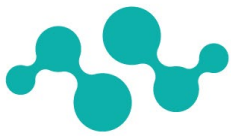


## AirLink<sup>®</sup> Technical Bulletin: Verizon OMA-DM LWM2M Issue

### OVERVIEW

<b>DATE ISSUED:</b>	11-June-2024
<b>ISSUED BY:</b>	Semtech AirLink <sup>®</sup> Product Management
<b>PRODUCTS AFFECTED:</b>	AirLink <sup>®</sup> LX40, LX60, RV55/RV55 LTE-A Pro, MP70 LTE-A Pro, and MG90 LTE-A Pro Routers
<b>FOR DISTRIBUTION TO:</b>	Customers using the products listed above.
	<p>We discovered an issue where older Verizon SIM cards may not register on the Verizon network correctly when removed from a working AirLink router and inserted into a new AirLink router. This problem is a result of older Verizon SIMs only supporting the older OMA-DM (Open Mobile Alliance-Device Management) protocol and not supporting the newer LWM2M (Lightweight Machine to Machine) protocol.</p> <p><b>Background</b></p> <p>When a Verizon SIM is inserted into an AirLink router, the router's radio module and SIM interact with the Verizon network as part of the SIM registration process in order to automatically provision the correct APN on the radio. Older Verizon SIMs only support the legacy OMA-DM protocol and not the newer LWM2M protocol, therefore older SIMs may fail to register correctly.</p>



**What are the symptoms and how do I know I'm experiencing this issue?**

- Routers experiencing this issue may be unable to connect to Verizon if the router is attempting to connect with an Access Point Name (APN) other than the default Verizon APN (vzwinternet).
- If you are manually setting the APN, it is unlikely you will experience this problem.

**You may experience this issue in the following cases:**

- Case 1: This issue appears if you remove a working Verizon SIM from an AirLink router and insert the SIM into another AirLink router and the router fails to register on the Verizon network.
- Case 2: If you RMA an AirLink router, the returned AirLink router may not register with the Verizon network using your old SIM. While it may appear that the AirLink router will not connect to Verizon, the root cause of the issue is the older SIM does not support the protocol needed to provision the required APN on the radio (if an APN other than the default 'vzwinternet' is used with the SIM).

**Corrective Action**

- Contact Verizon and replace your older Verizon SIM with a new Verizon SIM.
- You can use ACEmanager to manually configure the correct APN for the SIM you are using.

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**CONTACT**

**SUPPORT:**

Ask for support here:

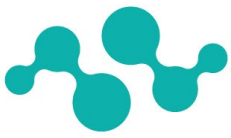
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**REVISION HISTORY**

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**11-June-2024**

Initial Release