Hub (previously NORM) is getting an upgrade.

Everything you need to know about Gen3 Hub

We are excited to announce Kinective's next Generation of Hub (formerly NORM). This updated technology offers significant improvements over other legacy devices, ensuring you have the most advanced and secure network protection available. Upgraded devices come as a part of a larger effort by Kinective to make continuous innovation and access to the latest and greatest solutions easy and convenient for our valued customers, like you.

What you should know

Purchasing Gen2 devices	Gen2 Hub devices are no longer available for purchase.
Timeline for Gen2 support	Gen2 Hub devices will be supported through December 2025. Beginning January 2026, Kinective will no longer be providing security updates for the Gen2 Hubs.
Benefits of Gen3	Gen 3 features a powerful new operating system, enhanced security features, convenient factory reset capability, and more.
Operating with mixed fleets	Gen 2 and Gen 3 can work together, meaning your team can operate with a mixed fleet as you transition.
Gen3 installation requirements	In order to install a Gen3 device, your institution must be running on Link (previously S4) version 24.03.020 or greater

See the difference:

	Gen3	Previous Generations
Hardware Specs	• New technology components • RAM – 8GB • Storage – 64GB	• Aging technology components (8+ years) • RAM – 2GB • Storage – 8GB
Security Enhancements	• Trusted Platform Module (TPM) – Added support for new encrypted storage partition for securely storing data • Removed the ability to SSH into the Hub device via network or serial port on the Hub • OS access utilizes zero trust mechanism preventing data theft and system breach	• No support for Trusted Platform Module (TPM) • Ability to SSH into the Hub (NORM) device for install and viewing logs
Software & Updates	• New Operating System with long term support • Hub firmware updates to address security vulnerabilities can be facilitated independently of Link (formerly S4) releases	• Gen2 Operating System is nearing EOS • Hub firmware updates tied to general Link (formerly S4) releases
Innovation	• Designed to support all current & future innovations	• Unable to support Kiosk (formerly Genix) and Serve (formerly Nomadix) products and future innovations
Support	• Added factory reset capability for ease of install and movement of devices • Added new Support features in Link (formerly S4) for issue triage	• No factory reset capability requiring the client to contact Support

Questions? Please reach out to your dedicated account strategist.

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