App Note 160

Sierra Wireless Cellular Modems
IoTroop/Reaper Malware Vulnerability

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APPLICATION NOTE #160

Sierra Wireless Cellular Modems

IoTroop/Reaper Malware Vulnerability

DATE: 24-April-18

APPLICATION: This Application Note explains the Sierra Wireless IoTroop/Reaper malware vulnerability and steps to prevent it.

Recently, cellular gateways produced by Sierra Wireless have become vulnerable to malware named "IoTroop/Reaper". Sierra Wireless has released two Technical Bulletins labeled "IoTroop/Reaper Malware", with recommendations on how to protect modems from being infected. Modems that have this malware will exhibit abnormally high data usage. Modems that are not accessible from the public network are not affected by this malware, and as such, Eagle Research recommends that users have private APN's (Access Point Names) from their carrier, when possible.

Sierra Wireless is asking customers to call them directly for assistance with this issue. Please be aware that you may need to leave a message on the hotline and wait for a callback as they are experiencing a large volume of calls. They will call you back, it could take up to a day however.

Sierra Wireless Technical Support

1-877-552-3860 (free of charge)

6:00am – 5:00pm Pacific Time, Monday to Friday

Please see the two bulletins in the links below for details and actions to prevent/correct this issue.

Bulletin 1 - SWI-PSA-2018-002

https://source.sierrawireless.com/~/media/support_downloads/airlink/docs/technical%20bulletin/swi-psa-2018-002%20technical%20bulletin%20-%20reaper%20-%2029mar2018.ashx?la=en

Bulletin 2 - SWI-PSA-2018-003

https://source.sierrawireless.com/~/media/support_downloads/airlink/docs/technical%20bulletin/swi-psa-2018-003%20technical%20bulletin%20-%20reaper%20-%2020apr2018.ashx?la=en

Eagle Research will begin shipping all Sierra Modems with new security settings beginning April 24, 2018, new login credentials will be labeled on the device.

