Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.		Document Number	FSB 9074
		Revision	000v001
FIELD SERVICE BULLETIN R-Series Home Router MAC Address Issue		Application	Global
		Effective Date	27 December 2018
		Expiry Date	N/A

FIELD SERVICE BULLETIN

BULLETIN TYPE		SEVERITY RECOMMENDATION	
	Warranty Service		**High – Perform immediately**
X	**Informational**		**Medium – Perform at next scheduled maintenance**
	Customer Specific	X	**Low – Perform when system exhibits symptoms**

SUBJECT: **Potential issue with R-Series routers defaulting the MAC address**

MODEL / SYSTEM AFFECTED: cnPilot-R190 / cnPilot-R200 / cnPilot-R200P / cnPilot-R201 / cnPilot-R201P / cnPilot-R201W

REASON FOR Bulletin:

There is a potential issue for customers who have received Cambium R-series devices with the new Cambium OUI 58:C1:7A. If such customers downgrade their devices to firmware 4.4 or below then their device MAC address can be defaulted to a fixed address.

NOTE: Customers who have NOT downgraded the device firmware and have upgraded their devices to 4.4.1 or newer firmware will remain unaffected with this issue.

NOTE: Devices with older Cambium OUI 00:04:56 (MAC 00:04:56:xx:xx:xx) are unaffected with this issue.

RESOLUTION:

Cambium has a recovery procedure for the affected customers which will enable them to recover all affected devices using an auto-provisioned script. Affected customers can contact Cambium support and provide a list of their affected devices Serial# / MAC addresses for assistance.

It is highly recommended for all customers to upgrade their units to 4.4.2-R2 firmware. This will prevent any issues.

If you encounter this issue please open a support ticket with the Cambium Support team at the following URL:

https://support.cambiumnetworks.com