

AirLink® ALEOS 4.17.0 ALMS Connectivity Issue

OVERVIEW

DATE ISSUED:	26-Jan-2024
ISSUED BY:	Sierra Wireless AirLink® Product Management
PRODUCTS AFFECTED:	<p>AirLink® ALEOS Routers:</p> <ul style="list-style-type: none"> LX40, LX60, RV50X, RV55, MP70
FOR DISTRIBUTION TO:	<p>AirLink® Customers & Channel Partners</p> <p>We have identified an issue where routers running ALEOS 4.17.0 will stop communicating with ALMS either for extended periods of time or permanently.</p> <ul style="list-style-type: none"> This issue only affects ALMS communications. All other router functions operate normally e.g. passing cellular traffic, etc. Routers communicating with our AirLink® Mobility Manager (AMM) or our AirLink® Manager (AM) services are not affected by this issue. This issue will be addressed in ALEOS 4.17.1 to be released in early February 2024. Immediate action is required to mitigate the issue and is described below. These actions are recommended for both current and future users of ALMS. <p><u>Affected router symptoms:</u></p> <ul style="list-style-type: none"> Up to 90 days after upgrading your router to ALEOS 4.17.0, ALMS will indicate that the router is no longer reporting into ALMS. Routers powered continuously for at least 18 hours, will automatically reestablish communications with ALMS after 18 hours. Routers powered for less than 18 hours continuously will not automatically reestablish communications with ALMS.



Actions for routers running ALEOS 4.17.0 that are continuously powered:

- These actions apply to routers that are continuously powered
 - e.g. asset monitoring, internet connectivity, etc.
- These routers will stop communicating with ALMS for approximately 18 hours every 90 days.
- Do not upgrade additional routers to ALEOS 4.17.0.
- Following the release of ALEOS 4.17.1, all routers should be upgraded to ALEOS 4.17.1.
- If the 18-hour ALMS communication loss every 90 days presents an operational concern, customers may downgrade ALEOS (to ALEOS 4.16.0 for LX40/60, RV50X & ALEOS 4.16.2 for RV55, MP70), and perform the ALEOS 4.16 security mitigations described in [SWI-PSA-2023-006](#). (Contact support for any questions regarding security mitigations.)

Actions for routers running ALEOS 4.17.0 that are powered on and off regularly:

- These actions apply to routers that are used in vehicles or where the router is powered on and off regularly, where the router will not be in continuous operation for a least 18 hours.
 - e.g. utility vehicles, police vehicles, remote monitoring sites with periodic operation, etc.
- These routers will stop communicating with ALMS up to 90 days after the upgrade to ALEOS 4.17.0 and will not resume communications automatically.
- Do not upgrade additional routers to ALEOS 4.17.0 or deploy new routers with ALEOS 4.17.0.
- For routers running ALEOS 4.17.0 and still communicating with ALMS, immediately downgrade these routers (to ALEOS 4.16.0 for LX40/60, RV50X & ALEOS 4.16.2 for RV55, MP70) and perform the ALEOS 4.16 security mitigations described in [SWI-PSA-2023-006](#). (Contact support for any questions regarding security mitigations.)
- For routers no longer communicating with ALMS, upgrade to ALEOS 4.17.1 using ACEmanager when the release is available.
- Alternatively, to restore ALMS communications prior to the 4.17.1 release, downgrade these routers via ACEmanager (to ALEOS 4.16.0 for LX40/60, RV50X & ALEOS 4.16.2 for RV55, MP70) and perform the ALEOS 4.16 security mitigations described in [SWI-PSA-2023-006](#). (Contact support for any questions regarding security mitigations.)



PRODUCT SUPPORT

WHEN IS THIS UPDATE AVAILABLE:

ALEOS 4.17.1 will be available from ALMS/AM/AMM and [The Source](#) in early February 2024.

CONTACT

SUPPORT:

Ask for support here:

- www.sierrawireless.com/support

Sign up to the Source for product resources and subscribe to product bulletins here:

- <https://sierrawireless.com/sso/signup>

Sign up for Sierra Wireless Security Bulletins here:

- www.sierrawireless.com/company/iot-device-security/security-bulletins

REVISION HISTORY

18-Jan-2024

Initial Release

26-Jan-2024

Typo corrected