# FIELD SERVICE BULLETIN

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

**SUBJECT: Potential issue with R-Series routers defaulting the MAC address**

**MODEL / SYSTEM AFFECTED:** cnPilot-R190 / cnPilot-R200 / cnPilot-R200P / cnPilot-R201 / cnPilot-R201P / cnPilot-R201W

**REASON FOR Bulletin:**

There is a potential issue for customers who have received Cambium R-series devices with the new Cambium OUI 58:C1:7A. If such customers downgrade their devices to firmware 4.4 or below then their device MAC address can be defaulted to a fixed address.

**NOTE:** Customers who have NOT downgraded the device firmware and have upgraded their devices to 4.4.1 or newer firmware will remain unaffected with this issue.

**NOTE:** Devices with older Cambium OUI 00:04:56 (MAC 00:04:56:xx:xx:xx) are unaffected with this issue.

**RESOLUTION:**

Cambium has a recovery procedure for the affected customers which will enable them to recover all affected devices using an auto-provisioned script. Affected customers can contact Cambium support and provide a list of their affected devices Serial# / MAC addresses for assistance.

***It is highly recommended for all customers to upgrade their units to 4.4.2-R2 firmware. This will prevent any issues.***

If you encounter this issue please open a support ticket with the Cambium Support team at the following URL:

<https://support.cambiumnetworks.com>