 Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9085
	Revision	000v002.1
FIELD SERVICE BULLETIN No GPS Data when using cnPulse with cnMatrix Switch	Application	Global
	Effective Date	29 April 2022
	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: The use of cnPulse GPS for synchronization input may not work properly with certain manufactured builds of the cnMatrix TX2020R-P switch. The issue is only with the reading/displaying of the GPS data from cnPulse – the synchronization pulse from cnPulse **is still functional**. The switch will still display “In-Sync”, with Cambium Sync still fully functional.


Software/Configuration AFFECTED: This issue is hardware related. Any units that fall within the below serial number range may be affected by this issue.

- **TX2020R-P (MXTX2020GxPA10)**

Serial numbers affected: All units that have the first 4 digits starting with the following: “XMWJ”, “XMXA”, “MXB”. Units affected will have a HW version of “01”. Affected units were manufactured **prior** to 2021-03-01 (MFG Date). Not all “MXB” units have the issue. Units manufactured on or after 2021-03-01, or have HW version “02” are not affected.

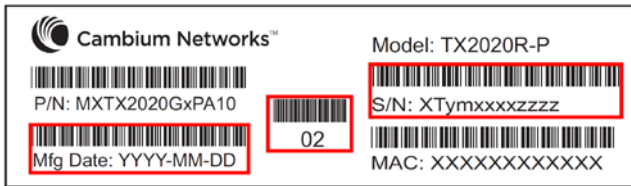
Symptom	Customers using the TX2020R-P cnMatrix switch in conjunction with a cnPulse for synchronization may not display valid GPS data.
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Recommendation/Resolution	<p>If GPS data from cnPulse is not displayed when used in conjunction with the TX2020R-P cnMatrix switch, check the serial number and manufacturing date. If they fall within the range provided in this FSB, please contact Cambium technical support to open a ticket to request an RMA.</p> <p>Cambium Technical Support can be contacted at the following: https://www.cambiumnetworks.com/support/contact-support/</p>
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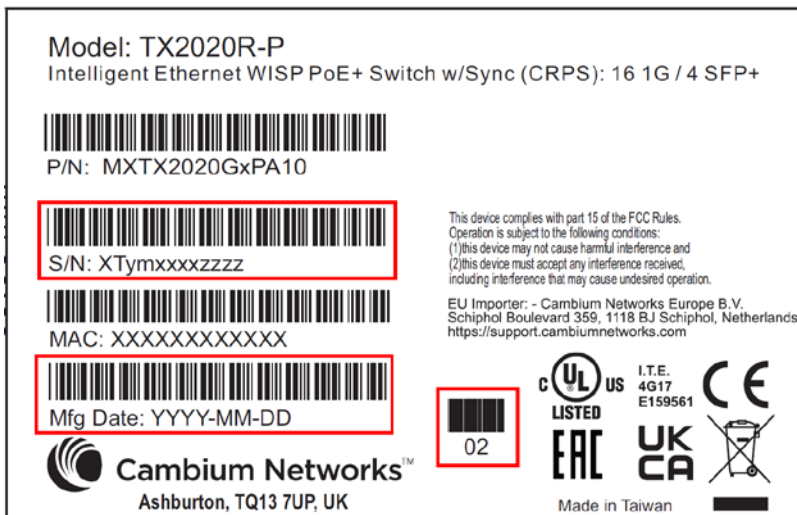
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The manufacturing date, S/N, and Hardware Version can be found in several locations:


Label on the switch:



