

Product Quality Advisory		Date March 3, 2021
Product	Cellular Router WR21	

Description	<p>Digi has been recently notified that certain models of Digi TransPort WR21 routers operating in 2G mode, and under certain conditions, may experience reboots or continually occurring reboots in the field.</p> <p>Not all WR21s with a 2G modem will experience the problem. It will be based on different factors such as:</p> <ul style="list-style-type: none"> • Power supply used • Distance to the cell tower (signal strength) • Frequency Band • Carrier/SIM card <p>WR21s with a 2G modem that only connects to LTE or is currently configured to use LTE\4G as a preferred system should not be subject to the issue.</p> <p style="text-align: center;">Affected device identification</p> <p>The problem will only occur if 2G mode is being used. For example if there is no 2G coverage at the WR21's location or the WR21 never connects in 2G mode the problem will not occur.</p> <p>The affected WR21s shipped between May 2020 and January 2021 and are identified with hardware revision 1209a.</p> <div style="text-align: center; margin-top: 20px;"> <p>Model Type: TransPort WR21 H/W Options: LTE EMEA, 2Eth/232 Ent NOM PN: WR21-M72B-DE1-SB CE SN / HW / Batch: 1209A/0000</p> </div>
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Part Numbers	Product Line	Potentially Affected Part Numbers	
	WR21		WR21-M72B-DE1-5B
			WR21-M72A-DE1-TB
			WR21-M22B-DE1-SB
			WR21-U92B-DE1-SB
			WR21-U92A-DE1-TB

Timing of Change	Effective Immediately
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Issue Mitigation and workaround	<p>Digi has identified and fixed the problem, which requires a rework of the WR21 router at Digi’s North America facilities.</p> <p>The problem can be prevented by locking the WR21 to a radio technology other than AUTO or 2G. In order to make this change please follow the steps below.</p> <ul style="list-style-type: none"> • For LTE/4G routers such as the WR21-M2 or WR21-M7 <ul style="list-style-type: none"> ○ <u>Via the web interface:</u> <ul style="list-style-type: none"> ▪ Configuration - Network > Interfaces > Mobile ▪ Set “Preferred system” to 4G Preferred system: <input type="text" value="4G"/> ▪ Apply and save the configuration change ○ <u>Via the command line:</u> <ul style="list-style-type: none"> ▪ modemcc 0 psys 4G ▪ config 0 save • For 3G routers such as the WR21-U9 <ul style="list-style-type: none"> ○ <u>Via the web interface:</u> <ul style="list-style-type: none"> ▪ Configuration - Network > Interfaces > Mobile ▪ Set “Preferred system” to 3G Preferred system: <input type="text" value="3G"/> ▪ Apply and save the configuration change ○ <u>Via the command line:</u> <ul style="list-style-type: none"> ▪ modemcc 0 psys 3G ▪ config 0 save
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Repair process and additional resources	<p>Customers with affected WR21s that need to use 2G mode should contact Digi Technical Support to have the WR21 units shipped and reworked through a Return Authorization (RA).</p> <p>For any further questions or concerned with this issue, please contact Digi Technical Support at tech.support@digi.com</p>
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