Cambium Networks	
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Document Number	FSB 9067
Revision	000v001
Application	Global
Effective Date	6 June 2017
Expiry Date	N/A

FIELD SERVICE BULLETIN
PMP450 Keyed Incorrectly

FIELD SERVICE BULLETIN

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

SUBJECT: PMP450/PTP450 – Some units keyed incorrectly, does not match label.

MODEL / SYSTEM AFFECTED: PMP450, PTP450 (Excludes PMP450i and PMP450m)

Symptom	• PMP450 and PTP450 radios have labels indicating radio is keyed to particular specifications but radio is keyed differently (e.g. – Radio keyed for 20MB throughput may be labeled as such but is keyed for 4MB). • Another potential symptom is that radios keyed as a *PTP*450 are displaying characteristics of being keyed as a *PMP*450.
Current Status of Investigation	The root cause has been identified as a software defect in software releases prior to and including 15.1. It was found that if a radio was keyed multiple times there is a possibility that the radio will revert back to a previously keyed state. Fix for this software defect is scheduled to be included in software release 15.1.1.

Recommendation/Resolution	If the symptoms described above are encountered, the issue can be resolved by reapplying the license key to the radio. Contact Cambium Customer support and they can assist with generating and applying a new license key. Open a trouble ticket with Cambium Customer Support at the following URL: http://support.cambiumnetworks.com.