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Field Bulletin AP1306-2 | **Confidentiality Level:** Aruba partners & customers only

Topic

Interoperability issue between new TPM part and certain SW versions causing AP to hang

Products covered in this bulletin

100 Series Access Points (AP-104, AP-105), 100 Series Instant Access Points (IAP-104, IAP-105; all variants).

Summary

As a result of component obsolescence, we recently introduced a new version of the Trusted Platform Module (TPM) component on the main board of the AP models identified above. Products using the new component version can be identified by serial number (BT0308241-BT0309240, and BT0553579+) or by Date-of-Manufacture (DOM, 4/2/13 and later).

We identified an interoperability problem of hardware using the new TPM component version, in combination with specific software versions:
- ArubaOS: 6.0.0.0 through 6.1.3.0 (versions prior to 6.0.0.0 or post 6.1.3.0 are not affected)
- ArubaInstant: 6.1.2.3-2.x.y.z

Note: the issue is not present in any of the released FIPS certified versions of ArubaOS.

Call to action

1. Determine if your system is affected by the problem:
   a. Any AP-104/105, IAP-104/105 with serial number between BT0308241 and BT0309240 or BT0553579 and higher,
   b. Using ArubaOS software 6.0.0.0 through 6.1.3.0 (inclusive) or ArubaInstant software 6.1.2.3-2.x.y.z
2. If affected, upgrade your software to:
   a. ArubaOS: 6.1.3.1 or later, latest GA release recommended, or
   b. ArubaInstant: 6.1.3.1-3.0.0.0 or later, latest GA release recommended

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Aruba is committed to proactively communicate code revisions, features and functions recommendations to ensure optimal network operation and high customer satisfaction. Please feel free to contact the Aruba Technical Assistance Center (TAC) team if you need further clarifications regarding this bulletin. The Aruba technical support e-mail is support@arubanetworks.com. The Aruba TAC team will facilitate further product related discussions with the product management team for customers that desire to do so.