Cambium Networks	Document Number FSB 9078
Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Revision 000v001
FIELD SERVICE BULLETIN cnPilot R-Series Device Upgrades	Application Global
	Effective Date 24 June 2019
	Expiry Date N/A

FIELD SERVICE BULLETIN

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

SUBJECT: cnPilot R-Series Upgrade to 4.5-R7 Requires a 2-step Upgrade.

MODEL / SYSTEM AFFECTED: All cnPilot R-Series Routers

Symptom	There is a potential issue for customers who have Cambium R-series devices running device firmware older than release 4.3 and upgrading to 4.5-R7. All such customers wanting to upgrade to 4.5-R7, must follow a 2-step upgrade procedure as described below. Directly upgrading from such old firmware to 4.5-R7 might lead to device inaccessibility.
Current Status of Investigation	Customers running 4.3 or newer firmware will not be affected by this issue.

Recommendation/Resolution	All such devices running firmware older than version 4.3 MUST NOT be directly upgraded to 4.5-R7, instead they should first be upgraded to 4.4.2-R2 firmware (available on the Cambium support site). Thereafter the devices should be upgraded from 4.4.2-R2 to 4.5-R7 firmware If you encounter this issue please open a support ticket with the Cambium Support team at https://support.cambiumnetworks.com