

Advisory Wire

REFERENCE NO: AW300-44-0282, Rev 02

INFORMATION
TYPE:

Maintenance
Operational

ATA: 44-32

EFFECTIVITY:

Challenger 300 (20003 – 20500)
Challenger 350 (20501 – 20999)

SUBJECT: ATG-4000/5000 Software Upgrade

1. REFERENCES:

- 1.1. [D20136-006 - Service Information Letter, ATG 4000/5000 Transceiver 2.7.0 Software Upgrade via Compact Flash](#)
- 1.2. [D20136-007 - Service Information Letter, ATG 4000/5000 Transceiver 2.8.0 Software Upgrade via Compact Flash \(SW PN P15072-007\)](#)

2. INTRODUCTION:

This Advisory Wire (AW) revision is to inform Operators that Gogo Business Aviation has released the software version 2.8.0 (ref. 1.2) to fix the cabin connectivity issues.

3. DESCRIPTION:

Gogo Business Aviation has previously released a memo to Operators to explain issues they have observed with the ATG software version 2.6.0 and 2.7.0 (ref. 1.1). They have noted that possible conditions are created when the ATG internal DHCP server is unable to periodically poll the date/time information. As a result, the ATG would stop offering new IP addresses to additional client devices and prevent them from using the internet. Others may be able to access the internet without issue. In most cases, this situation will be intermittent and often clear itself on the next ATG boot cycle once on the ground.

A splash screen with the term “Aircraft’s Maximum Device Limit Reached” will be seen on the affected devices that are trying to connect. It is important to note that this issue does not affect the speed or data usage of connected devices. It does affect the ability of devices trying to connect to the ATG cabin network.

Gogo Business Aviation has corrected the issues with the software version 2.8.0 (ref.1.2).

4. ACTION:

If an operator experiences similar symptoms, it is recommended to upgrade directly to the latest software version 2.8.0 (ref. 1.2) that is available at no cost by contacting Gogo Business Aviation.

Should you have further technical questions, please contact your local Gogo Business Aviation representative, Bombardier FSR or the Customer Response Center (CRC) 24/7.