.

Connection Error with Splunk

After you upgrade to release 3.9, the Splunk integration may show an error message indicating that it is unable to connect to the source system.

To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.

Known Issues in Vantage DX Monitoring

The following items are known issues in this release of Vantage DX Monitoring:

- "Limitation when Creating Tags for Robot Manager Instances " on page 14
- "Increased Requirements for Teams Video " on page 14
- "Custom Dashboard Status Card Errors for Office Subscriptions and Skype" on page 15

Limitation when Creating Tags for Robot Manager Instances

Vantage DX Monitoring allows you to create tags that you can use to identify and categorize your Robot Manager instances. For example, you can create tags that specify the locations of each Robot Manager. The tags have two properties: a Key, and a Value. In this example, the Key would be "Location" and the Value would be the name of the city where the Robot Manager is installed, such as "Paris."

A known issue exists if you create tags and specify the Key as either "Name" or "Alias." Ensure that you do not create tags that use these names in the Key field; tags with these names will prevent data from displaying correctly in the Vantage DX Analytics dashboards.

Increased Requirements for Teams Video

Due to changes in the Teams Video workload, there are increased requirements for the machine where the Robot Manager is installed. If the machine does not meet the requirements, some performance metrics may not be available. To avoid this issue, ensure that the machine where the Robot Manager is installed meets the requirements listed in the following table.

Table 1: Robot Manager Server—Requirements for Teams Video

Component	Minimum Requirement	Recommended
Browser	Google Chrome	The current version is recommended; two previous versions are supported.
Operating System	Windows 10	—
Memory	8 GB	8 GB or higher
Processors	4 vCPUs	4 or more vCPUs

Component	Minimum Requirement	Recommended
PowerShell	4.0	4.0 or higher
.NET Framework	4.7.1	4.7.1 or higher
Power settings	Always On	—

Custom Dashboard Status Card Errors for Office Subscriptions and Skype

The Office Subscription and Skype for Business statuses are now obsolete and have been removed from the MS Service Health dashboard. However, any custom dashboards that were created prior to Release 2.4, which contain those obsolete statuses, will display an error on the health status cards.

Release History

This section provides information about the previous two major releases, as well as maintenance releases that were deployed in the interval between them.

- "Release 3.21" on page 16
- "Release 3.20.x" on page 20

Release 3.21

The following sections describe the changes in this release:

- "New Features and Enhancements in Release 3.21" on page 16
- "Fixed Issues" on page 19

New Features and Enhancements in Release 3.21

Vantage DX Analytics included the following new features and enhancements:

- "Zoom Meeting Data" on page 16
- "Application Health Status" on page 17
- "Customer Management Features for Service Providers" on page 17
- "Learning Hub" on page 18
- "New Features and Enhancements in Release 3.21" on page 16
- "New Features and Enhancements in Release 3.21" on page 16
- "New Features and Enhancements in Release 3.21" on page 16

Vantage DX Monitoring included the following changes and enhancements:

- "Discontinued Workloads" on page 18

Zoom Meeting Data

This release introduces several new features to help you monitor the quality of your Zoom meetings and webinars: dashboards, a default board, and network diagnostics.

Dashboards

Zoom dashboards provide information about the quality of your meetings and webinars. You can use them to understand:

- The meetings that experienced the worst call quality.
- The specific users who are experiencing call quality issues.
- Network conditions that caused poor meetings.

The following Zoom dashboards are available under the **Data Analysis** menu:

- **Zoom Meeting Overview**
- **Zoom Participants**

The following additional dashboard is also available:

- **Zoom Meeting Details**—Navigate to this dashboard from the Zoom Overview dashboard or the Zoom Participants dashboard by clicking on a meeting ID and selecting **Go to Meeting Details**.

For information about Zoom dashboards, see "Dashboards for Data Analysis" in *Performance Data in Vantage DX*.

Default Board

After you configure an integration between Vantage DX Analytics and Zoom, Vantage DX Analytics automatically creates a board on the **Data Analysis > Boards** page. The board contains a sub-board named "Zoom Users with poor experience within 24 hours." It is pre-configured with a search string, which finds Zoom users who participated in a meeting within the last 24 hours and whose MOS was less than 3.5. You can configure notifications for this board. For information about how to configure notifications for a board, see "Manage Notifications and Incidents" in the *Vantage DX Deployment Guide*.

Network Diagnostics

If you deploy Vantage DX Monitoring robots, you can configure network diagnostics and monitor the flow of data along the network path between your business site and the Zoom endpoint, or between a remote user and the Zoom endpoint. For information about configuring a custom endpoint, see "Configure Network Diagnostics" in the *Vantage DX Deployment Guide*.

Application Health Status

You can configure Vantage DX Analytics to send a notification when warnings or errors are raised for an integration or for the Vantage DX application.

