Cambium Networks™ 2000 Center Drive, Suite East A401 Hoffman Estates, IL 60192 USA	Document Number: FSB 9093 Revision: 001v000
FIELD SERVICE BULLETIN Upgrade Enterprise Wi-Fi 6/6E (XV/XE Series) Access Points to release 6.6.0.3-r9. Upgrade Enterprise Wi-Fi 5 (cnPilot) Access Points to release 4.2.3.1-r9.	Application: Global Effective Date: 13 May 2024 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. 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. 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. 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 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.