



Critical Maintenance Release: June 2015

Product : Verizon Wireless AirLink® GX440 and ES440 Devices

The AirLink® GX440 and ES440 for Verizon Wireless are susceptible to a radio module file system corruption issue which can render the device inoperable. All devices running ALEOS software earlier than ALEOS 4.3.5.010B are expected to experience this field failure. To avert this failure mode, users are required to update their devices to ALEOS software 4.3.5.010B or later and MC7750 radio module firmware to 03.05.10.13.

To update your fleet of GX440s or ES440s we recommend the [AirLink Management Service \(ALMS\)](#) device management application. ALMS makes it simple to upgrade an entire fleet with [a single click](#), and is free to trial. Visit our [ALMS product page](#) for more information. Please contact your AirLink reseller to sign up.

Alternatively, to upgrade a single device, you can download the update package for the [GX440](#) or [ES440](#) from our product support site.

Issue Description

When module file system corruption occurs in a GX440 or ES440, the resulting symptoms can vary depending on the ALEOS firmware version running on the device and the severity of the corruption. In most cases the unit is rendered unusable as a gateway.

Observed symptoms include:

- The device is unresponsive except for the Power LED which is lit green
- The device enters a continuous cycle of reboots
- The device fails to connect to the cellular network



Products Affected

All GX440 and ES440 Verizon SKUs are affected. The complete list of SKUs is shown below:

<u>Part Number</u>	<u>Description</u>
1101413	GX440, VERIZON, ALEOS, AC
1101414	GX440, VERIZON, ALEOS, DC
1101530	GX440, VERIZON, ALEOS, AC; WIFI
1101531	GX440, VERIZON, ALEOS, DC; WIFI
1101729	GX440, VERIZON, ALEOS, DC; I/O
1101816	GX440, VERIZON, ALEOS, AC; I/O
1101728	GX440, VERIZON, ALEOS, AC, ETHERNET
1102024	GX440, VERIZON, ALEOS, DC, ETHERNET
1101996	ES440, VERIZON, ALEOS, AC

Technical Solution

An Emergency Maintenance Release (EMR) of the MC7750 firmware (version 3.05.10.013) has been approved by Verizon Wireless. This firmware contains the following critical resolutions:

1. Enhances the file system corruption recovery mechanism to address all corruption cases
2. Provides a backup of the complete file system ensuring that EV-DO connectivity is restored in the event of a file system corruption
3. Addresses a function in the module GPS system which aggravates the corruption

Please note that the issue is related to firmware operating on the device, and is not caused or aggravated in any way by Verizon Wireless or their network.



- The device connects to the LTE network but cannot connect to the EV-DO network

Devices Upgraded with MC7750 3.05.10.09

Devices which have been upgraded to MC7750 v3.05.10.09 from previous versions may experience a partial recovery from file corruption whereby CDMA parameters are not restored. In this case, the device may continue to operate when connected to LTE, but cannot connect to EV-DO.



Recommended Actions

Customers with GX440 and ES440 Verizon devices are very strongly recommended to upgrade their deployments as follows:

1. Upgrade the device firmware to ALEOS 4.3.5.010B or later
2. Upgrade the radio module firmware to 3.05.10.13

Any device that has experienced EFS corruption and has any of the symptoms listed in the Issue Description section above, will require an RMA for a MC7750 module replacement.



Further Information

For further information and technical support, please contact your authorized AirLink reseller.