



Cambium Networks

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FIELD SERVICE BULLETIN

PMP450 Keyed Incorrectly

Application Global

Effective Date 6 June 2017

Expiry Date N/A

FIELD SERVICE BULLETIN

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

SUBJECT: PMP450/PTP450 – Some units keyed incorrectly, does not match label.

MODEL / SYSTEM AFFECTED: PMP450, PTP450 (Excludes PMP450i and PMP450m)

Symptom	<ul style="list-style-type: none"> PMP450 and PTP450 radios have labels indicating radio is keyed to particular specifications but radio is keyed differently (e.g. – Radio keyed for 20MB throughput may be labeled as such but is keyed for 4MB). Another potential symptom is that radios keyed as a <i>PTP450</i> are displaying characteristics of being keyed as a <i>PMP450</i>.
Current Status of Investigation	The root cause has been identified as a software defect in software releases prior to and including 15.1. It was found that if a radio was keyed multiple times there is a possibility that the radio will revert back to a previously keyed state. Fix for this software defect is scheduled to be included in software release 15.1.1.

Recommendation/Resolution	<p>If the symptoms described above are encountered, the issue can be resolved by reapplying the license key to the radio.</p> <p>Contact Cambium Customer support and they can assist with generating and applying a new license key.</p> <p>Open a trouble ticket with Cambium Customer Support at the following URL: http://support.cambiumnetworks.com.</p>
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