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

FIELD SERVICE BULLETIN

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

<u>SUBJECT:</u> 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

This Field Service Bulletin is issued by Cambium Networks in line with its policy of continual review and update of product quality, effectiveness and performance. Product performance or quality may be affected if the recommendations contained herein are not implemented, or not implemented as directed. This information is intended for personnel who have the proper tools, equipment and training to perform the tasks as described herein. Copyright © 2012 Cambium Networks, Inc.