Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9083
	Revision	000v003
FIELD SERVICE BULLETIN Update cnMaestro Cloud Managed Device Software by October 31, 2022 to Prevent Service Loss	Application	Global
	Effective Date	15 December 2021
	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 October 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.

Symptom	On November 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.

Recommendation/Resolution	Customers must update their device firmware to at least the version listed below by October 31, 2022 to guarantee uninterrupted connectivity to cnMaestro Cloud. Devices not updated by October 31, 2022 will lose access to cnMaestro Cloud, and their firmware will require manual installation. This issue does not affect cnMaestro On-Premises. **If you have questions or concerns please contact Cambium Technical Support at the following:** **https://www.cambiumnetworks.com/support/contact-support/** **Minimum Software Versions with New Root CA Certificates are listed in the table below.**

Family	Model	Version
cnMatrix	cnMatrix EX2K	2.1-r5
cnPilot	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
cnRanger	Sierra 800	1.1-r3
	Tyndall 101	1.1-r3
cnReach	N500	5.2.18h
Enterprise Wi-Fi 6	XV3-8	6.1-r5
	XV2-2	6.1-r5
ePMP 1000 Hotspot	ePMP 1000 Hotspot	3.3.1.2-r1
ePMP	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
PMP	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
PTP	PTP 650	650-01-50
	PTP 670 (650 Emulation)	670-01-50, 670-03-12
	PTP 670, PTP 700	700-03-11