

 <b>Cambium Networks</b> Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9088
	Revision	V0003
<b>FIELD SERVICE BULLETIN</b> PTP 850C radios May Fail After Software Upgrade or Downgrade.	Application	Global
	Effective Date	28 April 2023
	Expiry Date	N/A

## 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:** A small number of **PTP 850C** radios may become inoperable and unrecoverable after performing a software upgrade or downgrade from the factory installed version.

**Software/Configuration AFFECTED:** A software upgrade or downgrade which loads any existing PTP 850 software release will invoke this issue. The issue will only occur on radios with the Manufacturer Serial Number (MSN) contained in the list provided below.

<b>Symptom(s)</b>	If a software upgrade or downgrade is attempted on a radio with an MSN contained in the table below, the unit will become completely inoperable and unrecoverable.
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<b>Recommendation/Resolution</b>	<p>Since there is no field recovery procedure for this issue, Cambium is recommending that if you have a PTP 850C radio in your possession that has an MSN from the table below, please contact Cambium Technical Support to discuss the options. The radio can be deployed as long as an upgrade or downgrade is not planned prior to the 12.3 release described below.</p> <p>A new software release (12.3) will be available in June 2023 which will allow the radio to be upgraded. After the application of the 12.3 software, the radio will be allowed to be upgraded to future releases but downgrades to releases below 12.3 will be restricted.</p> <p><b>If you have questions or concerns, please contact Cambium Technical Support at the following:</b>  <a href="https://www.cambiumnetworks.com/support/contact-support/">https://www.cambiumnetworks.com/support/contact-support/</a></p>
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Manufacturer Serial Number (MSN)	Description	Part Number
E013A25344	PTP 850C Radio 18WGHz,TR1010,ChHigh,Lo,18126-18690MHz	C180085B016A
E013I25340	PTP 850C Radio 18WGHz,TR1010,ChHigh,Hi,19160-19700MHz	C180085B015A
E013I25341	PTP 850C Radio 18WGHz,TR1010,ChHigh,Hi,19160-19700MHz	C180085B015A
E103529310	PTP 850C Basic Radio, 6 GHz	C110085B001A
E103929308	PTP 850C Basic Radio, 6 GHz	C110085B001A
E103E29319	PTP 850C Basic Radio, 6 GHz	C110085B001A
E103P29315	PTP 850C Basic Radio, 6 GHz	C110085B001A
E103U29316	PTP 850C Basic Radio, 6 GHz	C110085B001A
E113124016	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Hi,22400-23020MHz	C230085B011A
E113124023	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Hi,22400-23020MHz	C230085B011A
E113124213	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113224026	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Lo,21200-21800MHz	C230085B012A
E113224206	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113320463	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113320477	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113320502	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113320512	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113320521	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113324029	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Lo,21200-21800MHz	C230085B012A
E113324192	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113324209	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113520538	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113620466	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113620514	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113620541	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113720467	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113820468	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113820486	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113824186	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113920532	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113B20475	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113B24022	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Hi,22400-23020MHz	C230085B011A
E113B24212	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A

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E113B24221	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113C20489	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113C20508	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113C20518	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113C20542	PTP 850C Radio 18WGHz,TR1010,ChHigh,Hi,19160-19700MHz	C180085B015A
E113C24025	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Lo,21200-21800MHz	C230085B012A
E113C24189	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113C24198	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113D24028	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Lo,21200-21800MHz	C230085B012A
E113D24182	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113D24208	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113D24224	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113E20556	PTP 850C Radio 18WGHz,TR1010,ChHigh,Lo,18126-18690MHz	C180085B016A
E113E20565	PTP 850C Radio 18WGHz,TR1010,ChHigh,Lo,18126-18690MHz	C180085B016A
E113F20474	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113F20552	PTP 850C Radio 18WGHz,TR1010,ChHigh,Hi,19160-19700MHz	C180085B015A
E113G24030	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Lo,21200-21800MHz	C230085B012A
E113G24031	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Lo,21200-21800MHz	C230085B012A
E113H20485	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113H20510	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113H20511	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113H24019	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Hi,22400-23020MHz	C230085B011A
E113H24185	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113I20534	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113J20473	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113K20493	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113K20503	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113K20513	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113L24020	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Hi,22400-23020MHz	C230085B011A
E113L24021	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Hi,22400-23020MHz	C230085B011A
E113L24200	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113L24201	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A

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E113L24210	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113M20480	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113M24018	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Hi,22400-23020MHz	C230085B011A
E113M24024	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Lo,21200-21800MHz	C230085B012A
E113N20472	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113N20495	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113N20515	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113N24027	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Lo,21200-21800MHz	C230085B012A
E113N24207	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113N24217	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113O20528	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113O24225	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Lo,21780-22400MHz	C230085B010A
E113P20539	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113Q20484	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113Q24184	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113Q24197	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113R20470	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113R20471	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113R20529	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113R24017	PTP 850C Radio 23WGHz,TR1200/1232,ChLow,Hi,22400-23020MHz	C230085B011A
E113T20499	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113T20509	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113T20519	PTP 850C Radio 18WGHz,TR1560,ChAll,Lo,17699-18150MHz	C180085B014A
E113T24199	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E113U20478	PTP 850C Radio 18WGHz,TR1560,ChAll,Hi,19259-19710MHz	C180085B013A
E113U20545	PTP 850C Radio 18WGHz,TR1010,ChHigh,Hi,19160-19700MHz	C180085B015A
E113U20554	PTP 850C Radio 18WGHz,TR1010,ChHigh,Lo,18126-18690MHz	C180085B016A
E113U24187	PTP 850C Radio 23WGHz,TR1200/1232,ChHigh,Hi,23000-23600MHz	C230085B009A
E123227235	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123227253	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123327195	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123327207	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123427265	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123627227	PTP 850C Basic Radio, 11W GHz full range	C110085B003A

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E123627259	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123727206	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123727232	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123727261	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123827193	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123927176	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123927237	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123B27189	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123B27198	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123B27205	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123B27215	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123B27249	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123B27250	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123B27266	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123C27187	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123C27247	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123D27185	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123D27190	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123D27191	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123D27245	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123D27254	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123E27183	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123E27226	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123E27234	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123E27243	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123E27262	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123F27204	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123F27214	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123F27222	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123F27257	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123G27196	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123G27239	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123I27267	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123J27203	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123J27213	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123J27231	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123L27194	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123L27229	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123L27236	PTP 850C Basic Radio, 11W GHz full range	C110085B003A

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E123M27225	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123M27252	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123M27289	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123N27202	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123N27220	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123N27221	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123O27199	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123O27255	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123Q27209	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123Q27219	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123Q27233	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123Q27258	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123R27200	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123R27201	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123R27210	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123R27248	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123R27284	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123S27186	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123S27246	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123S27264	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123T27228	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123U27182	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123U27208	PTP 850C Basic Radio, 11W GHz full range	C110085B003A
E123U27218	PTP 850C Basic Radio, 11W GHz full range	C110085B003A

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