 Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9081
	Revision	000v001
FIELD SERVICE BULLETIN PMP450 Upgrade Recommended.	Application	Global
	Effective Date	24 August 2020
	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: PMP450 Subscriber Modules Lose Factory Calibration Data.

MODEL / SYSTEM AFFECTED: All PMP450 Subscriber Modules running firmware versions older than 16.1.1.1

Symptom	<p>Customers are reporting a symptom on the PMP450 subscribers GUI→ Home→General Status - “Radio not calibrated” and the SM stops operating.</p> <p>In all cases, the “Radio not calibrated” symptoms occurred on SMs being managed by cnMaestro and running firmware versions older than 16.1.1.1. These units are susceptible to factory calibration data being corrupted due to repeated configuration pushes from cnMaestro.</p>			
Current Status of Investigation	<p>The problem has been determined to be caused by a software defect and it has been corrected in the official PMP450x software release of 16.1.1.1 or later. The specific bug fixed is:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">450 SM</td> <td style="width: 33%;">CPY-16396</td> <td style="width: 33%;">Removed backup configuration file stored when a cnMaestro configuration is pushed as this was causing issues like 450 SMs losing their configuration and calibration data.</td> </tr> </table>	450 SM	CPY-16396	Removed backup configuration file stored when a cnMaestro configuration is pushed as this was causing issues like 450 SMs losing their configuration and calibration data.
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Recommendation/Resolution	<p>If you have PMP450 SM running software older than 16.1.1.1, they should be upgraded to 16.1.1.1 or beyond to avoid this failure.</p> <p>Upgrade path: 13.4.1 → 14.1.1 → 15.1.x → 15.2.1 → 16.1.1.1 or 16.2.x(latest software release at time of FSB issue is 16.2.2)</p> <p>If you have a PMP450 device that is exhibiting the "Radio not calibrated" message, please open a support ticket with Cambium Technical Support to RMA the unit.</p> <p>https://support.cambiumnetworks.com</p>
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