Cambium Networks	Document Number	FSB 9080
Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Revision	000v001
FIELD SERVICE BULLETIN	Application	Global
cnPilot e410 Potential Flash Memory Corruption.	Effective Date	23 March 2020
	Expiry Date	N/A

FIELD SERVICE BULLETIN

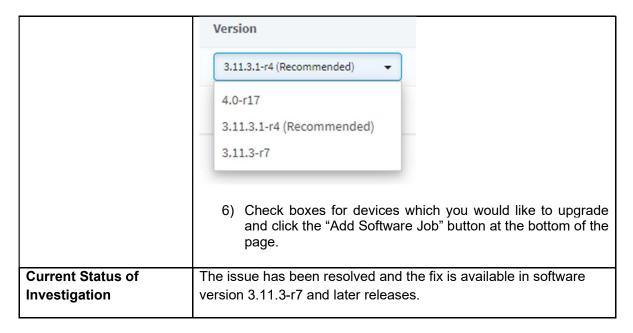
	BULLETIN TYPE	SEVERITY RECOMMENDATION	
	Warranty Service		High - Perform immediately
Х	Informational	X	Medium - Perform at next scheduled maintenance
	Customer Specific		Low – Perform when system exhibits symptoms

SUBJECT: cnPilot e410 Access Point

MODEL / SYSTEM AFFECTED: All cnPilot E-Series e410 Access Points running firmware versions <u>below</u> 3.11.3-r7

	cnPilot e410 Wi-Fi Access Points (APs) running with firmware version below 3.11.3-r7 are susceptible to flash memory corruption, which may cause APs to become inoperable. If the AP encounters the issue, the unit is not recoverable, and an RMA will have to be opened with the Cambium Support team. Use the cnMaestro console to identify the e410 APs which are vulnerable by following these steps: 1) From cnMaestro dashboard, click on the "Inventory" icon on the left side. 2) Choose the preferred network. 3) In the upper right hand corner, click on "Export" and export all data in the format of your choice. Once downloaded, filter on "Active S/W Version" to determine the software version(s) are being used. 4) If upgrade is needed, click on the "Manage" icon on the left of the dashboard and then choose the preferred network. 5) Click on "Software Update" on the top of the screen and choose software release "3.11.3.1-r4".
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Recommendation/Resolution	All such devices running firmware older than version 3.11.3-r7 should be upgraded to 3.11.3.1-r4 to avoid experiencing this issue.	
	If you encounter this issue and need assistance, please open a support ticket with the Cambium Support team at https://support.cambiumnetworks.com	