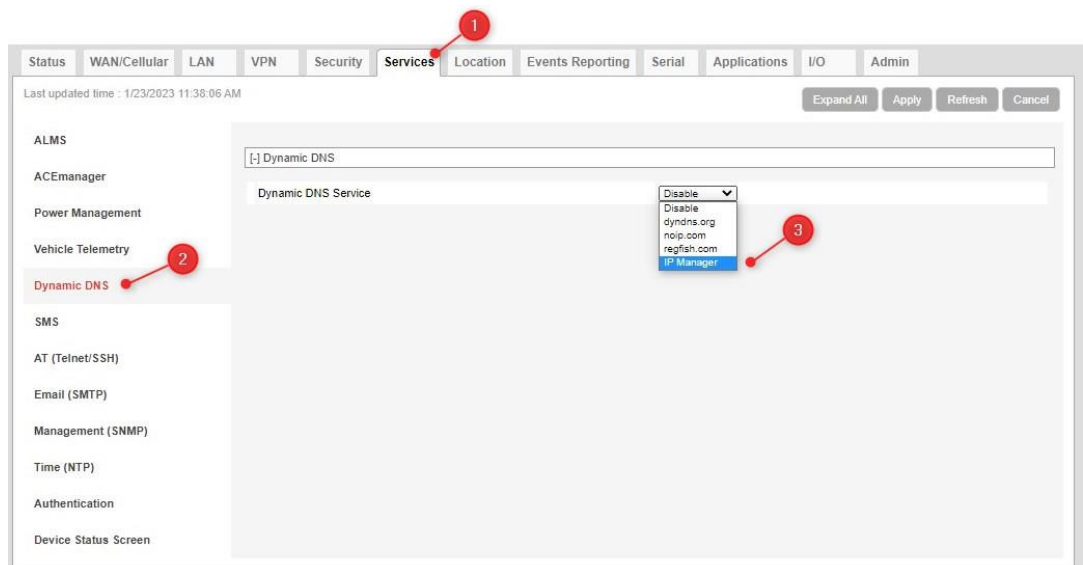


# End of Life Announcement: Dynamic DNS eairlink.com

## OVERVIEW

<b>DATE ISSUED:</b>	07-Jun-2023
<b>ISSUED BY:</b>	Sierra Wireless Enterprise Solutions Product Management
<b>PRODUCTS AFFECTED:</b>	<p>AirLink ALEOS routers:</p> <p style="padding-left: 40px;">GX Series, ES Series, LS Series, LX Series, RV Series, MP Series</p> <p>using the ALEOS "<i>IP Manager</i>" feature configured to use Sierra Wireless' Dynamic Domain Name Server located at eairlink.com</p>
<b>FOR DISTRIBUTION TO:</b>	AirLink ALEOS Customers
	<div style="border: 2px solid black; padding: 10px; text-align: center; margin: 10px 0;"> <p><b>This is the final reminder that eairlink.com will be shut down on July 1, 2023.</b></p> </div> <p><b>Background:</b> Cellular routers are assigned a static or dynamic WAN IP address by their cellular carrier. If your ALEOS router has an Internet routable IP address you may choose to use an ALEOS supported Dynamic Domain Name Server (DDNS) to access your ALEOS routers via a fully qualified domain name (FQDN).</p> <p>Sierra Wireless has historically provided a free DDNS located at eairlink.com for DDNS testing and trials of ALEOS-powered AirLink routers. Our DDNS is unmonitored and has been provided without any service level commitments or uptime expectations and may go offline periodically and without notice. Our DDNS should not be used in any mission-critical customer applications, and we recommend that customers use an alternative commercial DDNS.</p> <p><i>IP Manager</i> is a Sierra Wireless proprietary protocol for supporting a DDNS via a configurable <i>IP Manager</i> capable server.</p> <p>This bulletin outlines two important changes to the ALEOS DDNS feature:</p> <ol style="list-style-type: none"> <li>1. Changes to DDNS eairlink.com - <ul style="list-style-type: none"> <li>• This Sierra Wireless operated domain and server instance supporting the <i>IP Manager</i> protocol will be shutting down on July 1, 2023.</li> </ul> </li> <li>2. Changes to <i>IP Manager</i> configuration - <ul style="list-style-type: none"> <li>• Customers using our public DDNS server eairlink.com will need to migrate to an alternate DDNS provider prior to our DDNS server shutdown.</li> <li>• ALEOS routers configured with the IP Manager protocol operating in a customer's private domain are not affected and will continue to operate. Note – Sierra Wireless neither recommends nor provides support for <i>IP Manager</i> DDNS configurations.</li> </ul> </li> </ol> <p>Action required for customers using eairlink.com:</p>

