ADVANTECH

Notification Date: November 16, 2021
Effective Date: November 16, 2021

PRODUCT CHANGE NOTIFICATION

Missing TPM Support

Product Identification

Affected Products: The first orders of **ICR-4434** and **ICR-4453** routers, including all their versions.

Issue Introduction

Detailed Description of the Issue: Trusted Platform Module (TPM) is an international standard for a secure cryptoprocessor, a dedicated microcontroller designed to secure hardware through integrated cryptographic keys. To support all the TPM features by an Advantech router, the TPM chip is mounted directly onto the router's mainboard.

Issue Description

Detailed Description of the Issue: The first orders of affected products will not include the TPM chip because it is currently not available on the market. We will put it back into production as soon as it is available. We will keep our customers informed about this as well.

Note: To verify that TPM functionality is supported on your ICR-4400 device, use one of the following procedures:

1. In router console, execute the command: `ls /dev/tpm0`

   - If you get "No such file or directory" response, the TPM chip is not available.
   - If you get "/dev/tpm0" response, the TPM chip is available.

2. In router console, execute TPM command to display fixed TPM properties:
   `tpm2 getcap properties-fixed`

   - If several error messages are displayed, the TPM chip is not available.
   - If you get a list of TPM properties, the TPM chip is available.

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