2024.03.08: Reset button functionality change RutOS 7.07

With the release of RutOS version 7.07, RUT241 device will experience changes related to the security improvements of the device.

PCN Number: PCN_RUTOS_CHANGE_2024_03_08_EN

Change description	
Change type	Firmware change
Detailed description	Previously, during device resets, logs, RMS connection state data, and SIM PIN settings remained unchanged. However, starting with RutOS firmware version 7.07, all devices will uniformly reset logs, RMS connection state data, and SIM PIN settings to factory defaults when using the reset button. Other reset methods, including WebUI, SMS, and others, will remain unimpacted by this change.
Change reasons	Increasing security

Affected products information		
Model	Affected order codes	Order code changes
RUT241	RUT241 *****	No changes
Upcoming change date	2024 Q2, with the release of RutOS 7.07	

Change impact	
Risk assessment	• The loss of device logs upon utilizing the reset button may disrupt operational records and slow down subsequent troubleshooting efforts. • Failure to set up the SIM PIN post-reset via the reset button may result in SIM card lockout due to repeated incorrect PIN entries, causing service disruption and requiring either SIM replacement or PIN reset. • The device is still visible in RMS post-reset but cannot be accessed. Therefore, re-adding the device to RMS is necessary for continued access.
Suggested implementation plan	Information included in this PCN will help adapt to the upcoming changes. For more detailed information, please contact your sales representative.

Acknowledgement of PCN receipt
If no feedback is received within two weeks after the issue date of this notification - Teltonika may accept that this change has been tacitly accepted and can implement the change as indicated above.

QUALITY SYSTEM CERTIFICATION
DNV
ISO 9001

SAFETY SYSTEM CERTIFICATION
DNV
ISO 45001

ENVIRONMENTAL SYSTEM CERTIFICATION
DNV
ISO 14001