| Type | ☐ Product Announcement (PA)<br>☑ Product Support (PS)<br>☐ End of Life (EoL)<br>☐ Pricing (PRC)<br>☐ Sales & Marketing (S&M)<br>☐ Training (T) |
|---|---|
| **Region Applicable** | ☐ APAC ☐ EMEA ☐ NAM ☑ All |
| **Subject** | Notice of current trends and outstanding bugs |
| **Field Notice Date** | September 22, 2015 |
| **Effective Date** | September 22, 2015 |
| **Notice Number** | FN-PRD-PS-092115-01 |

## Notice

This field notice is provided on an 'as is' basis and does not imply any kind of guarantee, including the warranty of merchantability, Your use of the information on the field notice or materials linked from the field notice is at your own risk. MeruFortinet reserves the right to change or update this field notice at any time.

## Summary Field Notice

This notice is to bring awareness to some bugs that are starting to trend in the field and/or provide general updates and workaround information to address issues (where/when applicable).

| Bug/Issue Details | Frequency | Impact | Fix Options |
|---|---|---|---|
| Apple clients running IOS9 are experiencing connectivity issues with AP320s (Vport enabled). | High Frequency | IOS9 stations will not be able to connect to certain Meru APs. | A workaround has been identified. In parallel, we are working with Apple on a permanent fix. |
| The 'hostpad' process on Meru controllers deadlocks, leading to client connectivity outage until the process is recovered. | Low Frequency | Wireless clients lose connectivity, new clients unable to connect. | A patch is available which will be included in the upcoming 7.0MR and SD 8.0 builds. |
| The 'discovery' process locks up on Meru controllers. | Low Frequency | APs will go offline and clients will be unable to connect. | A patch is available which will be included in the upcoming 7.0MR and SD 8.0 builds. |

For Apple IOS9 client issues:  Currently this only appears to be affecting AP320s running Vport and AP 433s within the Meru product line. Apple has changed their wireless connectivity behavior in IOS9 and connectivity issues are expected to be seen with these Meru APs . The workaround consists of modifying the parent beacon setting for the radios. Meru Support can help you make the proper adjustments to provide relief.

Please reference the following apple form for additional observations on this topic :
https://forums.developer.apple.com/thread/4624.

For the two Meru bugs  listed (Hostapd and Discovery lockups):  The fixes for those will be included in upcoming versions of software, 7.0MR and SD 8.0. If you feel you are hitting either issue now we will be able to provide a patch in the interim.

Please note if you feel you are experiencing any of the described symptoms , contact Meru support at support@merunetworks.com  or you can dial into our support hotline  which can be found at http://www.merunetworks.com/Contact-Us/Index.html .