



# AT&T 3G Sunset impact on older GNX HL7688 Devices

## OVERVIEW

<b>DATE ISSUED:</b>	15-Dec-2021
<b>ISSUED BY:</b>	Sierra Wireless GNX Product Management
<b>PRODUCTS AFFECTED:</b>	All GNX-5P HL7688 and GNX-6 HL7688 SKUs
<b>FOR DISTRIBUTION TO:</b>	All GNX Customers
<b>SUMMARY:</b>	<p>As previously outlined in our <a href="#">GNX AT&amp;T 3G Sunset Bulletin</a>, the AT&amp;T 3G network sunset process will commence on February 1, 2022. Soon after February 1, 2022, all 3G-only devices will cease to connect to the AT&amp;T network. Unfortunately, due to AT&amp;T network changes, all GNX LTE products will require a GNX firmware update to continue to connect to AT&amp;T 4G network and this upgrade must be completed by February 22, 2022 to continue to connect to the AT&amp;T LTE network.</p> <p>After conducting an audit of the GNX devices checking into the Sierra Wireless operated GNX Configuration Server, we have determined that there are a small number of GNX-5P and GNX-6 devices with an Intel based HL7688 modem running an older version of HL7688 radio module firmware that is incompatible with the AT&amp;T network change. All GNX HL7688 devices must be running radio module firmware version HL7688.A.2.15. Any radio module firmware version earlier than this version will result in that device not connecting to the AT&amp;T network after the 3G shutdown occurs. If you are operating your own GNX Configuration Server, please check your server logs to determine if you are running any devices with an older HL7688 radio module firmware version.</p> <p>Alternatively, please provide a list to <a href="http://sierrawireless.com/support">sierrawireless.com/support</a> with the IMEIs of all of the GNX-5P and GNX-6 devices in your fleet. From this list, Sierra Wireless will determine if you have any older GNX HL7688 devices that require a radio module firmware update. Any device operating with out-of-date HL7688 radio module firmware will need to be FOTA upgraded using the Sierra Wireless AirVantage firmware management system before February 2022. The radio module firmware FOTA process is triggered on a device-by-device basis using an SMS command or via a GNX Configuration Server command.</p> <p>Please contact <a href="http://sierrawireless.com/support">sierrawireless.com/support</a> for details.</p>

## PRODUCT SUPPORT



**UPDATE AVAILABILITY:**

- GNX HL7688 devices radio module firmware version HL7688.A.2.15 is available now via AirVantage

**CONTACT**

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**SUPPORT:**

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

**REVISION HISTORY**

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03-Dec-2021	Draft Release
15-Dec-2021	Revised draft