

# Technical Bulletin: AirLink OS Upgrade to 4.1 Issue

## OVERVIEW

<b>DATE ISSUED:</b>	4-Mar-2024
<b>ISSUED BY:</b>	Semtech Enterprise Solutions Product Management
<b>PRODUCTS AFFECTED:</b>	AirLink® RX55, XR80, and XR90
<b>FOR DISTRIBUTION TO:</b>	General Distribution
<b>SUMMARY:</b>	Semtech is issuing a technical bulletin in relation to an issue that may occur when upgrading to AirLink OS 4.1.30 from an earlier AirLink OS version where the SIM database entries will revert to their defaults, which may result in the router losing its cellular connection.
<b>ISSUE DETAILS:</b>	<p><b>Impacted Routers:</b> Airlink RX55, XR80, and XR90 routers that had any of their current SIMs installed when running AirLink OS 3.0 or later and any of the following changes have been made:</p> <ul style="list-style-type: none"> <li>• IPv4 and IPv6 settings</li> <li>• APN mode and any manual APN defined</li> <li>• Authentication protocol settings</li> <li>• Preferred radio technology setting</li> <li>• Roaming settings</li> <li>• MTU settings</li> <li>• SIM PIN settings</li> </ul> <p>For impacted routers, these configuration settings will revert to their default values upon upgrade to AirLink OS 4.1.30, which may cause the routers to lose their cellular connection.</p>
<b>RECOMMENDED ACTIONS:</b>	<p>Semtech is currently creating a new AirLink OS 4.1.x release that will address this upgrade issue and is removing AirLink OS 4.1.30 from ALMS and the Source.</p> <p>We recommend upgrading to AirLink OS 5.0 if an upgrade is being performed.</p> <p>If an upgrade to AirLink OS 4.1 is required, then we recommend waiting for a new version of AirLink OS 4.1 that will address the upgrade issue.</p> <p>If you have already upgraded to AirLink OS 4.1.30 and your system is working as expected, then no action is required.</p> <p>A release bulletin will be issued when the new AirLink OS 4.1 is available.</p>

## CONTACT

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

## REVISION HISTORY

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<b>4-Mar-2024</b>	Initial announcement
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