



Bulletin: GNX Configuration Server Guide

OVERVIEW

DATE ISSUED:	10-May-2022
ISSUED BY:	Sierra Wireless GNX Product Management
PRODUCTS AFFECTED:	All GNX Servers
FOR DISTRIBUTION TO:	All GNX Customers
SUMMARY:	<p>On January 25, 2022 we announced that our GNX Servers would be retired at the end of 2022.</p> <p>For reference, all GNX bulletins are on The Source here:</p> <ul style="list-style-type: none">• GNX Series Bulletins <p>Our GNX Server EOL bulletin is here:</p> <ul style="list-style-type: none">• GNX Server End of Life Announcement <p>In the GNX Server EOL bulletin we committed to providing instruction on how to install and configure private GNX Servers. These instructions are now available on The Source:</p> <ul style="list-style-type: none">• https://source.sierrawireless.com/resources/airlink/hardware_reference_docs/gnx/gnx_server_configuration_guide/ <p>You will require our support to move your GNX devices from our GNX Servers to your private GNX Servers. In order for us to support you, you must contact our support organization (see below) prior to July 1, 2022 to express your interest in moving your devices to your private GNX Servers so that we can schedule the move with you. If you do not express interest by this date, we will not be able to support the move.</p> <p>If you currently operate your own private GNX Servers today, we encourage you to read and understand the GNX Configuration Server Guide as there may be issues related to the continued operation of your GNX devices after our GNX Servers are retired. There may need to be consideration made for GNX devices that are factory reset and for specific mailto: configurations. If you have any questions, please contact our support organization.</p>



PRODUCT SUPPORT AND MAINTENANCE

ACTIVE SOFTWARE MAINTENANCE PHASE:	UNTIL 30-JUN-2022 During this phase the GNX Tools updates will be limited to bug fixes and security patches only, no new features will be deployed. Following Active Software Maintenance, the products move to Critical Software Maintenance (see below).
CRITICAL SOFTWARE MAINTENANCE PHASE:	<p>FROM 1-JUL-2022 TO 31-DEC-2022 During this phase, new GNX Tools updates will be released if a Critical software issue or security vulnerability is discovered.</p> <p>A software issue is deemed to be Critical if it causes the Sierra Wireless product or service to become systemically unavailable or unresponsive, and there is no available resolution or workaround.</p> <p>A security vulnerability is deemed to be Critical if it scores 9 or 10 on the Common Vulnerability Scoring System Version 3.0 (CVSSv3) as determined by Sierra Wireless.</p>
END OF SOFTWARE MAINTENANCE:	31-DEC-2022 After this date no new GNX Tools updates will be released and the GNX Tools will no longer be supported.
END OF STANDARD PRODUCT WARRANTY:	Not Applicable
END OF EXTENDED PRODUCT WARRANTY:	Not Applicable
END OF REPAIRS:	Not Applicable

CONTACT

SUPPORT:	https://www.sierrawireless.com/support/ https://source.sierrawireless.com/
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REVISION HISTORY

10-May-2022	Initial Release
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