

Product Bulletin: AM/AMM Certificate Expiration

OVERVIEW

DATE ISSUED:	27-January-2025
ISSUED BY:	Semtech Enterprise Solutions Product Management
PRODUCTS AFFECTED:	AirLink Manager (AM), AirLink Mobility Manager (AMM), oMG 2000, oMG 500, AirLink MG90 Vehicle Routers
FOR DISTRIBUTION TO:	General Distribution
SUMMARY:	Semtech is issuing a technical bulletin to remind customers that the security certificates in old versions of the AM/AMM Management System and the legacy oMG500/2000 cellular routers are set to expire on September 27, 2025. Once the certificates expire, devices will no longer be able to communicate with the AM/AMM via the Management Tunnel and are likely to experience on-going functional issues.
ISSUE DETAILS:	<p>Impacted Management Systems</p> <p>AirLink Manager (AM) and AirLink Mobility Manager (AMM) 2.17.4 and Older</p> <p>The security certificates deployed on the older (pre 2.17.4) versions of the AM/AMM are set to expire on September 27, 2025. Once the certificates expire, the AM/AMM will no longer be able to establish management tunnels with MGOS-based routers in the field. This may result in devices no longer being able to communicate with the AM/AMM.</p> <p>Impacted Routers</p> <p>oMG 500/oMG 2000 have an older certificate that is set to expire on September 27, 2025. Once the certificates expire, the oMG 500/2000 routers will not longer be able to establish a management tunnel with an AM/AMM server, and may not be able to communicate with the AM/AMM.</p> <p>AirLink MG90 routers should not be affected, assuming that the AM/AMM has been upgraded to AM/AMM 2.17.5 or later. Note that MGOS 4.4.2.1 or later is required to migrate to the updated certificates.</p> <p>ALEOS Routers: ALEOS-based routers are not impacted by this issue.</p>

RECOMMENDED ACTIONS:	<p>AirLink Manager/AirLink Mobility Manager</p> <p>Customers with MGOS-based routers or mixed fleets (MGOS and ALEOS) must upgrade to AM/AMM 2.17.5 or later prior to September 2025. Customers that do not upgrade their AM/AMM systems risk impacting the performance of their system, as routers may not be able to communicate to the AM/AMM once the certificates expire.</p> <p>Please also note that Semtech's support policy is that we only support the current release and 2 previous releases. If there are issues, we will ask that you upgrade to the latest release to resolve the issue.</p> <p>AirLink Routers</p> <p>AirLink MG90: AirLink MG90 routers used with an AM/AMM on version 2.17.5 or later are not affected by this issue.</p> <p>oMG 500/oMG 2000: The oMG2000 and oMG500 Series routers had a Last Ship Date of December 30, 2017, and reached End of Support on December 31, 2020. As these products have reached End of Support, no further software releases are being made available. As of the AM/AMM 2.18 release, these devices will no longer be supported. Semtech recommends replacing these routers and no longer using them in a production environment.</p>
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CONTACT

SALES:	<p>www.sierrawireless.com/how-to-buy/contact-sales 1-877-687-7795</p>
CUSTOMER SUPPORT:	<p>Ask for AirLink product support here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/support <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/sso/signup <p>Sign up for Semtech Security Bulletins here:</p> <ul style="list-style-type: none"> • www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

xx-January-2025	Initial announcement
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