

 Cambium Networks™ 2000 Center Drive, Suite East A401 Hoffman Estates, IL 60192 USA	Document Number	FSB 9097
	Revision	001v000
FIELD SERVICE BULLETIN cnWave 60 GHz V5000 programmed with incorrect serial number (MSN).	Application	Global
	Effective Date	31 July 2025
	Expiry Date	N/A

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

SUBJECT: cnWave 60 GHz V5000 units require a software update to allow onboarding in cnMaestro due to incorrect serial numbers programmed at the factory.

MODELS / SYSTEMS AFFECTED:

Family	Model	SKUs
cnWave 60 GHz	V5000	C600500A004B

REASON FOR BULLETIN:

Cambium has identified a factory programming error where the serial number (MSN) on certain V5000 units does not match the expected value. This issue may prevent affected units from being onboarded to cnMaestro.

Symptom	When attempting to onboard an affected V5000 unit to cnMaestro, the onboarding will fail. You may see one of the following errors: “Invalid serial number” “Serial number already claimed”
Current Status of Investigation	All affected units have been identified. Please refer to the table below for a list of affected devices. A software fix has been released to correct the issue.
Resolution	To correct the serial number (MSN) on your unit, upgrade the software to version 1.5.2 or later available at: https://support.cambiumnetworks.com/files/60ghz-cnwave/ This upgrade will: - Automatically detect the affected units - Correct the MSN internally - Ensure the serial number matches the one printed on the product label and box This is a one-time fix and does not need to be repeated. If you would like help identifying whether your units are affected or require assistance, please open a support ticket and reference this bulletin (FSB 9097). Include a list of MSNs (Serial Numbers) from your V5000 product labels. Cambium Support will confirm if any of your devices are impacted. Cambium Technical Support is available at: https://www.cambiumnetworks.com/support/contact-support

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ESN	MSN (SN)
00045688CB11	VYBE0064NQW7
00045688CB12	VYBE0039LJP9
00045688CB16	VYBE000T8SSH
00045688CB1A	VYBE003B8G08
00045688CB22	VYBE000W6X4G
00045688CB23	VYBE002NV2LJ
00045688CB25	VYBE0033759B
00045688CB27	VYBE003DK6NS
00045688CB2A	VYBE0036BCPR
00045688CB2B	VYBE0037PZ7V
00045688CB2D	VYBE003HK4XJ
00045688CB30	VYBE003265L8
00045688CB31	VYBE001SLX0J
00045688CB37	VYBE003G1KLK
00045688CB3D	VYBE001DB6WL
00045688CB40	VYBE002BPBBP
00045688CB52	VYBE0038XW7H
00045688CB59	VYBE00FQSFZJ
00045688CB5A	VYBE005SM82R
00045688CB5B	VYBE004CN6PH
00045688CB5C	VYBE005Q86X9
00045688CB5E	VYBE005RQSHH
00045688CB66	VYBE004ZG098
00045688CB67	VYBE004NMP86
00045688CB68	VYBE004WF5N9
00045688CB69	VYBE0050LJGH
00045688CB6B	VYBE004H09VM
00045688CB6E	VYBE005H1FQF
00045688CB70	VYBE0045RPLK
00045688CB72	VYBE0044RTPK
00045688CB73	VYBE006JX2FD
00045688CB74	VYBE005GX5R0
00045688CB76	VYBE005JV1QT
00045688CB7B	VYBE003K99F3
00045688CB7D	VYBE003JH0QS
00045688CB8A	VYBE004MF9T4

ESN	MSN (SN)
00045688CB95	VYBE007G1R0G
00045688CB9D	VYBE0067XH6S
00045688CB9E	VYBE0068MXQS
00045688CB9F	VYBE0066861T
00045688CBA1	VYBE005PR47R
00045688CBA2	VYBE005V3SNX
00045688CBA3	VYBE0073V848
00045688CBA4	VYBE005Z7P1F
00045688CBA6	VYBE005XMH4N
00045688CBAA	VYBE007ZP3T0
00045688CBB7	VYBE006KW0QC
00045688CBB9	VYBE006PNW65
00045688CBCC	VYBE000QTZWM
00045688CBD4	VYBE007HQQ5K
00045688CBD9	VYBE0069T8NF
00045688CBDB	VYBE006D0RGF
00045688CBE9	VYBE0076P4R3
00045688CBED	VYBE00B7PLPQ
00045688CBF2	VYBE0074X2N9
00045688CBF6	VYBE00701SB3
00045688CBF7	VYBE009241LG
00045688CC13	VYBE006NJ0D5
00045688CC14	VYBE006MNGS1
00045688CC17	VYBE006QHFT1
00045688CC1A	VYBE006L1TFH
00045688CC24	VYBE00C46WFZ
00045688CC2E	VYBE00BM9L5C
00045688CC34	VYBE00CN8J0G
00045688CC3A	VYBE00CK1RDK
00045688CC4B	VYBE00C8028J
00045688CC4E	VYBE00FR38XV
00045688CC51	VYBE006BMN23
00045688CC5B	VYBE0072MTKT
00045688CC5D	VYBE006ZWPLF
00045688CC5F	VYBE007J5JM9
00045688CC62	VYBE007DJTKT

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00045688CC63	VYBE007CJHHQ
00045688CC72	VYBE006SSPSM
00045688CC75	VYBE00751NPT
00045688CC81	VYBE0071K2XS
00045688CC8C	VYBE001FGRXS
00045688CC8F	VYBE004KJ7B2
00045688CC90	VYBE006FCS0B
00045688CC91	VYBE004LP5K1
00045688CC92	VYBE006CVC9G
00045688CC93	VYBE006HM0WW
00045688CC94	VYBE006G1D43
00045688CC95	VYBE003P7Q7G
00045688CCA3	VYBE00256ZTD
00045688CCA5	VYBE005FFZ9L
00045688CCA7	VYBE00403QX4
00045688CCAA	VYBE0041FTNP
00045688CCAB	VYBE00FP3P6R
00045688CCAE	VYBE001CB72J
00045688CCAF	VYBE003W7MHT
00045688CCB2	VYBE003N55PK
00045688CCB3	VYBE003VHQGL
00045688CCB6	VYBE0065VW33
00045688CCB9	VYBE0043LP6R
00045688CCBC	VYBE004RHQ7C
00045688CCBD	VYBE005WW4XQ
00045688CCBE	VYBE004Q0MXM
00045688CCBF	VYBE004XP8CH
00045688CCC0	VYBE00544PN0
00045688CCC1	VYBE0056MCQK
00045688CCC3	VYBE00557PRR
00045688CCC5	VYBE004VVT3B
00045688CCC6	VYBE0053J4V8
00045688CCC7	VYBE004TBVHK
00045688CCC9	VYBE0052JMTR
00045688CCCC	VYBE005987HF
00045688CCCD	VYBE0051PJNH

ESN	MSN (SN)
00045688CCCE	VYBE005CWNS1
00045688CCCF	VYBE005BK7L7
00045688CCD3	VYBE00F3B9XZ
00045688CCD5	VYBE005N30PN
00045688CCD8	VYBE0058VXBM
00045688CCD9	VYBE004JQ2BP
00045688CCDA	VYBE0028JBVZ
00045688CCDB	VYBE002S6T2L

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