

Sierra Wireless Technical Bulletin

Product:

May 19th 2017

Sierra Wireless AirLink® GX450 and ES450 (International Variant Only)

This bulletin provides information about an observed issue with the Network LED on the International variant of the Sierra Wireless AirLink GX450 and ES450.

Issue Description

When a SIM card has been inserted into the GX/ES450 and power has been applied, the user may observe the following symptoms:

1. Network LED is flashing Red/Amber.
2. The ACEmanager Status screen indicates: “Network Operator Switching Disabled: GENNA-UMTS firmware is not in the local store”.

These symptoms indicate that the gateway is unable to locate the required firmware for the radio module.

Products Covered by this Bulletin

This issue maybe observed on GX450 INTL (SKU 1102375/76/77/78) and ES450 INTL (SKU 1102387) with a serial number where the first five digits are in the range of LA643 – LA720 and LC642 – LC720 respectively. A SIM card must be inserted to observe the issue.

Recommended Action

The issue can be permanently corrected by performing a full reset to factory defaults as follows:

1. In ACEmanager, go to Admin> Advanced and set the Reset Mode to Reset All.
2. Click Apply.
3. Click Reset to Factory Default.

The gateway returns to factory defaults and the issue is now permanently corrected. The same action may also be applied using ALMS. Using the hardware reset button will not perform a Reset All unless this has been previously configured.



Note: This action will clear all settings on the gateway, which if performed over the air, can result in gateways becoming inaccessible. In this instance, an alternative is to disable Network Operator Switching which will mask the issue.

Should the condition persist after the reset, and the Reset All procedure has been correctly followed, it is possible the warning is genuine. In ACEmanager, go to Admin > Radio Module Firmware and check that the GENEU-4G radio module firmware is present.

Further Information

Guidance on how to perform factory resets, disable network operator switching and loading firmware can all be found in the GX450 and ES450 Software Configuration Guide available for download from the Sierra Wireless web site - <https://source.sierrawireless.com/>

For further information and technical support, please contact your authorized AirLink® reseller or Sierra Wireless representative.