Leuven, February 02, 2022

Customer Notification – Urgent Upgrade Recommendation to Latest Version of Mosaic Firmware

Products Affected: Septentrio mosaic modules series

Dear Valued Customer,

Septentrio is committed to delivering high quality products and services to its customers and communicating any quality concerns as soon as they are found.

We would like to bring to your attention that all mosaic modules, not running the latest firmware, are at risk of experiencing a memory corruption issue. This issue occurs when power to the module is removed while data is written to the flash memory.

When a memory corruption occurs and the firmware integration check fails, the module will attempt to recover its firmware from another copy found on its backup partition. In this case, the firmware version will read as "nonstandard". In very rare instances, the module may go into a perpetual reboot loop.

The problem has been addressed in the latest firmware release. Please note that it is likely that you are already running the appropriate version of the firmware.

Module	Fix First Available Date	Latest Version	Download Link
mosaic-X5	July 2021	4.10.0.1	mosaic-X5 resources….
mosaic-T	July 2021	4.10.0.1	mosaic-T resources….
mosaic-H	December 2021	4.9.1	mosaic-H resources….

Please note that by upgrading your product(s), you will benefit also from new features and enhancements. They include, but are not limited to, improved positioning performance with the positioning engine using more satellites and expanded support for Ethernet PHYs.

For additional information on Septentrio products and latest firmware, please contact your local sales representative or visit our Support Portal at customersupport.septentrio.com.

Best Regards,

Product Management team