



Cambium Networks

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FIELD SERVICE BULLETIN

uGPS (1096H) Connectivity Issues on Units
Deployed in APAC and Russia

Application APAC and Russia

Effective Date 21 December 2017

Expiry Date 1 June 2018

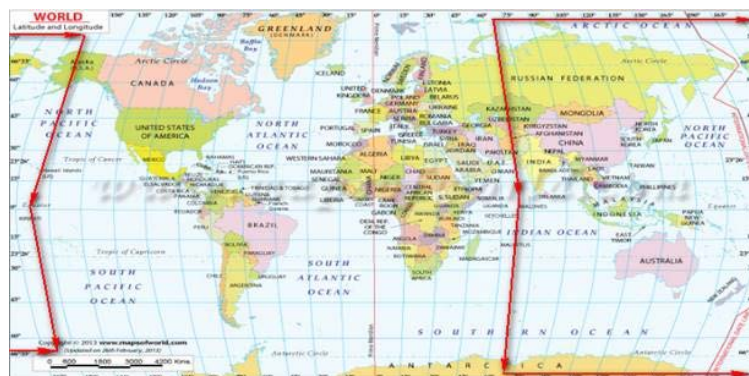
FIELD SERVICE BULLETIN

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: uGPS Connectivity Issues in APAC and Russia

MODEL / SYSTEM AFFECTED: 1096H (Universal GPS Module) deployed only in the region below, highlighted by the red arrows.

REASON FOR SERVICE: Interference from a satellite launched in the second half of 2017 is causing interference with some GPS receivers throughout the Asia Pacific and Russian regions. In particular, certain Cambium Networks uGPS units, deployed in the regions, periodically lose their connection to the GPS satellite network and thereby cannot provide the 1 PPS signal needed to synchronize Access Points.



RESOLUTION: A firmware update to fix the issue is now available. This fix requires the uGPS unit(s) to be returned to an Authorized Cambium Center for the firmware update. If you are experiencing uGPS connectivity issues on a device deployed in the region within the red box above, please go to <https://support.cambiumnetworks.com/> and open a support ticket with the subject “uGPS Update.” Cambium Support will help you determine if the unit is impacted and provide you with a process for returning the uGPS unit(s) for this firmware update.

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 © 2017 Cambium Networks, Inc.