

Sierra Wireless Technical Bulletin: MGOS 4.3.1.1

Date of Issue: May 19th, 2021

Introduction

Sierra Wireless has identified a critical radio configuration issue on the MG90 LTE-A Pro variant when upgrading to MGOS 4.3.1.1 firmware while operating on the Verizon network. As a result, the device may not be able to connect back to the Verizon network after the software update. In the interim, MGOS 4.3.1.1 firmware has been removed from the support site 'The Source'.

Please note that MGOS 4.3.1.2 patch firmware will be released soon to address this issue.

Products covered by this bulletin

- MG90 [LTE-A and LTE-A Pro variants]

Recommended Action

Sierra Wireless advises customers to not deploy MGOS 4.3.1.1, and instead upgrade to MGOS 4.3.1.2 when it becomes available.

Customers who have already installed MGOS 4.3.1.1 and are experiencing connectivity issues are asked to contact Sierra Wireless Technical Support. If MGOS 4.3.1.1 has already been installed and has connected online with no issues, no action is required.

Further Information

Please contact your Sierra Wireless Sales Representative or your Authorized Reseller for more information.