

Product Notice		Date
		May 23, 2019
Product	Digi XBee3 Cellular Smart Modem, LTE-M/NB-IoT	

Reason for Change

<input type="checkbox"/> Technical Requirement	<input type="checkbox"/> Product Transition
<input type="checkbox"/> Customer Requirement	<input type="checkbox"/> Product Discontinuation
X Quality Improvement	<input type="checkbox"/> Product Enhancement
	<input type="checkbox"/> Other (Pricing Change)

Audience	Distributors and direct customers
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Product Notice	<p>u-blox has informed Digi of a critical issue in the SARA-R410M-02B firmware version L0.0.00.00.05.06, app version A.02.00. A new firmware release is available (firmware version L0.0.00.00.05.06, app version A.02.01). All customers should follow the recommended actions in this PCN to update u-blox firmware in all modules received to date. This u-blox module is a component in the Digi XBee3 LTE-M/NB-IoT Cellular Smart Modem (XB3-C-A2-UT-001).</p> <p>The issue can cause memory corruption which renders the u-blox cellular component unusable. Memory corruption can occur when a device is put to sleep or power cycled within 20 seconds of a memory maintenance procedure that is scheduled by u-blox firmware. The memory maintenance procedure occurs every 124 days after the first network registration of the device.</p> <p>Up-to-date information on this issue and resolution options can be found on the Digi support site: https://www.digi.com/support/knowledge-base/u-blox-memory-housekeeping-issue-on-xb3-cat-m-cell</p>
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Affected Part Numbers	<ul style="list-style-type: none">XB3-C-A2-UT-001 - Digi XBee3 Cellular Smart Modem, LTE-M/NB-IoTXK3-C-A2-UT-U - Digi XBee3 Cellular Smart Modem, LTE-M, Development Kit, AT&TXK3-C-N1-UT-E - Digi XBee3 Cellular Smart Modem, NB-IoT Development Kit
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Action Required	<p>All customers should update u-blox firmware in all XBee3 XB3-C-A2-UT-001 modules received to date using one of the following methods:</p> <p>1. USB Direct</p>
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	<p>Update u-blox firmware over USB direct mode with the u-blox EasyFlash Firmware Download Tool. u-blox firmware application version should be updated to A.02.01. This method requires USB direct mode communication from your host to the XBee 3 or USB direct communication using the XBIB-C-TH development board. Updating u-blox firmware is not possible using the XBIB-U-DEV development board. There is a link to the detailed update instructions on the product support page under "Firmware Updates" (select u-blox A.02.01 EasyFlash Update). Digi technical support can provide the firmware for download as well.</p> <p>2. UART</p> <p>Digi is targeting firmware over UART patching availability in June 2019. This option involves sending firmware to the u-blox module over serial connection.</p> <p>3. Firmware Over-The-Air (cellular)</p> <p>Digi is targeting Firmware Over-The-Air (FOTA) patching availability in June 2019.</p> <p>To reduce the risk of this issue occurring on devices that cannot yet be patched, configure your application to wait at least 30 seconds after network registration before going to sleep or performing a power reset. However, this is a risk-reduction step and is not a substitute for patching u-blox firmware.</p> <p>XB3-C-A2-UT-001 modules received after the date of this PCN direct from Digi or from our channel partners will contain app version A.02.01 and will not need to be updated.</p> <p>If you have questions about this notice please contact your sales representative or our technical support department via email at tech.support@digi.com or by telephone at 952-912-3444 or 877-912-3444.</p>
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Authorization	Kyle Sporre, Product Manager, Digi International
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