

OVERVIEW

DATE ISSUED/UPDATED:	March 16, 2023	TRACKING NUMBER:	41114653 R1
ISSUED BY:	IoT Solutions Product Management		
PRODUCTS AFFECTED:	EM7565, EM7511, MC7411, EM7411, EM7431, MC7421, EM7421		
SKUS AFFECTED:	EM7411	1104680 , 1104726 , 1104836 , 1104862 , 1104913	
	EM7511	1104267 , 1104268 , 1104277, 1104826 , 1104828 , 1105060	
	EM7565	1103520, 1104207, 1104276, 1104514 1104765, 1104775, 1104824, 1105035, 1105038	
	MC7411	1104773, 1104689	
	EM7431	1104864, 1104715	
	MC7421	1105064, 1104688	
	EM7421	1104944, 1104677, 1104678, 1104727, 1104863 1105034, 1105051, 1104681	
BULLETIN:	Connectivity problem reported on AT&T		
URGENCY:	Urgent		
FOR DISTRIBUTION TO:	Customer identified as purchasing affected SKUs		

Summary

It is highly likely that modules meeting the condition below will not be able to connect to the AT&T network:

- from the affected SKU list above, AND
- shipped from Sierra Wireless' contract manufacturer December 5, 2022 through March 5, 2023

Containment action: Customers are recommended to quarantine any affected product until Sierra Wireless provides further direction.

Details

A customer using a Linux based host has reported problems connecting to the AT&T network. No customer has reported connectivity issues on any other North American network that can be correlated with the issue described in this bulletin.

The root cause of the issue is under investigation. Connectivity problems correlate with the following unexpected changes to the module configuration including:

- Profiles added and/or overwritten, and/or
- The default profile getting set to something different.

Preliminary Sierra Wireless test results show that there is at least one case for a connectivity issue using the generic carrier PRI.

Sierra Wireless will update this product bulletin as more information is learned and include identifying corrective actions to remediate impacted modules.