



Verizon Certified Image Bulletin

Revision 3.0.7

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Summary

Cisco engineering has identified issues with IOS release 15.3(3)M2 and 3.5.10.6 based modem firmware when used with the EHWIC-4G-LTE-V and EHWIC-4G-LTE-V= LTE interfaces, plus the LTE interfaces on C819G-4G-V-K9 and C819HG-4G-V-K9. The affected platforms are modular ISR G2: 1921, 1941, 1941W, 2901, 2911, 2921, 2951, 3925, 3945 and 3945e, plus fixed 819 platforms with LTE. Cisco has released an updated 3.5.10.6 Based Modem Firmware to mitigate the issues. A description of the issues, instructions for software download, and usage guidelines follow.



Table 1: Affected IOS Software And Recommended Modem Firmware Release

OS Type	Software Affected		Software Solution		
	Versions	Platform	Version	Platform	Availability
IOS	15.3(3)M2	ISR G2 modular platform software related to LTE eHWIC	15.3(3)M2 +Modem Firmware 03.05.10.06_00_vzw_033.011_000	ISR G2 modular platform software	1/31/2014
IOS	15.3(3)M2	C819 fixed platform software related to LTE	15.3(3)M2 +Modem Firmware 03.05.10.06_00_vzw_033.011_000	C819 fixed platform software	1/31/2014

List of Affected Platform(s) for above software:

EHWIC-4G-LTE-V & EHWIC-4G-LTE-V= on all modular ISR G2 platforms

C819G-4G-V-K9 and C819HG-4G-V-K9 integrated LTE interfaces

Regarding 3925, 3945 and 3945e platforms, please contact Cisco TAC for further instructions.



Issues related to Bulletin:

DDTS No(s): CSCuh78663

Symptom: Cellular interface unavailable after power cycle resulting in 1 hour outage

Description: The 819 4G/LTE or EHWIC-4G-LTE-V Cellular USB interface may not enumerate after power cycle

This situation may be recovered by a router reload.



Instructions for downloading the 3.5.10.6 Based Modem Firmware:

3.5.10.6 based modem firmware for Cisco LTE-V (Verizon) SKUs for interworking with 15.3(3)M2 or later release:

<http://software.cisco.com/download/release.html?i=!y&mdfid=284772061&softwareid=284285628&release=3.5.10.6&os=>

Click on the URL, click on Download, click on “Accept License Agreement”, and download the 3.5.10.6 Based Modem Firmware.

The modem firmware upgrade procedure may also be found in the Release Notes for 3.5.10.6.

http://www.cisco.com/web/software/284285628/101593/Cisco_LTE_Firmware_Upgrade_MC7750_091213.pdf

After completion of the modem firmware upgrade, the new firmware version may be confirmed by following ‘Sample reverse telnet:’ in the above document. Issue `at!package?` to retrieve the current modem firmware version:

```
at!package?  
MC7750_03.05.10.06_00_vzw_033.011_000
```

Terms and Conditions:

This Bulletin announces the introduction of Cisco 3.5.10.6 based modem firmware that increase stability and reliability of the LTE connection when using the EHWIC-4G-LTE-V and EHWIC-4G-LTE-V= plus the integrated LTE interfaces of the C819G-4G-V-K9 and C819HG-4G-V-K9. Cisco recommends upgrading to the 3.5.10.6 based modem firmware. [This firmware is fully supported by Cisco TAC and engineering.](#)

The terms and conditions that govern your rights and obligations and those of Cisco with respect to the IOS image will also apply to the replacement firmware.