



Product Bulletin

Expiration of Management Certificates on the oMM Management System and oMG Gateways

Date of Issue: April 21, 2016

Sierra Wireless' oMG and oMM Management System (oMM) products provide a secure management tunnel for device to server communication. This management tunnel requires a current Management Certificate to operate. Most recent releases of our oMG software have shipped with a Management Certificate that expires on November 7, 2016. In addition, any On-premises oMM version 2.14.1 or earlier also has a management certificate that expires on November 7, 2016 and needs to be updated.

Once the certificates expire, oMGs using this certificate will no longer be able to communicate with the oMM, and any oMM with an expired certificate will no longer accept communication from oMGs. We are encouraging customers to ensure their oMGs and oMMs are upgraded to a current, supported software version ahead of this date to ensure that they will continue to be able to manage and monitor their oMG fleet remotely.

How Does this Affect Me?

oMG Gateways Must be Upgraded

All currently supported oMG gateways (oMG 500 series and oMG 2000 series) must be upgraded to oMG software release 3.14.2 or later prior to November 7, 2016. For customers on a current support plan, this upgrade is fully supported and can be initiated by contacting the Technical Support team.

For customers with oMG 1000/1050 series gateways with Release 2 (2.x.x) or Release 3 software, these products have reach end of life. To help customers extend the life of these products, Sierra Wireless will provide a software update tool that will replace the expiring Management Certificate with a new one. This tool and instructions for updating your oMGs will be made available free of charge, but are the responsibility of the customer to upgrade. If you require assistance updating your fleet of oMGs, Sierra Wireless' Professional Services team may be contracted to help with the upgrade. Please contact your Sales Account Manager for more information. Please note that hardware support for oMG 1000/1050 series gateways with Release 2 (2.x.x) software was officially discontinued on December 31, 2014.



oMM Management Systems

How does this affect me if I'm on a Sierra Wireless Hosted oMM?

All customers that operate their fleet of oMG gateways using a Hosted oMM are required to upgrade their oMGs to 3.14.2 or newer prior to November 7, 2016. At that time, any oMG that is not upgraded and does not have the new Management Certificate installed will stop communicating with the oMM and will need to be manually updated.

How does this affect me if I'm using an On-premises oMM appliance?

Customers that have a current maintenance contract for their oMM are entitled to upgrade to oMM 2.15, the up-coming release of the oMM that has the new Management Certificates. This new version will be released in Q2 2016. This version will have both the old and new Management Certificates active, providing you with sufficient time to upgrade your fleet of oMGs prior to November 7, 2016. If you do not complete the upgrade prior to November 7, 2016 the oMGs will no longer be able to communicate with your On-premises oMM.

For customers that are operating an older version of the oMM that is no longer supported under a maintenance contract, there are three options:

- **Renew Your Maintenance Contract:** This will give you access to the latest release of the oMM. The Sierra Wireless Technical Support Team will then be able to assist you with the required upgrades.
- **Manually Install New Management Certificates:** Sierra Wireless can provide you with a software update tool that will install the new Management Certificates on your oMM. Instructions will be provided for you to complete this work.
- **Contract with Sierra Wireless Professional Services:** If you require assistance updating your oMM, Sierra Wireless' Professional Services team may be contracted to help with the upgrade. Please contact your Sales Account Manager for more information.

In either scenario, you will still be required to update all of your oMGs to 3.14.2 prior to November 7, 2016 or your gateways will not be able to communicate with your On-premises oMM.

Further Information

We understand the serious nature of this issue and its impact on our customers. We are here to help mitigate the impact to your operations and hope to make this change as seamless as possible. If you require further information or have any questions, please contact your Sales



Account Manager, or the Technical Support team at IMT-Support@sierrawireless.com or by calling 1-866-468-2968.