 Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9085
	Revision	000v001
FIELD SERVICE BULLETIN No GPS Data when using cnPulse with cnMatrix Switch	Application	Global
	Effective Date	10 March 2022
	Expiry Date	N/A

FIELD SERVICE BULLETIN

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

SUBJECT: The use of cnPulse GPS for synchronization input does not work properly with certain manufactured builds of the cnMatrix TX2020R-P and TX2012R-P switch. The issue is only with the reading/displaying of the GPS data from cnPulse – the synchronization pulse from cnPulse **is still functional**. The switch will still display “In-Sync”, with Cambium Sync still fully functional.

Software/Configuration AFFECTED: This issue is hardware related. Any units that fall within the below serial number range are affected by this issue.

- **TX2020R-P (MXTX2020GxPA10)**

Serial numbers affected: All units that have the first 4 digits starting with the following: “XMWJ”, “MXA”, “MXB”, “MXC”. All units affected will have a HW version of “01”. All affected units were manufactured **prior** to 2021-4-22 (MFG Date). Units manufactured on 2021-4-22 or later, and have HW version “02” are not affected.


- **TX2012R-P (MXTX2012GxPA10)**

Serial numbers affected: All units that have the first 4 digits starting with the following: “MXC”. All affected units will have a HW version of “01”, and manufactured on 2021-3-26 (MFG Date)

Symptom	Customers using the TX2020R-P or TX2012R-P cnMatrix switch in conjunction with a cnPulse for synchronization may not be able to get proper synchronization.
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Recommendation/Resolution	<p>If GPS data from cnPulse is not displayed when used in conjunction with either the TX2012R-P or TX2020R-P cnMatrix switch, check the serial number and manufacturing date. If they fall within the range provided in this FSB, please contact Cambium technical support to open a ticket to request an RMA.</p> <p>Cambium Technical Support can be contacted at the following: https://www.cambiumnetworks.com/support/contact-support/</p>
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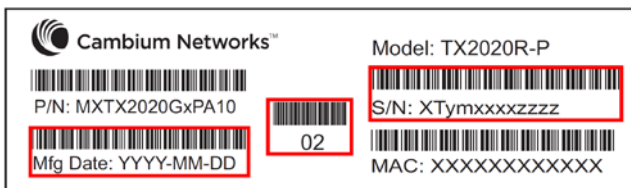
This Field Service Bulletin is issued by Cambium Networks in line with its policy of continual review and update of product quality, effectiveness and performance. Product performance or quality may be affected if the recommendations contained herein are not implemented, or not implemented as directed. This information is intended for personnel who have the proper tools, equipment and training to perform the tasks as described herein. Copyright © 2021 Cambium Networks, Inc.

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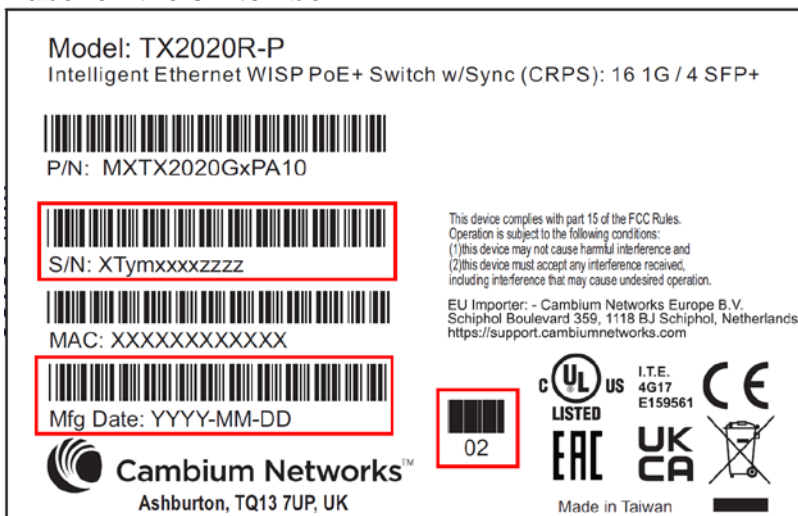
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The manufacturing date, S/N, and hardware version can be found in several locations:


Label on the switch:



