

Integra “Weather Underground” Service Discontinued

Issue Date: 23 April 2019

Product: INTEGRA™

Product Version: All

Summary

As of April 1, 2019, the free 3rd-party service from **Weather Underground** used in Cylon’s **Integra** range will no longer be available.

Background

As communicated in early December, Cylon received notification that **Weather Underground** planned to discontinue free service on December 31, 2018. This discontinuation impacts users who utilize a free Weather Underground key in conjunction with our Weather Underground provider.

We have been notified that as of April 1, 2019, this free service will no longer be available.

Features and Installation

Over the first quarter of 2019, we have been able to keep the **Weather Underground** service available to customers through **temporary keys**. As we previously communicated, we were in negotiations to provide a reliable service for our customers for the rest of 2019 through our **Weather Underground** provider. Ultimately, we have not been able to come to an agreement but will continue to work on a solution.

Through our provider, we are aware of alternative options to receive weather from other service providers.

Note: The **National Weather Service** provider will continue to work for North America users.

We apologize for any inconvenience or disruption.

If you have questions regarding this bulletin, please contact [Technical Support](#).

Customer Impact

This discontinuation impacts **Integra** users who utilize a free **Weather Underground** key in conjunction with our **Weather Underground** provider.

It is possible for customers to purchase service from **Weather Underground** or other compatible weather service provider.

