

 <b>Cambium Networks™</b> <b>FIELD SERVICE BULLETIN</b> Potential file system corruption on cnPilot e410 Wi-Fi Access Point	Document Number	FSB9073
	Revision	001v00
	Region	Worldwide
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	Expiration Date	N/A

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

**SUBJECT:** Potential file system corruption on cnPilot e410 Wi-Fi Access Points.

**MODEL/SYSTEM AFFECTED:** cnPilot e410 Wi-Fi Access Points running firmware older than 3.5.2-R4.

**REASON FOR BULLETIN:** Software older than version 3.5.2-R4 handles certain flash memory operations incorrectly on the cnPilot e410 Wi-Fi Access Point. This can lead to corruption of the file system, that results in failure to achieve an operational state on power up.

When this failure occurs the LED on the front of the AP will remain orange on power up instead of turning green or blue. The Access Point may not be accessible via the GUI or CLI. Failure is possible both during the operation of the AP, or right after a firmware upgrade.

When this failure occurs there is no user intervention possible. If you encounter this situation and the device is under warranty, please contact the Cambium Technical Assistance Center (TAC) to process an RMA.

**RESOLUTION:** To avoid this failure, a software upgrade to version 3.5.2-R4 is required.

The firmware file is available for upgrade through:

- cnMaestro at <https://cloud.cambiumnetworks.com> or
- From our support site: <https://support.cambiumnetworks.com/files/e410>