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## Service Update: 4G/LTE upgrade & authentication

We understand that many of our customers are increasingly considering upgrading their IoT device connectivity to 4G/LTE. In support of this, Eseye are proactively responding to our customers to ensure that these devices connect to the network in an appropriate way.

We have noticed that for some customers, the auto registration feature on 4G/LTE modems is preventing some IoT devices from being able to reliably open a data session. This is because the auto registration function is attempting to open data sessions using the default APN.

Our engineers have made two recommendations that you can implement to resolve this issue within your equipment:

1. Turn off auto-registration on the modem in order to prevent requests being sent to the default APN before your software has setup the details of the APN that should be used.
2. Change the Eseye APN configuration in the device to **Eseye1**. This way the device should attempt to use the already established PDP context rather than attempting to open a new one.

The Eseye technical team are constantly monitoring and looking for network behaviour to identifying devices so that if your equipment can support a 4G/LTE connection, it is not restricted to a 3G only connection.

If you are concerned about this issue and would like to discuss it further, please [contact us](#).