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

FIELD SERVICE BULLETIN

BULLETIN TYPE		SEVERITY RECOMMENDATION	
	Warranty Service		High – Perform immediately
X	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 _below_ 3.11.3-r7

Symptom	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**".

	Version 3.11.3.1-r4 (Recommended) ▼ 4.0-r17 3.11.3.1-r4 (Recommended) 3.11.3-r7 6) Check boxes for devices which you would like to upgrade and click the "Add Software Job" button at the bottom of the page.
Current Status of Investigation	The issue has been resolved and the fix is available in software version 3.11.3-r7 and later releases.

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