

SERVICE BULLETIN

BULLETIN NUMBER: SB-0060
REVISION: 1-0-0
DATE: MAY 2, 2018

PRODUCT DESCRIPTION: SECURITY – Sierra GX450 Wireless Malware Action Notice

CODAN REFERENCE / ECO: AT 41566

PRODUCTS AFFECTED:

Model Number(s):

CI-MODEM-01	CI-MODEM-W1
CI-MODEM-02	CI-MODEM-W2
CI-MODEM-03	CI-MODEM-W3
CI-MODEM-04	CI-MODEM-W4
CI-MODEM-05	CI-MODEM-W5

CAUSE / SYMPTOMS:

Sierra Wireless is currently responding to Malware events related to gateways that are currently or were once deployed using default passwords. These devices and credentials may be compromised leading to the possibility of excessive data usage or improper behavior.

PLEASE NOTE THAT THE INFORMATION IN THIS BULLETIN COMES FROM SIERRA WIRELESS. YOU MUST CONTACT THEM FOR ASSISTANCE.

SOLUTION:

In order to protect your installation, please change the factory default passwords on your modems. For a full explanation on the vulnerability, copy and paste the following link into your browser:

https://source.sierrawireless.com/~media/support_downloads/airlink/docs/technical%20bulletin/swi-psa-2018-002%20technical%20bulletin%20-%20reaper%20-%2029mar2018.ashx?la=en

In order to assist you, **Sierra Wireless** is providing:

- Free ALMS management service for up to 15 devices. This service allows you to remotely monitor and update your devices.

PROCEDURE:

CHANGING THE MODEM'S PASSWORDS

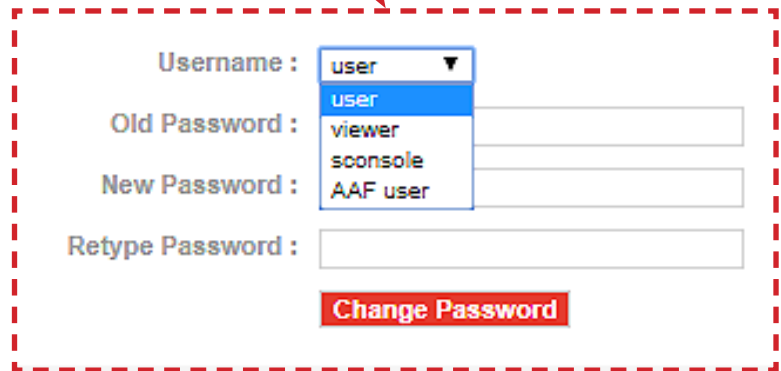
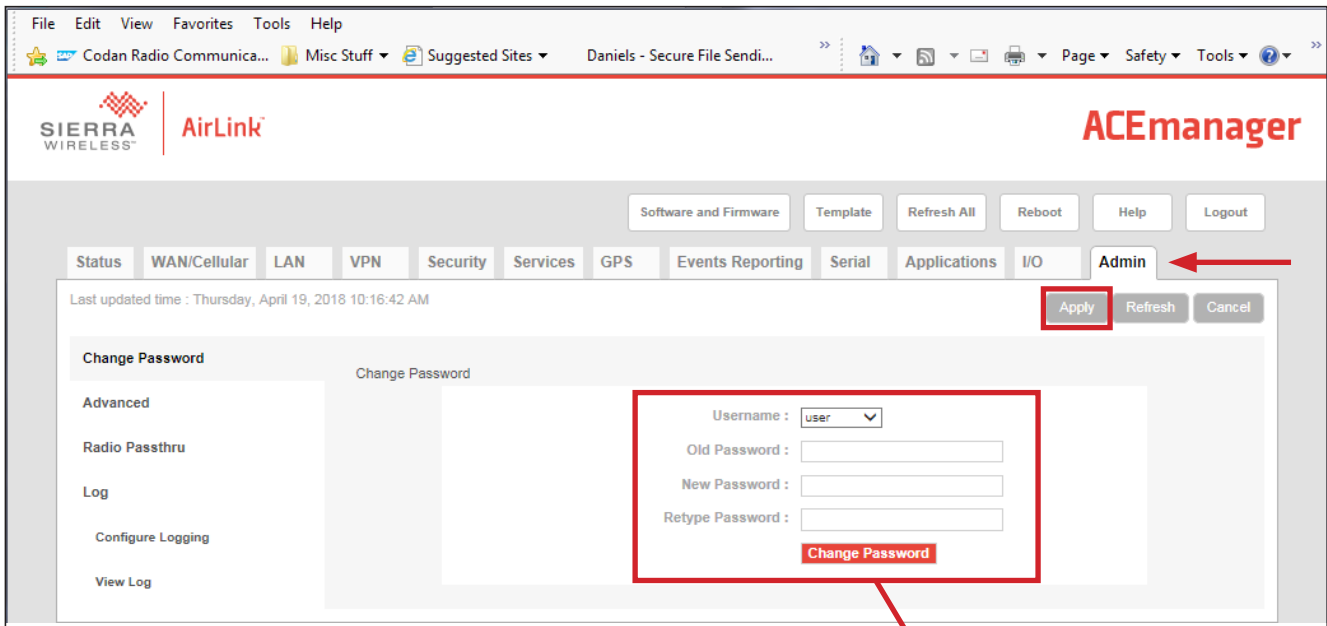
1. Enter: **http://192.168.13.31:9191** in the browser address bar
(or enter the address the unit was set for – xxx.xxx.xxx.xxx:9191).
2. Enter the user name and password.
*The default User is **user** and the default Password is **12345**.*
3. Click the **Admin** tab (top right) on the ACEmanager home page.

See Over >>>



SB-0060-02
December 17, 2018
QA-163 Rev 10
PUBLIC

SERVICE BULLETIN



4. Set "Username:" to **user**.
5. Enter the "Old Password".
6. Enter the "New Password" **twice**.
7. Click **Change Password**.
8. Click **Apply**.
9. Repeat **Steps 4 through 8** for each "Username" on the list (**user, viewer, sconsole, AAF user**).
10. Close ACEmanager.
11. Re-enter ACEmanager mode using the new password(s) to ensure that they work correctly.

SERVICE BULLETIN

ADDITIONAL INFORMATION

A specific help line for Verizon subscribers has been set up in case you have questions about the upgrade process. The support line is open from 6AM to 5PM Pacific Time.

1. Phone: **(877) 687- 7795**.
2. Select Option **2** for Support.
3. Select **1** for AirLink Devices and Services.
4. Enter Pin Code **9805**.

To speed the support efforts, it is beneficial to have the following information available:

- Device serial numbers
- IP Address(es)
- A security notification service to subscribe to:
www.sierrawireless.com/security

Sierra remains vigilant with monitoring and responding to security threats.

You may contact **Sierra Wireless** at <https://www.sierrawireless.com/company/contact-us/> with any concerns.

For those who have Verizon modems, CI-MODEM-## (where ## is the Verizon number for GX440 or 450), you can also contact Verizon directly.

RETURN REQUESTS:

To obtain an RMA number and shipping instructions, please contact the Codan service department at 1-800-664-4066 or lmrservice@codancomms.com.

REVISION HISTORY:

Rev	Date	Description
1-0-0	May 2, 2018	Notice of Malware Threat for all LMR customers who purchased specific third-party modems.
02	Dec 17, 2018	Update the Codan logo and website



SB-0060-02
Dec 17, 2018
QA-163 Rev 10
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