AirLink® ALEOS 4.17.0 ALMS Connectivity Issue

OVERVIEW

DATE ISSUED:	18-Jan-2024
ISSUED BY:	Sierra Wireless AirLink® Product Management
PRODUCTS AFFECTED:	AirLink® ALEOS Routers: • LX40, LX60, RV50X, RV55, MP70
FOR DISTRIBUTION TO:	AirLink® Customers & Channel Partners
	We have identified an issue where routers running ALEOS 4.17.0 will stop communicating with ALMS either for extended periods of time or permanently. • This issue only affects ALMS communications. • All other router functions operate normally e.g. passing cellular traffic, etc. • Routers communicating with our AirLink® Mobility Manager (AMM) or our AirLink® Manager (AM) services are not affected by this issue. • This issue will be addressed in ALEOS 4.17.1 to be released in early February 2024. • Immediate action is required to mitigate the issue and is described below. These actions are recommended for both current and future users of ALMS. Affected router symptoms: • Up to 90 days after upgrading your router to ALEOS 4.17.0, ALMS will indicate that the router is no longer reporting into ALMS. • Routers powered continuously for at least 18 hours, will automatically reestablish communications with ALMS after 18 hours. • Routers powered for less than 18 hours continuously will not automatically reestablish communications with ALMS.

Actions for routers running ALEOS 4.17.0 that are continuously powered:

- These actions apply to routers that are continuously powered
  - e.g. asset monitoring, internet connectivity, etc.
- These routers will stop communicating with ALMS for approximately 18 hours every 90 days.
- Do not upgrade additional routers to ALEOS 4.17.0.
- Following the release of ALEOS 4.17.1, all routers should be upgraded to ALEOS 4.17.1.
- If the 18-hour ALMS communication loss every 90 days presents an operational concern, customers may downgrade ALEOS (to ALEOS 4.16.0 for LX40/60, RV50X & ALEOS 4.16.2 for RV55, MP70), and perform the ALEOS 4.16 security mitigations described in SWI-PSA-2023-006. (Contact support for any questions regarding security mitigations.)

Actions for routers running ALEOS 4.17.0 that are powered on and off regularly:

- These actions apply to routers that are used in vehicles or where the router is powered on and off regularly, where the router will not be in continuous operation for a least 18 hours.
  - e.g. utility vehicles, police vehicles, remote monitoring sites with periodic operation, etc.
- These routers will stop communicating with ALMS up to 90 days after the upgrade to ALEOS 4.17.1 and will not resume communications automatically.
- Do not upgrade additional routers to ALEOS 4.17.0 or deploy new routers with ALEOS 4.17.0.
- For routers running ALEOS 4.17.0 and still communicating with ALMS, immediately downgrade these routers (to ALEOS 4.16.0 for LX40/60, RV50X & ALEOS 4.16.2 for RV55, MP70) and perform the ALEOS 4.16 security mitigations described in SWI-PSA-2023-006. (Contact support for any questions regarding security mitigations.)
- For routers no longer communicating with ALMS, upgrade to ALEOS 4.17.1 using ACEmanager when the release is available.
- Alternatively, to restore ALMS communications prior to the 4.17.1 release, downgrade these routers via ACEmanager (to ALEOS 4.16.0 for LX40/60, RV50X & ALEOS 4.16.2 for RV55, MP70) and perform the ALEOS 4.16 security mitigations described in SWI-PSA-2023-006. (Contact support for any questions regarding security mitigations.)

PRODUCT SUPPORT

WHEN IS THIS UPDATE AVAILABLE:	ALEOS 4.17.1 will be available from ALMS/AM/AMM and The Source in early February 2024.

CONTACT

SUPPORT:	Ask for support here: • www.sierrawireless.com/support Sign up to the Source for product resources and subscribe to product bulletins here: • https://sierrawireless.com/sso/signup Sign up for Sierra Wireless Security Bulletins here: • www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

18-Jan-2024	Initial Release