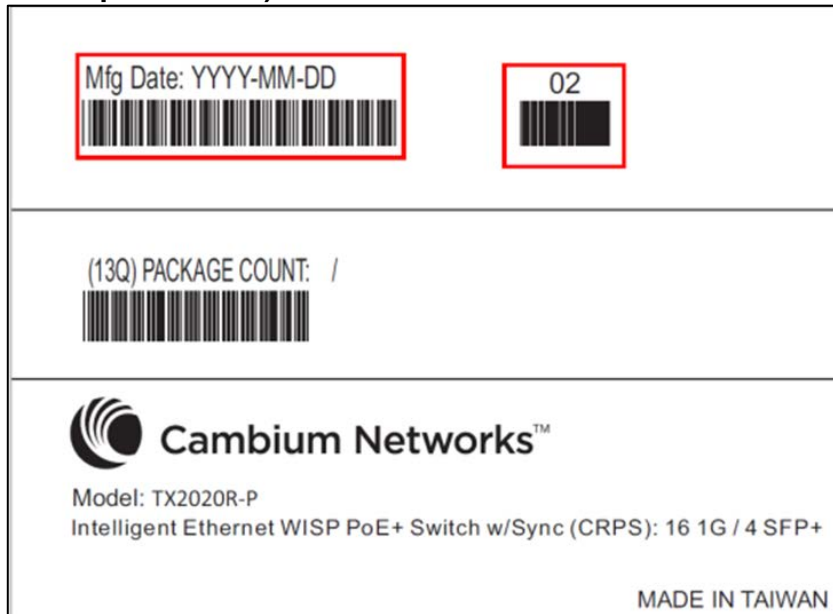
Label on the switch box:



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Label on the carton (If the distributor doesn't unpack the individual switch boxes from the overpack carton).



If the system is already deployed, the MFG Date and HW Revision can be found via the CLI or from the GUI

VIA CLI (“show system info” command)

```

TX2020RP-F9ACE0# end;show system info


Hardware Version      : 01 ←
Software Version     : 10.3.0.1
Firmware Version     : Diag-1.04.07
CNS Software Version : 4.3.0-e5
PoE Firmware Version : 3.56-1011-1
CPLD Firmware Version : B2

Model Name           : TX2020R-P

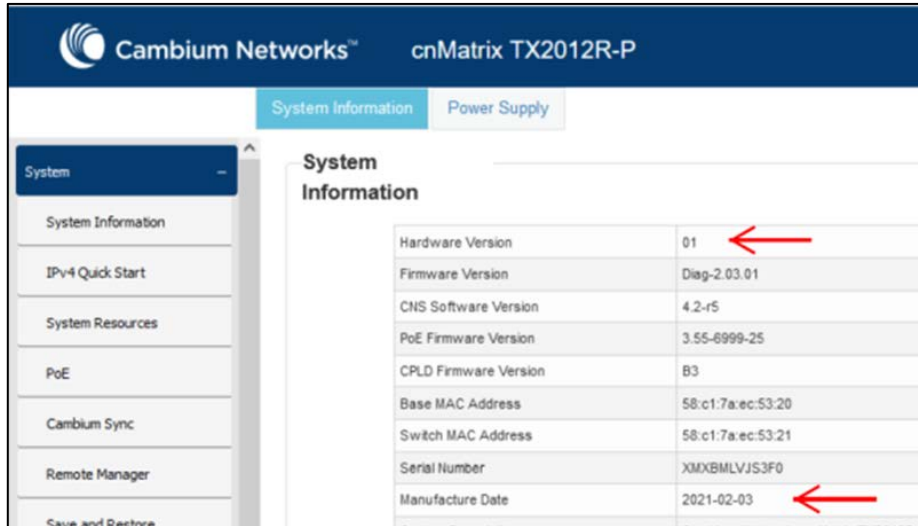
Base MAC Address     : 58:c1:7a:f9:ac:e0
Switch MAC Address   : 58:c1:7a:f9:ac:e1
Serial Number        : XMXBMLSHV26M
Manufacture Date     : 2021-02-01 ←
System Contact       : support.cambiumnetworks.com
System Name          : TX2020RP-F9ACE0

```

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VIA Web GUI



The screenshot shows the Cambium Networks web interface for a cnMatrix TX2012R-P switch. The 'System Information' tab is active, displaying a table of system details. Two red arrows point to the 'Hardware Version' (01) and 'Manufacture Date' (2021-02-03) fields.

System Information	
Hardware Version	01
Firmware Version	Diag-2.03.01
CNS Software Version	4.2-r5
PoE Firmware Version	3.55-6999-25
CPLD Firmware Version	B3
Base MAC Address	58:c1:7a:ec:53:20
Switch MAC Address	58:c1:7a:ec:53:21
Serial Number	MXBMLVJS3F0
Manufacture Date	2021-02-03

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