 Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9091
	Revision	000v001
FIELD SERVICE BULLETIN PMP 450b Subscriber Module Incorrectly Programmed.	Application	Global
	Effective Date	15 February 2024
	Expiry Date	N/A

FIELD SERVICE BULLETIN

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


SUBJECT: PMP 450b Subscriber Module Incorrectly Programmed.

MODEL / SYSTEM AFFECTED: PMP 450b Subscriber Module part # C050045B022A.

REASON FOR Bulletin:

This bulletin is to advise customers that some PMP 450b subscriber modules (C050045B022A – backhaul capable) were incorrectly programmed as a PMP 450b SM (C050045C012A – not backhaul capable)

Symptom	<p>Customers attempting to configure their PMP 450b SM (C050045B022A) in PTP mode will not be able to do so as it may be programmed as a model (C050045C012A).</p> <p>To see if your device is impacted, look at the GUI main status page for the “Board Model” to verify which of the following your SM has been programmed.</p> <p>Part number C050045B022A – PMP 450b SM, backhaul capable.</p> <p>Part number C050045C012A – PMP 450b SM, not backhaul capable.</p>
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Current Status of Investigation	The issue has been resolved at the Cambium distribution center. While this has been corrected, some units have been sold to customers and therefore this issue may be encountered if attempts are made to use these SMs in PTP mode.
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Recommendation/Resolution	<p>Anyone who has purchased a PMP 450b model Part number C050045B022A– (PMP 450b SM and Backhaul) and are experiencing difficulty configuring the SM in backhaul mode should contact Cambium Technical Support to have the SM rekeyed to support backhaul capability.</p> <p>You can open a support ticket with Cambium Technical support from the following:</p> <p>https://support.cambiumnetworks.com</p>
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This Field Service Bulletin is issued by Cambium Networks in line with its policy of continual review and update of product quality, effectiveness and performance. Product performance or quality may be affected if the recommendations contained herein are not implemented, or not implemented as directed. This information is intended for personnel who have the proper tools, equipment and training to perform the tasks as described herein. Copyright © 2012 Cambium Networks, Inc.