



AirLink® Routers LTE-A Pro B29 Issue

OVERVIEW

DATE ISSUED:	02-Nov-2021
ISSUED BY:	Sierra Wireless Product Management
PRODUCTS AFFECTED:	AirLink® Routers affected (North America ONLY): <ul style="list-style-type: none">• MG90 LTE-A Pro• RV55 LTE-A Pro• MP70 LTE-A Pro
FOR DISTRIBUTION TO:	All North America AirLink® LTE-A Pro Customers
	<p>An LTE-A Pro cellular radio (EM75xx cellular radio module) issue has been identified that relates to certain LTE Band 29 (B29) carrier aggregation (CA) combinations that may result in a cellular service interruption.</p> <p>We recommend that all affected North American AirLink LTE-A Pro devices have B29 disabled immediately. On RV55 and MP70 devices, this can be accomplished remotely/over-the-air using our AirLink Management Service (ALMS).</p> <p>Background: B29 is a downlink only band and can only be used as a secondary carrier in CA combination. B29 cannot be used as a primary carrier, therefore disabling certain B29 CA combinations will not impact cellular network coverage. Disabling certain B29 CA combinations will not result in a significant downlink throughput reduction but will eliminate this potential cellular service interruption.</p> <p>The following AirLink LTE-A Pro routers are affected when used on the USA AT&T and FirstNet carrier networks and on Canadian carrier networks:</p> <ul style="list-style-type: none">• MG90 LTE-A Pro• RV55 LTE-A Pro• MP70 LTE-A Pro <p>AirLink LTE-A Pro routers used on the Verizon network are not affected by this issue.</p> <p>Action Required:</p> <ul style="list-style-type: none">• Disable B29 by following the instructions Sierra has issued an application note <i>Resolving the EM75xx Service Interruption Issue on</i>



AirLink Routers (NA Only) available on the [Source](#). This will prevent potential cellular service interruptions.

ALEOS/MGOS software solutions to be released:

- As a near term software solution, Sierra will release software updates that will **disable certain Band 29 carrier aggregation combinations**. If you have not already disabled B29, we will ask you to upgrade to this release when it is available. Sierra will notify you when these releases are available.
- In the first half of 2022, Sierra will release MGOS and ALEOS software updates that will address the underlying issue and will reen able the B29 carrier aggregation combinations preventing further potential cellular service interruptions.

PRODUCT SUPPORT

WHEN IS THIS UPDATE AVAILABLE:

Sierra has issued the application note *Resolving the EM75xx Service Interruption Issue on AirLink Routers (NA Only)*, available the [Source](#) that details how B29 can be immediately disabled by all customers on the affected products on affected carriers. Please read this application note and follow the instructions to **immediately disable B29** to prevent further potential cellular service interruptions.

CONTACT

SUPPORT:

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REVISION HISTORY

02-Nov-2021

Initial Release