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|  <b>Cambium Networks</b><br>Cambium Networks, Inc.<br>3800 Golf Road<br>Rolling Meadows, IL 60008, U.S.A. | Document Number | FSB 9083       |
|   | Revision        | v005           |
| <b>FIELD SERVICE BULLETIN</b><br>Update cnMaestro Cloud Managed Device Software by February 29, 2024 to Prevent Service Loss  | Application     | Global         |
|   | Effective Date  | 17 August 2023 |
|   | 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 February 29, 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 March 1, 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. |
|----------------|---|

|                                  |   |
|----------------------------------|---|
| <b>Recommendation/Resolution</b> | <p>Customers must update their device firmware to at least the version listed below by February 29, 2024 to guarantee uninterrupted connectivity to cnMaestro Cloud. Devices not updated by February 29, 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><br/> <a href="https://www.cambiumnetworks.com/support/contact-support/">https://www.cambiumnetworks.com/support/contact-support/</a></p> |
|----------------------------------|---|

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# Cambium Networks

Cambium Networks, Inc.  
3800 Golf Road  
Rolling Meadows, IL 60008, U.S.A.

Document Number FSB 9083

Revision v005

## FIELD SERVICE BULLETIN

### Update cnMaestro Cloud Managed Device Software by February 29, 2024 to Prevent Service Loss

Application Global


Effective Date 17 August 2023

Expiry Date N/A

#### 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                        | 5.2.18h      |
| 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  |
|                   | XV3-8                       | Not impacted |
|                   | XV2-2T0                     | Not impacted |
|                   | XV2-2T1                     | Not impacted |
|                   | XE3-4                       | Not impacted |
|                   | XE5-8                       | Not impacted |
| ePMP 1000 Hotspot | ePMP 1000 Hotspot           | Not impacted |
| 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        |

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|  |                                  |   |                      |  |
|--|----------------------------------|---|----------------------|--|
|  |                                  | ePMP Force 130 2.4 GHz                  | 4.5.0                |  |
|  |                                  | ePMP Force 300-19, 19R, 13              | 4.5.0                |  |
|  |                                  | ePMP 3000                               | 4.5.0                |  |
|  |                                  | 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  | 4.5.0                |  |
|  | <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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