

## Sierra Wireless Technical Bulletin: oMG 3.14.4.2 Upgrade

### Products: Sierra Wireless oMG2000, oMG500

Date of issue: 24 March 2017

Sierra Wireless has determined certain oMG gateway devices with MC7354 radio modules installed may require an interim upgrade before upgrading to oMG release version 3.14.4.2. If these devices are upgraded directly to 3.14.4.2, the module could fail to operate correctly or could enter and remain in low power mode, possibly requiring a manual upgrade via USB.

## Required Actions

### STEP 1 Identify your current gateway configuration

1. Log in to the LCI.
2. Navigate to Status > WAN, and select Show Extended Status.
3. In the Cellular Info section, check the radio module model:

Status	Score	Up Time	Type	Extended Status
DOWN	-	Not Connected	Cellular	
<b>Cellular Info</b>				
RSSI		UNKNOWN		
Network Type		WCDMA		
IMEI		359225050338664		
SIM ID		UNATTAINABLE		
Programmed APN(s)		lteinternet.apn		
Manufacturer		Sierra Wireless, Incorporated		
Model		MC7354		
Firmware Version		SWI9X15C_05.05.58.00		
PRI ID		9999999_9902574_SWI9X15C_05.05.16.02_00_GENNA-UMTS_005.007_010		
ESN		0x80DC440C		

- If the Model is MC7354, continue to the next step.
  - If there is no Model field or if the Model is not MC7354, this bulletin does not apply to your gateway and you can upgrade directly to 3.14.4.2.
4. In the Cellular Info section, check the PRI ID. (You will refer to this number after the next step.)
  5. Check the current release version on your oMG —navigate to Status > General and check the first part of the Core Version field.

General Information	
ESN	J140114F5581
Version	3.14
Build	3.2-20160402.1
Core Version	3.14.3.2-20160402.1
OS Version	1.16-OMG2K_3x_20160225.1

6. Check the following table to determine which upgrade method to use:

Is the PRI ID "9999999_9902574_SWI9X15C_05.05.16.02_00_GENNA-UMTS_005.007_010"?	Is the Core Version "3.14.4.1"?	Action
Yes	No	Use UPGRADE METHOD 1
Yes	Yes	Use UPGRADE METHOD 2
No	Yes	Use UPGRADE METHOD 3
No	No	Use UPGRADE METHOD 4

### UPGRADE METHOD 1

(Use this method if PRI ID is 9999999\_9902574\_SWI9X15C\_05.05.16.02\_00\_GENNA-UMTS\_005.007\_010" and version is not 3.14.4.1)

To upgrade to release version 3.14.4.2, you must install 3.14.4.1 before 3.14.4.2:

1. If you will be using the AMM to upgrade your gateways, make sure the AMM repository includes the correct copy of oMG-Core-Software package version 3.14.4.1-20161021.1:

Name	Version	Platform	Release date	Status
<input type="checkbox"/> oMG-Core-Software	<a href="#">3.14.4.2-20161021.1</a>	oMG-2000	Feb 23	Available
<input type="checkbox"/> oMG-Core-Software	<a href="#">3.14.4.1-20161021.1</a>	oMG-2000	Mar 8	Available
<input type="checkbox"/> oMG-Core-Software	<a href="#">3.14.4.1-20161021.1</a>	oMG-2000	Jan 12	Available

- If the version is not in the AMM, upgrade the AMM with the package from <http://source.sierrawireless.com/resources/airlink/amm/gateway-software-packages/> and go to step 2.
  - If the version is in the AMM with a release date of Oct 25, you must contact technical support to remove the file from the repository. For contact information, see Further Information on page 5.
  - If the version is in the AMM with a release date of Mar 8, go to step 2.
2. Make sure a generic SIM (non-AT&T/Sprint/Verizon) is installed in the gateway.
  3. Upgrade the gateway to 3.14.4.1.
  4. Reboot the gateway, unless you rebooted during the upgrade process.
  5. Log in to the LCI and verify the Core Version has changed to 3.14.4.1 (in Status > General).
  6. Enable remote firmware updates on your gateway:
    - a. Navigate to General > Auto Software Updates.
    - b. In the Radio Module Firmware Options section, select Firmware Switching Enabled and Firmware Download Enabled.

**Radio Module Firmware Options**

Firmware Switching Enabled:

Firmware Download Enabled:

Firmware Download on High Cost Link:

Purge Images on Next Boot:

(On boot after all modems have connected)

- c. Sierra Wireless recommends you use the default values for Firmware Download on High Cost Link (deselected) and Purge Images on Next Boot (selected).
  - d. Click Submit.
7. Reboot the gateway.
  8. When the gateway has fully booted, reboot it again.  
(Note: These two reboots will cause the radio module firmware update to occur, but the PRI ID will not change.)
  9. When the gateway has fully booted, upgrade to 3.14.4.2.