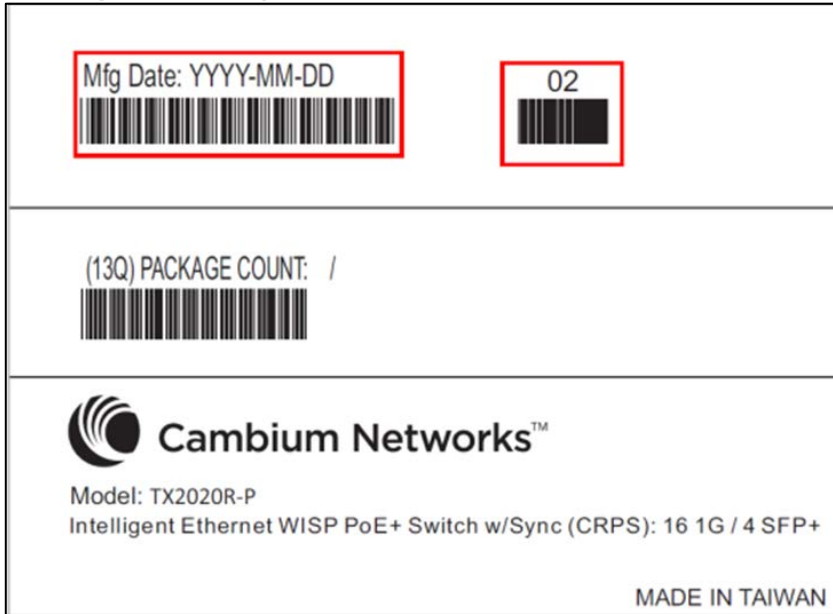
Label on the switch box:



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Label on the carton (If the distributor doesn't unpack the individual switch boxes from the overpack carton).



If the system is already deployed, the MFG Date and HW Revision can be found via the CLI or from the GUI

VIA CLI (“show system info” command)

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TX2020RP-F9ACE0# end;show system info


Hardware Version      : 01 ←
Software Version     : 10.3.0.1
Firmware Version     : Diag-1.04.07
CNS Software Version : 4.3.0-e5
PoE Firmware Version : 3.56-1011-1
CPLD Firmware Version : B2

Model Name           : TX2020R-P

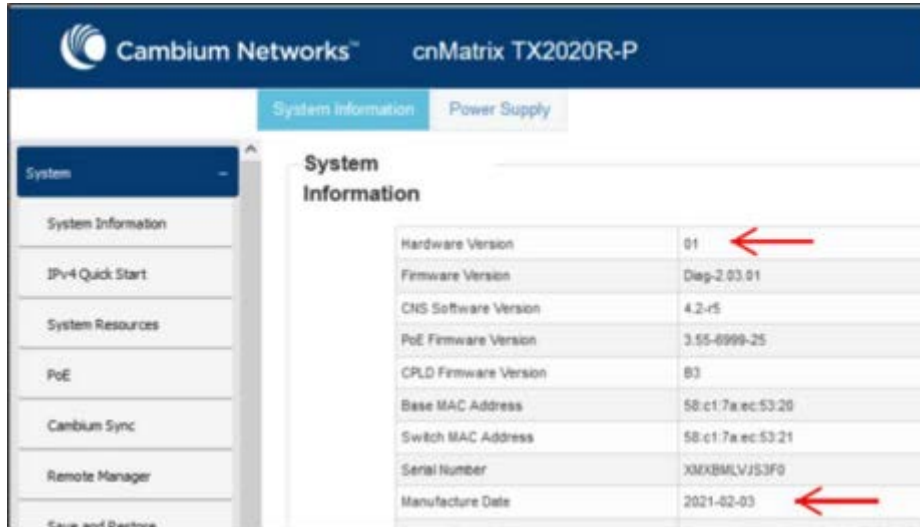
Base MAC Address     : 58:c1:7a:f9:ac:e0
Switch MAC Address   : 58:c1:7a:f9:ac:e1
Serial Number        : XMXBMLSHV26M
Manufacture Date     : 2021-02-01 ←
System Contact       : support.cambiumnetworks.com
System Name          : TX2020RP-F9ACE0

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VIA Web GUI



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On a properly functioning TX2020R-P, the cnPulse Sync Statistics will display the full valid satellite data, along with a valid “In-Sync” status:

CnPulse	
GPS Time	20:33:31
Latitude	37.231300 N
Longitude	121.555222 W
Quality Indicator	Differential GPS Fix
Satellites in View	19
Satellites in Use	9
Antenna Altitude	16.900000 meters
Mode	Automatic
Fix Type	3D
PDOP	1.17
HDOP	0.89
VDOP	0.77

On a TX2020R-P that falls under this FSB, the cnPulse Sync Statistics will be unavailable, even though there is a valid “In-Sync” status:

CnPulse	
GPS Time	
Latitude	
Longitude	
Quality Indicator	Unknown
Satellites in View	0
Satellites in Use	0
Antenna Altitude	
Mode	Unknown
Fix Type	Unknown
PDOP	
HDOP	
VDOP	

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