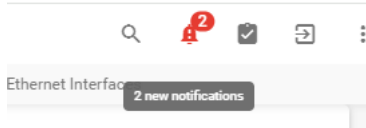


Technical Bulletin: AirLink OS 5.0.49 User Interface Issue

OVERVIEW

DATE ISSUED:	13-Mar-2024
ISSUED BY:	Semtech Enterprise Solutions Product Management
PRODUCTS AFFECTED:	AirLink® RX55, XR60, XR80, and XR90
FOR DISTRIBUTION TO:	General Distribution
SUMMARY:	<p>Semtech is issuing a technical bulletin in relation to an issue that may occur when using AirLink OS 5.0.46 or AirLink OS 5.0.49. When accessing the router locally or when opening the router user interface (UI) in ALMS, the user interface will fail to load after the login screen if there are no notifications. This problem will persist until the router receives a notification.</p>  <p><i>Notifications can be seen through the bell icon in the top right of the AirLink OS user interface.</i></p>
ISSUE DETAILS:	<p>Impacted Routers: AirLink RX55, XR60, XR80, and XR90 routers that are running AirLink OS 5.0.46 or AirLink OS 5.0.49 and have no notifications.</p> <p>If all notifications are cleared, this issue will occur.</p>
RECOMMENDED ACTIONS:	<p>This issue will be addressed shortly in a new AirLink OS 5.0 version.</p> <p>If you are experiencing this issue, we recommend the following:</p> <ul style="list-style-type: none"> • If you are accessing the device locally, we recommend using invalid credentials when logging in to create an alert which will then enable the UI to load. Note that some password managers will bypass the login screen and may need to be disabled to enter incorrect credentials. • If you are accessing the device from ALMS, please contact Semtech technical support for assistance. <p>We recommend waiting for the new version of AirLink OS 5.0 to be released before upgrading.</p> <p>If you have already upgraded to AirLink OS 5.0.49 or are using AirLink OS 5.0.46 and your router is working as expected, then we advise not clearing the notifications as that will then trigger this issue.</p> <p>We advise all users using AirLink OS 5.0.x to upgrade to the new AirLink OS 5.0 version when available.</p> <p>A release bulletin will be issued when the new AirLink OS 5.0 is available.</p>

CONTACT

SALES:	www.sierrawireless.com/how-to-buy/contact-sales 1-877-687-7795
CUSTOMER SUPPORT:	Ask for AirLink product support here: <ul style="list-style-type: none">• www.sierrawireless.com/support Sign up to the Source for product resources and subscribe to product bulletins here: <ul style="list-style-type: none">• www.sierrawireless.com/sso/signup Sign up for Semtech Security Bulletins here: <ul style="list-style-type: none">• www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

13-Mar-2024	Initial announcement
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