 Cambium Networks™ 2000 Center Drive, Suite East A401 Hoffman Estates, IL 60192 USA	Document Number	FSB 9092
	Revision	001v000
FIELD SERVICE BULLETIN Wi-Fi 5 and Wi-Fi 6/6E Access Points incorrectly programmed with static IP address rather than factory default DHCP mode.	Application	Global
	Effective Date	12 April 2024
	Expiry Date	N/A


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

SUBJECT: Wi-Fi 5 and Wi-Fi 6/6E Access Points incorrectly programmed in the factory with a static IP address of 192.168.0.1 rather than default DHCP mode.

MODELS / SYSTEMS AFFECTED:


Family	Model	SKUs
cnPilot Wi-Fi 5 Indoor Access Points	e410	PL-E410X00B-CA PL-E410X00B-RW PL-E410X00B-US
	e425H	PL-E425H00A-EU PL-E425H00A-RW
	e430H	PL-E430H00A-EU PL-E430H00A-US
	e600	PL-E600X00A-EU PL-E600X00A-US PL-E600PJPA-JP
cnPilot Wi-Fi 5 Outdoor Access Points	e500	PL-E500NPSA-EU
	e501	PL-501S000A-EU PL-501S000A-JP PL-501S000A-RW PL-501S000A-US
	e505	PL-E505X00A-RW
	e510	PL-E510X00A-EU PL-E510X00A-US
	e700	PL-E700X00A-EU PL-E700X00A-US
Wi-Fi 6/6E Indoor Access Points	XV2-21X	XV2-21X0A00-CA XV2-21X0A00-EU XV2-21X0A00-RW XV2-21X0A00-US
	XV2-22H	XV2-22H0A00-EU XV2-22H0A00-RW XV2-22H0A00-US
	XV2-2X	XV2-2X00A00-CA XV2-2X00A00-EU XV2-2X00A00-RW XV2-2X00A00-US XV2-2X00B00-EU XV2-2X00B00-RW XV2-2X00B00-US
	XV3-8	XV3-8X00A00-EU

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 © 2024 Cambium Networks, Inc.

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		XV3-8X00A00-US
	XE3-4	XE3-4X00A00-RW XE3-4X00A00-US XE3-4X00B00-CA XE3-4X00B00-EU XE3-4X00B00-RW XE3-4X00B00-US XE3-4X00B06-RW
	XE5-8	XE5-8X00A00-EU XE5-8X00A00-US XE5-8X00A06-RW
Wi-Fi 6/6E Outdoor Access Points	XV2-23T	XV2-23T0A00-CA XV2-23T0A00-EU XV2-23T0A00-RW XV2-23T0A00-US
	XV2-2T0	XV2-2T0XA00-RW XV2-2T0XA00-US
	XE3-4TN	XE3-4TN0A00-EU XE3-4TN0A00-RW XE3-4TN0A00-US XE3-4TN0A06-RW

If assistance is needed to check if your APs were impacted, please open a ticket with Cambium Technical Support at: <https://www.cambiumnetworks.com/support/contact-support>. Reference this FSB and submit your list of ESN (MAC Addresses) or MSN (Serial Numbers) from the label. Cambium Support will be able to inform you which APs are impacted, if any. It is recommended to check the serial numbers if you have a large deployment or lack of local help, so that you can plan properly.

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REASON FOR BULLETIN:

This bulletin addresses a factory programming issue in which the APs listed in the table above, were set with a static IP assigned instead of DHCP mode.

Symptom	<p>Access Points (APs), when initially powered up and connected to the network, will not obtain an IP address via DHCP and the AP will appear to be non-responsive. However, the AP has a static IP set and will respond to 192.168.0.1 IPv4 Address.</p> <p>Due to this issue, Zero-touch operation may not work as the AP may not be able to connect to Cambium’s cnMaestro Management system (Cloud and On-Premises).</p>
Current Status of Investigation	<p>Programming at the factory has been corrected, however, this bulletin addresses the units that have been sold to customers that are affected.</p>
Resolution	<p>To return the unit to DHCP mode, it is recommended to factory reset the AP. A factory reset can be performed by locating the reset button on the AP located near the ethernet port. With the AP powered up, press and hold the reset button for 15 seconds or more. Once this is completed, the AP will have the default setting set to DHCP and you can continue with the deployment of the AP.</p> <p>If the AP is already deployed and is not easy to physically access, the recommendation is to log into the AP UI using IP address 192.168.0.1, login using the default credentials admin/admin and factory default the AP (from the Operations menu item):</p>  <p>Alternately, user can change the default setting from “Static IP” to “DHCP”. Once logged into the AP, go to Network->VLAN and open either “IPv4” or “IPv6”. From there, change the Address field from “Static IP” to “DHCP”. Once this is completed, you can continue with the deployment of the AP.</p> <p>If assistance is needed, Cambium Technical Support can be contacted at: https://www.cambiumnetworks.com/support/contact-support</p>