 <b>Cambium Networks</b> Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB9086
	Revision	V001
<b>FIELD SERVICE BULLETIN</b>  cnMatrix TX Switches Device connectivity issue	Application	Global
	Effective Date	2/1/2023
	Expiry Date	N/A

## FIELD SERVICE BULLETIN


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

**SUBJECT:** cnMatrix TX switches susceptible to unexpected behavior when devices that require low voltage passive PoE are connected.

**Software/Configuration AFFECTED:** cnMatrix TX 2K and TX 1K switches

<b>Symptom(s)</b>	<p>This applies to cnMatrix TX switch access ports that are connected to devices that use low voltage (24V) passive PoE. In some cases, the following symptoms can be seen.</p> <ol style="list-style-type: none"> <li>1) Devices may not power up or can lose connectivity and disconnect.</li> <li>2) When disabling the PoE to the affected devices, the management interface will indicate that power is disabled, however the device will remain powered on.</li> <li>3) Reported power draw is inaccurate.</li> </ol>
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<b>Recommendation/Resolution</b>	<p>This problem is only applicable to the cnMatrix TX switches.</p> <p>This is <b>not</b> a problem with devices that use standards based active PoE. This is also <b>not</b> a problem with devices that use 48V/54V passive PoE.</p> <p>Only devices that use low voltage (24V/30V) passive PoE can potentially have this problem. This is dependent on the grounding solution that the device uses. If the device isolates the PoE ground, then there will <b>not</b> be a problem. The problem only occurs if the device does not properly isolate its PoE ground.</p>
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	<p>The root cause and resolution for this problem is well understood. If this problem exists, the solution is to use an external dongle that isolates the improperly grounded device from cnMatrix. This dongle is available today from 3<sup>rd</sup> party sources. Please discuss with Your Cambium support team for guidance on a solution.</p> <p><b>If you have questions or concerns, please contact Cambium Technical Support at the following:</b>  <a href="https://www.cambiumnetworks.com/support/contact-support/">https://www.cambiumnetworks.com/support/contact-support/</a></p>
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