## UPGRADE METHOD 2

(Use this method if PRI ID is 9999999\_9902574\_SWI9X15C\_05.05.16.02\_00\_GENNA-UMTS\_005.007\_010" and version is 3.14.4.1)

To upgrade to release version 3.14.4.2, you must perform the following steps to correctly configure and install the upgrade:

1. If you will be using the AMM to upgrade your gateways, make sure the AMM repository includes the correct copy of oMG-Core-Software package version 3.14.4.1-20161021.1:

Name	Version	Platform	Release date ▼	Status
<input type="checkbox"/> oMG-Core-Software	<a href="#">3.14.4.1-20161021.1</a>	oMG-2000	Feb 23	Available
<input type="checkbox"/> oMG-Core-Software	<a href="#">3.14.4.1-20161021.1</a>	oMG-2000	Mar 8	Available
<input type="checkbox"/> oMG-Core-Software	<a href="#">3.14.4.1-20161021.1</a>	oMG-2000	Jan 12	Available

- If the version is not in the AMM, upgrade the AMM with the package from <http://source.sierrawireless.com/resources/airlink/amm/gateway-software-packages/> and go to step 2.
  - If the version is in the AMM with a release date of Oct 25, you must contact technical support to remove the file from the repository. For contact information, see Further Information on page 5.
  - If the version is in the AMM with a release date of Mar 8, go to step 2.
2. Enable remote firmware updates on your gateway:
    - a. Navigate to General > Auto Software Updates.
    - b. In the Radio Module Firmware Options section, select Firmware Switching Enabled and Firmware Download Enabled.

Required Free Disk Space (MB): 100

**Radio Module Firmware Options**

Firmware Switching Enabled:

Firmware Download Enabled:

Firmware Download on High Cost Link:

Purge Images on Next Boot:   
(On boot after all modems have connected)



- c. Sierra Wireless recommends you use the default values for Firmware Download on High Cost Link (deselected) and Purge Images on Next Boot (selected).
    - d. Click Submit.
  3. Turn off the gateway.
  4. Insert a generic SIM (non-AT&T/Sprint/Verizon).
  5. Reboot the gateway.
  6. When the gateway has fully booted, reboot it again.  
(Note: These two reboots will cause the radio module firmware update to occur, but the PRI ID will not change.)
  7. When the gateway is fully booted, upgrade to 3.14.4.2.

### UPGRADE METHOD 3

(Use this method if PRI ID is not 9999999\_9902574\_SWI9X15C\_05.05.16.02\_00\_GENNA-UMTS\_005.007\_010" and version is 3.14.4.1)

Depending on the SIM you are using now (and in the future), you may need to upgrade to 3.14.4.2—Refer to the following table for details.

Current SIM type	What will you be doing with your SIM?	Upgrade instructions
AT&T/Sprint/Verizon	Switch to generic (non-AT&T/Verizon/Sprint)	You <b>must</b> upgrade to 3.14.4.2 before switching SIMs.
	Never switch to generic (non-AT&T/Verizon/Sprint)	You can continue to use 3.14.4.1.
Generic (non-AT&T/Sprint/Verizon)	Never switch to generic (AT&T/Verizon/Sprint)	You can continue to use 3.14.4.1, or upgrade to 3.14.4.2 (recommended).
	Possibly switch to generic (AT&T/Verizon/Sprint)	You should upgrade to 3.14.4.2. If you do not upgrade now, you <b>must</b> upgrade before you switch back to generic (non-AT&T/Sprint/Verizon).
	IMPORTANT: <b>Do not</b> allow the gateway software to be downgraded while on 3.14.4.1 with a generic SIM (non-AT&T/Sprint/Verizon). In the LCI, navigate to General > Auto Software Updates and deselect "Allow Downgrade", and click Submit.	

### UPGRADE METHOD 4

(Use this method if PRI ID is not 9999999\_9902574\_SWI9X15C\_05.05.16.02\_00\_GENNA-UMTS\_005.007\_010" and version is not 3.14.4.1)

You can upgrade your gateway directly to 3.14.4.2.

IMPORTANT: **Do not** install (now or in the future) 3.14.4.1 on this gateway.



## Further Information

### Further Information and Technical Support

For further information and technical support, please contact your authorized AirLink reseller or Sierra Wireless representative. To contact Sierra Wireless, please visit <https://www.sierrawireless.com/company/contact-us/>