



# Bulletin: GNX EOL Update & New Optional Firmware

## OVERVIEW

<b>DATE ISSUED:</b>	15-Nov-2022
<b>ISSUED BY:</b>	Sierra Wireless GNX Product Management
<b>PRODUCTS AFFECTED:</b>	All GNX Tools and GNX devices
<b>FOR DISTRIBUTION TO:</b>	All GNX Customers
<b>SUMMARY:</b>	<p>This bulletin is a reminder that, as announced on January 25, 2022, the Sierra Wireless <b>GNX Config Server Tool</b>, <b>GNX CT Tool</b> and <b>GNX VIN Server Tool</b> will be shut down and no longer supported by Sierra Wireless as of December 31, 2022. Sierra Wireless is on-track for shutting down these servers at the end of 2022.</p> <p>This bulletin also details a new optional GNX firmware G604.09.08kX that allows you to configure your GNX devices to retrieve configuration information from your GNX Config Server, rather than the Sierra GNX Config Server, even after a GNX device factory reset. Details follow.</p> <p>Our document <i>41114355 GNX Config Server Guide</i> published on May 20, 2022, details how you can install and configure your own GNX Config Server.</p> <p>In the section <i>Factory Reset Recovery</i>, note that that for GNX devices running a GNX firmware version less than G604.09.08kX, if a factory reset does occur, those GNX devices will revert to trying to connect to the, soon to be decommissioned Sierra Wireless GNX Config Server. If a GNX device running a GNX firmware version less than G604.09.08kX experiences a factory reset, there are two options available to redirect a GNX device back to your GNX Server:</p> <ol style="list-style-type: none"><li>1. Send an SMS command to the GNX device to direct the device to connect to your GNX Config Server for configuration information</li><li>2. Physically connect to the GNX device via its serial port to direct the device to connect to your GNX Config Server for configuration information</li></ol> <p>With the new optional GNX firmware, you have an additional option. This new firmware, once installed over-the-air on your fleet of GNX devices, will allow you to configure your GNX devices to connect to your GNX Config Server for configuration information, even after a factory reset.</p>



If you would like to learn more about this optional GNX firmware release, please contact Sierra Wireless and we'll work with you to determine if this optional GNX firmware release is appropriate to your GNX management needs.

## 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.  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.  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.
<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

**SUPPORT:**

<https://www.sierrawireless.com/support/>  
<https://source.sierrawireless.com/>

## REVISION HISTORY



<b>15-Nov-2022</b>	Initial Release