

Verizon Upgrade

Updated: March 6, 2019

Verizon is providing one extension of the deadline from March 30, 2019 to August 30, 2019 to provide customers time to update modem firmware.

New Information on Affected Modem Versions

Digi suppliers initially identified some versions of the .xx4 modem firmware as not requiring a modem firmware update. Upon further investigation, we have been informed that **all .xx4 modem firmware versions are affected**. As a result, Digi now advises that all products with .xx4 modem firmware **should be updated to .xx5 modem firmware**.

The Digi IMEI lookup feature now includes the .xx4 modem IMEIs. If products were previously identified as not affected, a re-screen of the modem firmware version is recommended using the IMEI lookup feature.

Failure to implement a patch by August 30, 2019 could render your ability to patch an impacted device via remote communication impossible.

Dear Valued Digi Customer,

Recently, Verizon notified cellular product manufacturers of a software defect present in Intel chipsets utilized by several cellular modem vendors. Digi uses some of these third party cellular modems in some of our products.

This software defect will make these modems incompatible with Verizon's future network software release and associated network device requirements. Verizon has advised that all devices must be patched by August 30, 2019 to ensure uninterrupted

operation. Failure to implement a timely patch could render your ability to patch an impacted device via remote communication impossible.

Digi is currently working with each of our modem vendors to identify the list of modems affected and the corresponding Digi products that have incorporated these modems. At this time, we believe that the following Digi product families are affected: