

 Cambium Networks™ 2000 Center Drive, Suite East A401 Hoffman Estates, IL 60192 USA	Document Number	FSB 9093
	Revision	001v001
FIELD SERVICE BULLETIN Upgrade Enterprise Wi-Fi 6/6E (XV/XE Series) Access Points to release 6.6.03 or higher version. Upgrade Enterprise Wi-Fi 5 (cnPilot) Access Points to release 4.2.3.1-r9.	Application	Global
	Effective Date	24 Jan2025
	Expiry Date	N/A

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: Upgrade Enterprise Wi-Fi 6/6E (XV/XE Series) Access Points to release 6.6.0.3-r9 or later version.
Upgrade Enterprise Wi-Fi 5 (cnPilot) Access Points to release 4.2.3.1-r9.

MODELS / SYSTEMS AFFECTED: All Enterprise Wi-Fi 6/6E (XV/XE series) and Wi-Fi 5 (cnPilot) Access Points.

REASON FOR BULLETIN: 

This bulletin addresses an issue with Enterprise Wi-Fi firmware 6.5.2 through 6.6.0.2 inefficiently managing writes to the NOR flash memory storage. This inefficiency is corrected in 6.6.0.3-r9 release, and we recommend all customers to upgrade their Wi-Fi 6/6E APs to this release or later version. In addition, it is strongly recommended that all Wi-Fi 5 (cnPilot) Access Points use the 4.2.3.1-r9 release if they are running 6.x.

Symptom	There are no externally identifiable symptoms. Cambium has not received any field failures because of this issue. Any device that is running firmware version 6.5.2 through 6.6.0.2 are impacted.
Current Status of Investigation	An issue was identified in the way the firmware writes certain states in the NOR flash memory, which could potentially cause unexpected behavior of the flash. In rare cases, this may lead to flash corruption and potentially flash failure rendering the device inoperable. The issue is addressed in release 6.6.0.3 and Cambium strongly recommends customers to upgrade their Wi-Fi 6/6E APs to this version or a later version. Cambium recommends customers to use 4.2.3.1-r9 on Wi-Fi (cnPilot) APs to avoid this problem.
Resolution	Upgrade all Wi-Fi 6/6E APs (XV/XE Series) to 6.6.0.3-r9 or later version as soon as possible. Upgrade all Wi-Fi 5 APs (cnPilot) to 4.2.3.1-r9 as soon as possible. These releases are available on cnMaestro, XMS-Cloud and at https://support.cambiumnetworks.com/files . As of this FSB, cnMaestro and XMS-Cloud have 6.6.0.3-r9 as the recommended version for Wi-Fi 6/6E APs. cnMaestro has 4.2.3.1-r9 as the recommended version for Wi-Fi 5 APs.