By default, notifications about application health are disabled. You must be an administrator to enable these notifications. For more information, see "Manage Notifications and Incidents" in the *Vantage DX Deployment Guide*.

Customer Management Features for Service Providers

If you are using Vantage DX to provide managed services for your customers, you can use the following new features to improve customer management:

- **Customer Profiles**—A new workflow for onboarding customers allows you to create customer profiles and assign integrations to them.

- **Simplified Onboarding**—The onboarding process is simplified. In previous releases, you needed to create a customer tag and then assign it to the Vantage DX Monitoring integrations and to Vantage DX Monitoring robot managers. In this release, customer tags are automatically created by Vantage DX Analytics and associated with an integration. The only step you need to perform is to assign these tags to Robot Managers.
- **Filter Data by Customer**—A new "Filter by Customer" option on Vantage DX Analytics dashboards makes it easier to view data on a per-customer basis.

For information about the onboarding process, see the *Vantage DX Deployment Guide—Service Providers*. For information about the dashboards, see *Performance Data in Vantage DX*.

Learning Hub

Martello is launching a new Learning Hub, which provides interactive, self-paced courses. Our easy-to-navigate learning platform offers you a way to learn about product fundamentals, as well as real-world use cases that are designed to help you get the most out of your Vantage DX deployment.

The following courses will help you learn about product fundamentals:

- *Understanding Vantage DX*
- *Deployment Planning*
- *Configuring Synthetic Transactions*
- *Modeling Data in Vantage DX*
- *Searching in Vantage DX*
- *Call Quality Data in Vantage DX*
- *Notifications, Incidents, and Alerts*

The course called *Exploring Data in Vantage DX* focuses on use cases and demonstrates how to use the dashboards in Vantage DX to troubleshoot problems that affect Teams call quality.

The Learning Hub is available through the Help Center at the following link:

https://helpcenter.martellotech.com/s/training/self-guided-training

To set up a free account and begin accessing the Learning Hub, contact your Customer Success Manager.

Discontinued Workloads

A previous release introduced the Network Diagnostics feature. When you configure Network Diagnostics, a robot can monitor and report on the flow of data along the network path between the site where it is installed and a target endpoint, such as Microsoft Teams, SharePoint, Salesforce, or other business-critical services.

As a result of this capability, we are discontinuing the following legacy workloads:

- Teams Network
- SharePoint Network
- Exchange Network

You can continue to monitor these endpoints using the Network Diagnostics feature.

In addition, the Teams workload is also discontinued in this release. The tests that the robots performed when monitoring the Teams workload are included in the Teams Advanced workload.

The dashboards that correspond to these workloads are removed from the Vantage DX Monitoring interface.

If you use PowerBI, you can download a template that has been updated for these changes. Alternatively, you can continue to use the existing template; widgets for the discontinued workloads will be blank.

To obtain a new PowerBI template, log into the Martello Help Center and download the files from the following URL:

https://helpcenter.martellotech.com/s/downloads

Fixed Issues

The following sections list the issues that were fixed in release 3.21:

- "Vantage DX Analytics" on page 19
- "Vantage DX Monitoring" on page 20

Vantage DX Analytics

The following table lists the issues that were fixed in Vantage DX Analytics.

Issue Type	Issue
Integration	The integration with the Microsoft Call Quality Dashboard (CQD) reports an error connecting to the database.
Application	An SQL error prevents Vantage DX from collecting Microsoft CQD data.
Application	When Teams Phone Proactive Monitoring calls are enabled on the Teams Calls dashboard, no data is displayed for the inbound and outbound audio streams.
Application	The Good PSTN Call Rate widget does not display the number of calls.
Application	The Teams Phone Licenses dashboard stopped working after upgrading to Vantage DX 3.20.2.
Integration	Vantage DX is unable to add a Microsoft CQD integration using a remote agent.

Application	An error message displays when you attempt to log into Vantage DX after a session has timed out.
Application	In previous releases, the calculations for the good call rate included calls with a status of "unknown." The calculations for the good call rate have been updated to exclude calls with this status.
Application	When an alert is raised for a network diagnostics workload, the Go to Source button directs you to the main page of the Vantage DX Monitoring interface. The button has been updated an now directs you to the failed test result that is associated with the alert.

Vantage DX Monitoring

The following issues were fixed in this release of Vantage DX Monitoring.

Issue Type	Issue
Application	The channel creation time metric on the Teams Advanced dashboard shows 0 ms.

Release 3.20.x

The following sections describe the changes in this release:

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New Features and Enhancements in Release 3.20.x

Vantage DX Analytics included the following new features and enhancements:

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Vantage DX Monitoring included the following new features and enhancements:

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Proactive Monitoring for Teams Phone

This release introduces proactive monitoring for Teams Phone. You can now use Vantage DX Monitoring robots to monitor the availability and quality of the Teams

Phone workload. This new capability means that you can be aware of performance and connectivity issues before they affect your users.

