 Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9084
	Revision	000v001
FIELD SERVICE BULLETIN 3GHz PMP450m Access Point	Application	Global
	Effective Date	12 May 2021
	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: 3GHz PMP450m Access Points not able to provide power to cnPulse/uGPS connected via AUX-Port

MODEL / SYSTEM AFFECTED: All PMP450m Access Points within this ESN/MAC Address range '0A-00-3E-60-85-4D' to '0A-00-3E-60-8A-65' are potentially impacted.

Symptom	Customers are reporting a symptom on the 3GHz PMP450m Access Points where a connected cnPulse/uGPS via its AUX-PORT has no sync or GPS data - GUI→ Home → Sync Status. Sync Status is in Searching, and GPS Data shows no Satellites information.
Current Status of Investigation	<p>We have identified a potential issue with some 3GHz PMP450m Access Points where they are not able to power up a cnPulse/uGPS device connected to their AUX port. If you are not using the AUX port of the 450m AP to power up cnPulse/uGPS, this issue will have no other impact. Cambium has determined that the units that are potentially impacted have ESN/MAC Address ranging from '<u>0A-00-3E-60-85-4D</u>' to '<u>0A-00-3E-60-8A-65</u>'.</p> <p>The procedure to screen the device to determine if the issue is present is described below. If you find that your unit is not performing as specified, please contact Cambium Technical Support to submit an RMA.</p>

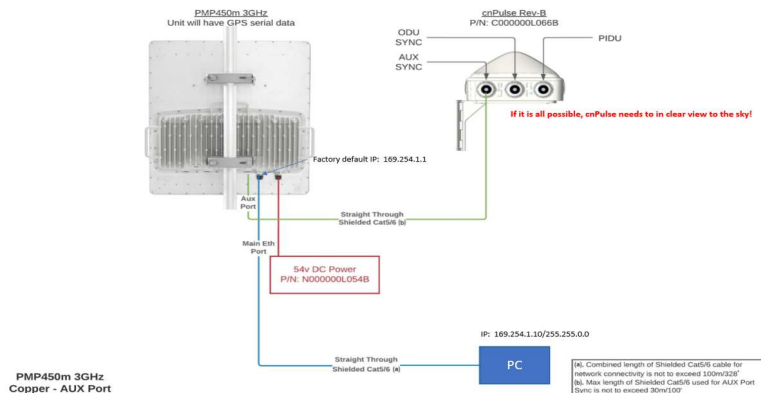


FIELD SERVICE BULLETIN
3GHz PMP450m Access Point

Recommendation/Resolution

If you have 3GHz PMP450m Access Points with ESN/MAC address range with '0A-00-3E-60-85-4D' to '0A-00-3E-60-8A-65', please follow the following verification procedures to determine if the unit is impacted.

Fig-1: System under test network diagram – cnPulse

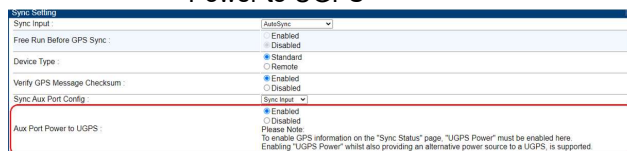


A. Verification with cnPulse connected to 3GHz PMP450m AP Aux-port

- Configure, Fig.1:** Wiring and powering up the 3GHz 450m per Fig-1 above.
- Configure a static IP address on the PC with 169.254.1.10/255.255.0.0 – the default factory IP/subnet mask for 3G PMP450m AP.
 - Launch a browser and access the 450m management UI at <http://169.254.1.1/>
 - Leave the Login/password entries blank (not required for this procedure)
 - Enable the Sync setting, from landing page after login: Configuration → General, as below:



→ Save Changes, then, enable “Aux Port Power to UGPS”



- Save changes – if asked to reboot, please go ahead and reboot

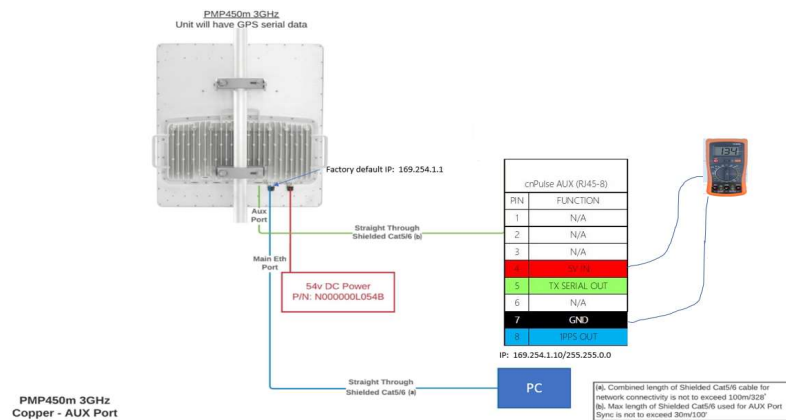


FIELD SERVICE BULLETIN
3GHz PMP450m Access Point

3. **Verification** - Connect cnPulse to 3GHz PMP450m AP Aux-port per Fig-1.
 - a. If the LED is blue around the cnPulse's Aux Sync port, then the 3GHz PMP450m AP is providing power to cnPulse and unit is working as expected.
 - b. If the LED is **not** blue around the cnPulse's Aux Sync Port, then the 3 GHz PMP 450 AP is impacted. **Please follow Cambium Networks RMA procedures.**

B. Verification without cnPulse.

Fig-2: System under test network diagram – no cnPulse



1. **Configure, Fig-2:** system under test as described in A.1 and A.2
2. **Verification** – with a volt-meter, measure the voltage between Pin-4 and Pin-7 on the Ethernet cable out of 3GHz PMP450m Aux-port,
 - a. If the voltage is between 4.4v to 5v (**typical voltages of 4.9 to 5.0v with no-load, 4.4 to 4.6v with 50-ohms on-load**), 3GHz PMP450m AP is providing sufficient power to cnPulse and unit is not impacted.
 - b. If the voltage is not within the range described above, the 3GHz PMP450m AP is impacted. **Please, follow Cambium Networks RMA procedures.**

If you have any questions regarding this FSB, please do not hesitate to contact Cambium Technical Support at <https://support.cambiumnetworks.com>