

End of Support Announcement: Device Support on AMM

OVERVIEW

DATE ISSUED:	2023-11-15
ISSUED BY:	Sierra Wireless Enterprise Solutions Product Management
PRODUCTS AFFECTED:	<p>AirLink Manager Platform – AirLink Manager (AM) and AirLink Mobility Manager (AMM)</p> <p>AirLink Devices</p> <ul style="list-style-type: none"> oMG2000 Series Routers oMG500 Series Routers GNX Family
FOR DISTRIBUTION TO:	AirLink AM/AMM Customers
	<p>This bulletin provides advanced notice on Sierra Wireless' plans to end support for the oMG2000, oMG500 Series Routers and the GNX trackers on the AirLink Manager management system, effective as of the AM/AMM 2.18 release, planned for H2 2024¹.</p> <p>Background</p> <p>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.</p> <p>The GNX Family of devices had a Last Ship Date of December 31, 2022 and reached End of Support on December 31, 2022. As these products have reached End of Support, no further software releases are being made available.</p> <p>Customer Actions</p> <p>Customers that have GNX, oMG2000 and oMG500 Series routers deployed in the field can continue to use these devices without issue. With the release of AM/AMM 2.18, Sierra Wireless will drop formal support and testing of these devices with the management system software. While it is expected that the products will continue to function, Sierra Wireless will not accept Customer Support tickets for the AM/AMM as it relates to these products.</p>

¹ Dates subject to change.

CONTACT

SALES:	www.sierrawireless.com/sales
CUSTOMER SUPPORT:	<p>Ask for 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">• https://www.sierrawireless.com/sso/signup <p>Sign up for Sierra Wireless Security Bulletins here:</p> <ul style="list-style-type: none">• https://www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

2023-xx-xx	Initial announcement
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