

 <b>Cambium Networks</b> Cambium Networks, Inc. 3800 Golf Road Rolling Meadows, IL 60008, U.S.A.	Document Number	FSB 9083
	Revision	v007
<b>FIELD SERVICE BULLETIN</b> Update cnMaestro Cloud Managed Device Software by April 15, 2024 to Prevent Service Loss	Application	Global
	Effective Date	27 February 2024
	Expiry Date	N/A

## FIELD SERVICE BULLETIN

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

**SUBJECT:** Update cnMaestro Cloud Managed Device Software by April 15, 2024 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 April 15, 2024 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 April 15, 2024 to guarantee uninterrupted connectivity to cnMaestro Cloud. Devices not updated by April 15, 2024 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>
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#### Minimum Software Versions with New Root CA Certificates are listed in the table below.

Family	Model	Version
28 GHz cnWave	All	Not impacted
60 GHz cnWave	All	Not impacted
cnMatrix	EX2K/EX1K	2.1-r5
cnPilot Home	cnPilot R200, R200P	4.6-R16
	cnPilot R201, R201P	4.6-R16
	cnPilot R190V, R190W	4.6-R16
	cnPilot R195P	4.7-R6
	cnPilot R195W	4.6-R16
cnRanger	Sierra 800	1.1-r3
	Tyndall 101	1.1-r3
	Tyndall 201	Not impacted
cnReach	N500	5.2.19h
cnVision	All	Not impacted
Edge Controller	N/A	Not impacted
Enterprise Wi-Fi	cnPilot e400/e500	3.11.4.1-r3
	cnPilot e410/e430w/e600	3.11.4.1-r3
	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
	XV and XE Series APs	Not impacted
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 Force 130 5 GHz	4.5.0
	ePMP 3000L	4.5.0
	ePMP Elevate SXGLITE5, LHG5	4.5.0
	ePMP Force 130 2.4 GHz	4.5.0
	ePMP Force 300-19, 19R, 13	4.5.0
	ePMP 3000	4.5.0

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		ePMP PTP 550 E	4.5.0	
		ePMP MP 3000	4.5.0	
		ePMP Force 300-13L	4.5.0	
		ePMP Force 300-13LC, 22L, 25L	4.5.0	
		ePMP Force 200L	4.5.0	
		ePMP 4000, Force 400 GPS, 400 CSM, 425	Not impacted	
	<b>NSE</b>	All	Not impacted	
	<b>PMP</b>	PMP 450i, PMP 450, PMP 450m, PMP 430 SM	20.0 Beta-6	
		PTP 450, and PTP 450i	20.0 Beta-6	
		MicroPoP 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	
	<b>PTP 820/850</b>	All	Not impacted	
	<b>Xirrus (Enterprise Wi-Fi)</b>	All	Not impacted	

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