

## Product Bulletin: Upgrading to MGOS 4.2 or Later

### MG90s performing firmware upgrade via the AMM requires installation of intermediate transition firmware.

Date of Original Issue: September 11, 2018

Updated: November 26, 2018

### Applicable Products

MG90 routers that are upgrading to MGOS 4.2 or later firmware via the AMM.

#### Exempt products:

MG90s upgrading via USB stick install are not affected. MG90s upgrading from MGOS 4.2.1 or later firmware are also not affected.

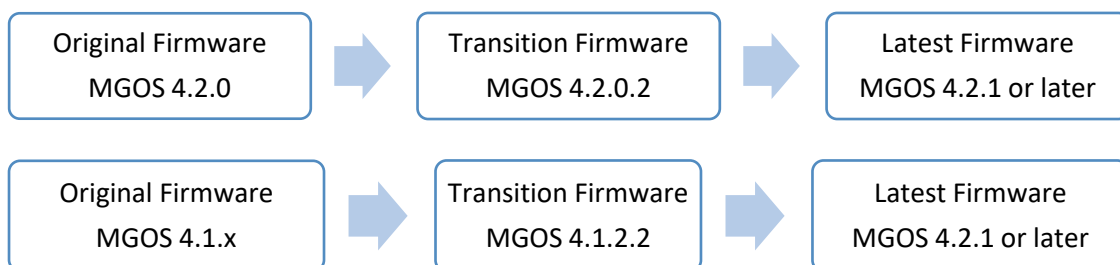
### Summary

MG90 routers upgrading from MGOS 4.2.0 or earlier firmware via the AMM, need to first install transition firmware before upgrading to the latest. Failure to install the transition firmware prior to upgrading to the latest firmware will result in upgrade failures and can require a USB-stick install to recover.

The required transition firmware will depend on the current operating firmware version.

#### a) MG90s operating with MGOS 4.1 or later firmware

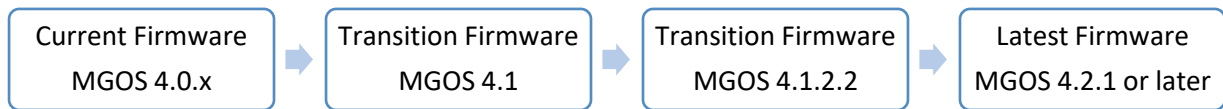
*Figure 1: AMM Update path from MGOS 4.1.0 or later firmware*



#### b) MG90s operating with MGOS 4.0.x firmware version

All MG90s upgrading from MGOS 4.0.x via the AMM must first upgrade to MGOS 4.1, and then install the transition firmware before upgrading to the latest.

Figure 2: AMM Update path from MGOS 4.0.x firmware



**Important:** Ensure the AMM is upgraded to AMM 2.16 or newer before performing the MGOS firmware upgrades. Upgrading using older AMM versions will result in MGOS firmware upgrade failures, and can require a USB-stick install to recover. For more information, refer to Product Bulletin: AMM 2.16 Prerequisite to MG90 firmware upgrade.

## Recommended Steps

Sierra Wireless advises customers with affected units wishing to perform an AMM-based firmware upgrade to follow the steps below or contact Sierra Wireless Support for assistance.

1. Confirm that the AMM has been updated to version 2.16 or later.
2. Identify the appropriate transition firmware required, based on the current MGOS firmware version on the router.

Current MGOS Firmware	Required Transition Firmware
<b>MGOS 4.2.0</b>	MGOS 4.2.0.2
<b>MGOS 4.1, 4.1.2</b>	MGOS 4.1.2.2
<b>MGOS 4.0.3, 4.0.4, 4.0.5</b>	MGOS 4.1 + MGOS 4.1.2.2

3. Upgrade to the required transition firmware.
4. Promptly upgrade to the latest firmware.



## **Support Contact Information**

Sierra Wireless Technical Support is available by phone or email from 6:00 to 17:00 PST, Monday to Friday.

Phone (Toll Free): 1-877-687-7795

Web: [portal.sierrawireless.com](http://portal.sierrawireless.com)