



# Bulletin: Notice of End of GNX Tool Support

## OVERVIEW

<b>DATE ISSUED:</b>	25-Jan-2022
<b>ISSUED BY:</b>	Sierra Wireless GNX Product Management
<b>PRODUCTS AFFECTED:</b>	All GNX Tools
<b>FOR DISTRIBUTION TO:</b>	All GNX Customers
<b>SUMMARY:</b>	<p>All GNX devices are now in the end of sale phase per the bulletin <i>End of GNX Sale Announcement</i>. The Sierra Wireless <b>GNX Server Tool</b>, <b>GNX CT Tool</b> and <b>GNX VIN Tool</b> will be shut down and no longer supported by Sierra Wireless as of December 31, 2022.</p> <p><b>GNX Server Tool:</b> A <b>GNX Server</b> is not required for GNX devices to continue to operate. Sierra Wireless will support customers who wish to install a private <b>GNX Server</b> and have their GNX devices communicate with their private <b>GNX Server</b>. Sierra Wireless will publish a <b>GNX Server</b> installation application note in Q2 2022.</p> <p><b>GNX CT Tool:</b> Sierra Wireless will not support private <b>CT Tool</b> instances as GNX devices can be fully managed by a customer's private <b>GNX Server</b>.</p> <p><b>GNX VIN Tool:</b> The <b>VIN Tool</b> will be available to customers via a license agreement. If you wish to license the <b>VIN tool</b>, please contact Sierra Wireless.</p>

## PRODUCT SUPPORT AND MAINTENANCE

<b>ACTIVE SOFTWARE MAINTENANCE PHASE:</b>	<b>UNTIL 30-JUN-2022</b> 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).
<b>CRITICAL SOFTWARE MAINTENANCE PHASE:</b>	<b>FROM 1-JUL-2022 TO 31-DEC-2022</b> During this phase, new GNX Tools updates will be released if a Critical software issue or security vulnerability is discovered.



	<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>
<b>END OF SOFTWARE MAINTENANCE:</b>	<b>31-DEC-2022</b> After this date no new GNX Tools updates will be released and the GNX Tools will no longer be supported.
<b>END OF STANDARD PRODUCT WARRANTY:</b>	<b>Not Applicable</b>
<b>END OF EXTENDED PRODUCT WARRANTY:</b>	<b>Not Applicable</b>
<b>END OF REPAIRS:</b>	<b>Not Applicable</b>

## CONTACT

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<b>SUPPORT:</b>	<a href="https://www.sierrawireless.com/support/">https://www.sierrawireless.com/support/</a> <a href="https://source.sierrawireless.com/">https://source.sierrawireless.com/</a>
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## REVISION HISTORY

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<b>25-Jan-2022</b>	Initial Release