

 <b>Cambium Networks</b> Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9083
	Revision	000v002
<b>FIELD SERVICE BULLETIN</b> Update cnMaestro Cloud Managed Device Software by January, 2022 to Prevent Service Loss	Application	Global
	Effective Date	10 November 2020
	Expiry Date	N/A

## **FIELD SERVICE BULLETIN**

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

**SUBJECT:** Update cnMaestro Cloud Managed Device Software by January 31, 2022 to Prevent Service Loss

**Software/Configuration AFFECTED:** All cnMatrix, cnPilot, Enterprise Wi-Fi 6, ePMP, PMP, and PTP devices managed by cnMaestro Cloud.

<b>Symptom</b>	On February 1, 2022 Cambium will update the certificate for cloud.cambiumnetworks.com to use a new Certificate Authority. All cnMaestro managed devices without the updated Root CA certificate will fail to connect to the cnMaestro Cloud service.
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<b>Recommendation/Resolution</b>	<p>Customers must update their device firmware to at least the version listed below by January 31, 2022 to guarantee uninterrupted connectivity to cnMaestro Cloud. Devices not updated by January 31, 2022 will lose access to cnMaestro Cloud, and their firmware will require manual installation. This issue does not affect cnMaestro On-Premises.</p> <p><b>If you have questions or concerns please contact Cambium Technical Support at the following:</b>  <a href="https://www.cambiumnetworks.com/support/contact-support/">https://www.cambiumnetworks.com/support/contact-support/</a></p> <p><b>Minimum Software Versions with New Root CA Certificates are listed in the table below.</b></p>
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# Cambium Networks

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Schaumburg, IL 60008, U.S.A.

Document Number FSB 9083

Revision 000v002

## FIELD SERVICE BULLETIN Update cnMaestro Cloud Managed Device Software by January, 2022 to Prevent Service Loss

Application Global

Effective Date 10 November 2020

Expiry Date N/A

Family	Model	Version
<b>cnMatrix</b>	cnMatrix EX2K	2.1-r5
<b>cnPilot</b>	cnPilot R200, R200P	4.6-R16
	cnPilot R201, R201P	4.6-R16
	cnPilot R190V, R190W	4.6-R16
	cnPilot e400/e500	3.11.4.1-r3
	cnPilot e410/e430w/e600	3.11.4.1-r3
	cnPilot R195P	4.7-R6
	cnPilot R195W	4.6-R16
	cnPilot e501S/e502S	3.11.4.1-r3
	cnPilot e700	3.11.4.1-r3
	cnPilot e425/e505	4.1-r3
	cnPilot e510	3.11.4.1-r3
<b>cnRanger</b>	Sierra 800	1.1-r3
	Tyndall 101	1.1-r3
<b>cnReach</b>	N500	5.2.18h
<b>Enterprise Wi-Fi 6</b>	XV3-8	6.1-r5
	XV2-2	6.1-r5
<b>ePMP 1000 Hotspot</b>	ePMP 1000 Hotspot	3.3.1.2-r1
<b>ePMP</b>	ePMP 1000, Force 180/200	4.5.0
	ePMP 2000	4.5.0
	ePMP Elevate XM/XW	4.5.0
	ePMP Force 190	4.5.0
	ePMP Force 300	4.5.0
	ePMP PTP 550	4.5.0
	ePMP MP 3000	4.5.0
	ePMP PTP 550 E	4.5.0
	ePMP Elevate SXGLITE5	4.5.0
	ePMP Elevate LHG5	4.5.0
	ePMP 3000	4.5.0
<b>PMP</b>	PMP 450i, PMP 450, PMP 450m, PMP 430 SM	20.0 Beta-6
	PTP 450, PTP 450i, PMP 450 Retro	20.0 Beta-6
	Micro-pop Omni/Sector	20.0 Beta-6
<b>PTP</b>	PTP 650	650-01-50
	PTP 670 (650 Emulation)	670-01-50, 670-03-12
	PTP 670, PTP 700	700-03-11

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