- Prior to July 1, 2023, AirLink ALEOS customers using our “airlink.com” DDNS must select a new ALEOS supported DDNS provider, agree to their commercial terms, and update their AirLink ALEOS router’s configuration to use the DDNS new provider. Customers that do not update their router’s DDNS configuration risk impacting the functionality of their routers.
- ALEOS will continue to support the following commercial DDNS providers:
  - dyndns.org
  - noip.com
  - regfish.com
- Details on configuring a DDNS can be found on the [Source](#) in the applicable ALEOS Software Configuration Guide.
  - You can update the DDNS configuration of all your routers remotely/over-the-air using our AirLink Management Service (ALMS). For customers not using ALMS today, this is a great opportunity to realize the benefits of managing ALEOS devices remotely. ALMS greatly simplifies managing AirLink devices, can save the cost of a truck-roll, and can keep ALEOS devices up to date with the latest ALEOS firmware and security updates.
  - You can also update individual ALEOS router DDNS configurations, one by one, by logging into each router and navigating to:
    - Services > Dynamic DNS menu.
    - From the Dynamic DNS Service pull-down, select *IP Manager*.



**IMPORTANT:** Customers currently using our "airlink.com" DDNS that do not update their AirLink ALEOS router configuration risk impacting the functionality of their AirLink ALEOS routers.

**Note:** AirLink routers powered by our MG Operating System (MGOS) or AirLink Operating System (AirLink OS) do not support our DDNS service and are not affected by this shutdown.

## PRODUCT SUPPORT AND MAINTENANCE

### ACTIVE SOFTWARE MAINTENANCE PHASE:

**UNTIL 1-JUL-2023:** Our airlink.com DDNS will continue to operate for limited use in testing or evaluation scenarios. Our DDNS is unmonitored and is provided without any service level commitments or uptime expectations. Our DDNS may go offline periodically and without notice. Our DDNS should not be used in any mission critical customer applications, and we recommend that customers migrate to one of the other ALEOS supported commercial DDNS.

<b>END OF SOFTWARE SUPPORT:</b>	<b>1-JUL-2023</b> The eairlink.com DDNS will be taken offline. Prior to this date, customers using our DDNS must migrate their ALEOS devices to one of the other ALEOS supported commercial DDNS providers. Customers currently using our "eairlink.com" DDNS that do not update their AirLink ALEOS router configuration risk impacting the functionality of their AirLink ALEOS routers.
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## CONTACT

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<b>SALES:</b>	<a href="http://www.sierrawireless.com/sales">www.sierrawireless.com/sales</a>
<b>CUSTOMER SUPPORT:</b>	<p>Ask for AirLink product support here:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.sierrawireless.com/support">www.sierrawireless.com/support</a></li> </ul> <p>Sign up to the Source for product resources and subscribe to product bulletins here:</p> <ul style="list-style-type: none"> <li>• <a href="https://sierrawireless.com/sso/signup">https://sierrawireless.com/sso/signup</a></li> </ul> <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.sierrawireless.com/company/iot-device-security/security-bulletins">www.sierrawireless.com/company/iot-device-security/security-bulletins</a></li> </ul>
<b>RMA:</b>	<p>Ask for return support here:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:repairs@sierrawireless.com">repairs@sierrawireless.com</a></li> </ul>

## REVISION HISTORY

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<b>26-Jan-2023</b>	Initial announcement
<b>02-Feb-2023</b>	Wording adjusted for clarity
<b>07-Jun-2023</b>	This is a reminder that eairlink.com will be shut down on July 1, 2023