



Cisco's Commitment to CUSTOMER

Clock Signal Component Issue

February 2017

Clock Signal Component Issue Overview

- Cisco's strategy is focused on helping our customers be successful. We strive to deliver technologies and services that exceed customers' expectations, and meet rigorous quality and customer experience standards.
- Recently, Cisco became aware of an issue related to a clock signal component manufactured by one supplier.
- Although the Cisco products with these components are currently performing normally, we expect product failures to increase over the years, beginning after the unit has been in operation for approximately 18 months. Once the component has failed, the system will stop functioning and will not boot.
- These components are also used by other companies.
- We have identified all Cisco products that have this component and worked with the supplier to quickly put a fix in place. All products shipping currently do not have this issue.
- To support our customers and partners, Cisco will replace products that have this component for those customers with products under warranty or covered by any valid services contract dated as of November 16, 2016.

How is Cisco Working with Customers to Address The Issue?

- Cisco is sharing details of this issue so that you understand the facts.
- We acknowledge that this may raise concerns about affected components or devices in your network.
- To support our customers, we have published detailed Field Notices for each product family at <http://www.cisco.com/c/en/us/support/web/clock-signal.html>
- Due to the age-based nature of the failure and the volume of replacements, we will be prioritizing orders based on the products' time in operation. Therefore, fulfillment requests may be delayed and your request may be fulfilled in multiple shipments.
- Information for Meraki customers is at <https://meraki.cisco.com/blog/clock-signal-component-issue/>

What Should I Do?

- If you experience a suspected component failure in a Cisco product, please contact the Cisco TAC.
- Cisco will replace products that have this component for those customers with products under warranty or covered by any valid services contract dated as of November 16, 2016.
- Review the affected product families and detailed Field Notices
- Go to the customer website for ordering information and order spreadsheet: <http://www.cisco.com/c/en/us/support/web/clock-signal.html>
- Send the completed replacement order spreadsheet to clock-signal-replacement-request@cisco.com
- For additional questions, contact component-questions@cisco.com

Products with Impacted Component

Product Family	Product IDs (PIDs)
4300ISR	C1-CISCO4321/K9, C1-CISCO4331/K9 C1-CISCO4351/K9, ISR4321/K9, ISR4321-AX/K9, ISR4321-AXV/K9, ISR4321-SEC/K9, ISR4321-V/K9, ISR4321-VSEC/K9, ISR4331/K9, ISR4331-AX/K9, ISR4331-AXV/K9, ISR4331-SEC/K9, ISR4331-V/K9, ISR4331-VSEC/K9, ISR4351/K9, ISR4351-AX/K9, ISR4351-AXV/K9, ISR4351-SEC/K9, ISR4351-V/K9, ISR4351-VSEC/K9
APP	UCS-EN120E-108/K9, UCS-EN120E-208/K9, UCS- EN120E-54/K9, UCS-EN120E-58/K9
NCS1000	NCS1K-CNTRLR
NCS5500	NC55-18H18F,NC55-24H12F-SE, NC55-24X100G-SE, NC55-36X100G, NCS-5508

Products with Impacted Component (cont.)

Product Family	Product IDs (PIDs)
N9500	N9K-C9504-FM-E, N9K-C9508-FM-E, N9K-X9732C-EX
INDAPPL	1783-SAD2T2SBK9, 1783-SAD2T2SPK9, 1783-SAD4T0SBK9, 1783-SAD4T0SPK9, ISA-3000-2C2F-K9, ISA-3000-4C-K9
M2M800	IR809G-LTE-GA-K9, IR809G-LTE-NA-K9, IR809G-LTE-VZ-K9, IR829GW-LTE-GA-EK9, IR829GW-LTE-GA-ZK9, IR829GW-LTE-NA-AK9 IR829GW-LTE-VZ-AK9
CNSEC	MX84-HW

Products with Impacted Component (cont.)

Product Family	Product IDs (PIDs)
CNSWTCH	MS350-24-HW, MS350-24P-HW, MS350-48-HW, MS350-48LP-HW, MS350-48FP-HW, MS350-24X-HW
ASALOW	ASA5506H-K9, ASA5506H-SP-BUN-K9, ASA5506-K8, ASA5506-K9, ASA5506-SEC-BUN-K8, ASA5506-SEC-BUN-K9, ASA5506W-A-K9, ASA5506W-B-K9, ASA5506W-E-K9, ASA5506W-Q-K9, ASA5506W-Z-K9
ASAMID	ASA5508-K8, ASA5508-K9, ASA5516-FPWR-K8, ASA5516-FPWR-K9

