

 Cambium Networks Cambium Networks, Inc. 3800 Golf Road Schaumburg, IL 60008, U.S.A.	Document Number	FSB 9068
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FIELD SERVICE BULLETIN PTP 820S 1+1 HSB Switchover	Application	Global
	Effective Date	20 February 2017
	Expiry Date	N/A

FIELD SERVICE BULLETIN

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

SUBJECT: PTP 820S 1+1 HSB Switchover

Symptom	From Release 8.5.5, the PTP 820S in a 1+1 hot standby configuration may fail to respond properly to protection switchover triggers.
Current Status of Investigation	A software defect was found that prevents PTP820C units in a 1+1 HSB configuration from responding to protection switch triggers: 1. Loss of active unit – does not switch. 2. Lockout – does not switch. 3. Radio/Ethernet interface failure – does not switch. 4. Manual switch – does not switch. The permanent fix for this issue will be available in the next release.

Recommendation / Resolution	The recommended workaround is to downgrade the affected system to Version 8.3.0.0.0.495.
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Note: PTP820S systems running Version 8.3.0.0.0.495 do not support Line Protection mode with LACP electrical GbE ports. Only Split Protection mode (connecting an optical GbE port of each unit to an optical splitter) is available with this software version.

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