When you configure monitoring for Teams Phone, Vantage DX Monitoring robots place test calls at pre-determined intervals and report on metrics, such as the number of attempted and failed calls, MOS, round-trip time, jitter, and audio packet loss. The metrics are available on the **Proactive Monitoring > Teams** dashboard.

If the test results indicate that your Teams Phone calls are poor or failed, you can troubleshoot the causes using the **Data Analysis** dashboards. Vantage DX displays the Microsoft Call Quality Dashboard (CQD) data that is associated with the test calls, and you can use the dashboard tools to correlate the test calls with conditions that affect call quality. For example, if you deploy multiple AudioCodes SBCs in your environment, you can filter calls by AudioCodes SBCs to determine which SBC was associated with a failed call, and also identify the direction of the call stream. To view CQD data about the test calls, enable the **Teams Phone Proactive Monitoring Calls** toggle on the following **Data Analysis** dashboards:

- **Teams Overview Dashboard**
- **Users Dashboard**
- **Locations Dashboard**
- **Calls Dashboard**

This toggle will filter out real user data so that you can focus on the test calls while you troubleshoot.

Proactive monitoring for Teams Phone is available for customers with Enterprise licensing.

Enhancement: Teams Overview Dashboard

The Calls by Location map on the **Teams Overview Dashboard** has been updated in this release. If you have uploaded building data to your Microsoft CQD, you can now click on a pin where poor or failed calls occurred to view the office location based on your building data.

Product Analytics

Martello uses product analytics to understand the usage of the Vantage DX interface, such as which pages are most used, and which ones are used the least. This information helps us to improve the product. In this release, Martello is changing its product analytics tool to Pendo.

If you prefer to disable product analytics, you can do so using the option located under **Settings > General Settings > Product Analytics**. This setting is available to administrators. If you have already disabled product analytics, your setting will be retained during the upgrade to release 3.20.

Updates to the Azure Active Directory Workload

To prepare for upcoming changes in the Microsoft environment, the Azure Active Directory (AAD) workload in Vantage DX Monitoring has been updated with the following changes:

- The workload has been renamed to Microsoft Entra Connect.

- The configuration now requires your Microsoft Tenant ID.
- The configuration now uses your custom enterprise application for the permissions needed to perform tests and retrieve data. Ensure that your app provides the following Application permissions:
  - Group.Read.All—Read groups and their properties.
  - OrgContact.Read.All—Read organization contacts.
  - Users.Read.All—Read all users' profiles.

Updates to Authentication Methods

Due to changes in the Microsoft environment, Basic Authentication is no longer supported. The Basic Authentication option was previously available for the following workloads:

- Exchange Online
- Exchange Free/Busy
- Hybrid Mail Routing
- Internal Mail Routing
- Roundtrip Mail Routing
- SMTP Gateways

If you enabled Basic Authentication for any of these workloads, Vantage DX Monitoring cannot retrieve data. An alert is raised, with the message that "The Autodiscover service couldn't be located." To ensure continued monitoring of these workloads, please disable the setting. Vantage DX Monitoring will automatically switch to using Microsoft Authentication Library (MSAL) and data will be retrieved.

Fixed Issues

The following sections list the issues that were fixed in release 3.20.x:

Vantage DX Analytics

The following table lists the issues that were fixed in Vantage DX Analytics.

Issue Type	Issue
Release 3.20	
Application	When the alert count for a board changes, the interface does not automatically refresh and show an updated alert count.

Integration	A warning is raised for the Microsoft Call Quality Dashboard (CQD) integraton, indicating that Vantage DX has been unable to retrieve ComponentRelationship objects for several hours.
Application	In the Recent Network Diagnostics tables, found on the Users Dashboard and the Locations Dashboard, network tests performed by Vantage DX Monitoring robots are displayed in UTC instead of local times.
Application	Vantage DX Analytics displays a critical issue for the Teams workload, indicating that the Teams Connection time could not be retrieved due to an authorization error (401 Unauthorized).
Release 3.20.2	
Application	The filters on the Teams Phone Licenses Dashboard do not work, and some data is missing.
Application	Webinar data is missing from the Zoom Overview Dashboard, which is currently a preview feature.

Vantage DX Monitoring

The following table lists the issues that were fixed in Vantage DX Monitoring.

Issue Type	Issue
Release 3.20	
Application	An error in the interface caused Network Diagnostics to be misconfigured in some circumstances. If users configured Network Diagnostics and toggled the protocol setting back and forth between UDP and ICMP, the interface did not reset to the proper port.
Release 3.20.2	
Application	Vantage DX Monitoring displays a critical issue for the Round Trip Mail Routing workload, indicating that some email properties are missing and only a subset of the tests can be evaluated. This issue occurs if you are using Mimecast for email security.

Contact

For additional information, please visit our support page at https://support.martellotech.com, or email our Support Team at vdx-support@martellotech.com.