

Technical Bulletin: AirLink AT&T Connection Issue – Rel 2

OVERVIEW

DATE ISSUED:	10-Mar-2023
ISSUED BY:	Sierra Wireless Enterprise Solutions Product Management
PRODUCTS AFFECTED:	RV55, RX55, MP70 and MG90
VARIANTS AFFECTED:	RV55 LTE-A Pro North America & Global RX55 LTE-A North America MP70 LTE Pro North America MG90 LTE-A Pro North America
FOR DISTRIBUTION TO:	Affected Customers & Channel Partners
SUMMARY:	<p>Sierra Wireless is investigating an issue where PRODUCTS AFFECTED delivered after December 1, 2022 may fail to connect to the AT&T USA public and FirstNet networks.</p> <p>This bulletin provides issue investigation information, and this bulletin will be updated as more information becomes available.</p> <p>RV55 LTE-A Pro Global variants are now included in this bulletin as they are impacted if deployed in the USA on AT&T networks.</p>

ISSUE

DESCRIPTION:	<p>An issue has been identified where PRODUCTS AFFECTED may fail to initially connect to the AT&T USA public and AT&T FirstNet networks. This issue is under investigation.</p> <p>PRODUCTS AFFECTED are unable to register onto the AT&T USA networks and pass data traffic.</p> <ul style="list-style-type: none"> Failing RV55 or MP70 routers will show the Network LED Flashing Red. Failing RX55 routers will show the Network LED Flashing Red. Failing MG90 routers will show the Network LED as either Off or Flashing Amber <p>At this time the issue has been identified on routers shipped after December 1, 2022.</p> <p>The root cause analysis is underway to determine the source of the issue and required corrective actions. We are investigating to determine if additional AirLink router variants may be affected.</p> <p>An update to this bulletin will be provided as more information becomes available.</p>
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GUIDANCE FOR CUSTOMERS:	<p>At this time, we recommend customers do not deploy PRODUCTS AFFECTED delivered after December 1, 2022 on the AT&T USA or AT&T FirstNet networks until the root cause of the issue is identified.</p> <p>For routers delivered prior to December 1, 2022, please ensure the routers connect to the desired AT&T network before deployment by:</p> <ol style="list-style-type: none">1) Inserting an appropriate AT&T SIM, power up the router and ensure the router can fully connect to the cellular network and pass traffic.2) Confirming your router connects to the cellular network:<ul style="list-style-type: none">• Connected RV55 & MP70 routers will show the Network LED as solid Green (LTE connected) or Solid Amber (3G connected)• Connected RX55 routers will show the Network LED other than Flashing Red.• Connected MG90 routers will show the Network LED as either Solid Green or Flashing Green.3) Connect a laptop or similar device to the router and ensure the Internet is reachable and passes traffic.4) If your router does not pass traffic, please contact Sierra Wireless support. <p>For any PRODUCTS AFFECTED that fail to connect to a network, please contact support to raise a support ticket rather than opening an RMA ticket. We will provide remediation guidance as soon as possible.</p>
GUIDANCE FOR CHANNEL PARTNERS:	<p>This connection issue has only been observed on AT&T in the USA, and no connection issues have been observed with other networks. However, as PRODUCTS AFFECTED may be used on one or more networks during their service life, out of an abundance of caution we recommend:</p> <ul style="list-style-type: none">• USA channel partners do not distribute PRODUCTS AFFECTED until further guidance on identifying and remediating devices is provided.• Canada and EMEA/Global channel partners continue to ship PRODUCTS AFFECTED unless the PRODUCTS AFFECTED are going to be deployed in the USA. <p>We will provide remediation guidance as soon as possible.</p>

CONTACT

SALES:	www.sierrawireless.com/how-to-buy/contact-sales 1-877-687-7795
CUSTOMER SUPPORT:	<p>Ask for support here:</p> <ul style="list-style-type: none">• www.sierrawireless.com/support <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none">• www.sierrawireless.com/sso/signup <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none">• www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

March 7, 2023	Rev 1: Initial announcement. On The Source here: Bulletin AirLink Router AT&T Connection Issue Rel 1
March 10, 2023	Rev 2: Updated guidance for channel partners and inclusion of RV55 Global



AFFECTED PART NUMBERS

PART No.	MODEL DESCRIPTION
1104071	MP70 LTE-A Pro - North America
1104073	MP70 LTE-A Pro Wi-Fi - North America
1104303	RV55 LTE-A Pro - North America
1104302	RV55 LTE-A Pro Wi-Fi - North America
1104331	RV55 LTE-A Pro Wi-Fi - Global
1104332	RV55 LTE-A Pro – Global
1104927	RX55 LTE-A - North America
1104928	RX55 LTE-A Wi-Fi - North America
1104934	RX55 LTE-A Wi-Fi Plus - North America
1103981	MG90 LTE-A Pro – North America
1103982	MG90 DUAL LTE-A Pro – North America