

Product Bulletin

AM/AMM Requires a Fully Resolvable FQDN When Uploading New ALEOS Firmware Packages to the AM/AMM

Date of Issue: October 13, 2017

Sierra Wireless' AirLink Manager (AM) and AirLink Mobility Manager (AMM) management systems provide a secure, convenient and easy-to-use approach to upgrading device firmware and configurations for all AirLink gateways and routers.

Sierra Wireless has discovered an issue with current releases of the AM/AMM that will prevent ALEOS gateways or routers from downloading firmware packages from the AM/AMM to the device. This issue results when a user uploads a firmware package to the AM/AMM Software Repository from a computer where the Fully Qualified Domain Name (FQDN) is not resolvable by the deployed AirLink devices. This feature requires an FQDN that is resolvable by the AirLink gateways or routers to allow for the firmware upgrades to take place. We are aware of this issue and will include a fix for this issue in the next product release.

Prior to this fix being available, the Sierra Wireless Customer Support team can assist with a manual workaround to address the issue. If you are having trouble with ALEOS devices completing firmware upgrades from your AM/AMM, please contact the Sierra Wireless Customer Support team.

Contacting Sierra Wireless Customer Support

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. For further information and technical support, please contact your authorized AirLink reseller or Sierra Wireless representative. To contact Sierra Wireless, please visit <https://www.sierrawireless.com/company/contact-us/>.