

**NOTICE # FN-PRD-PS-Nplus1-080514-01**

<b>Type</b>	<input type="checkbox"/> Product Announcement (PA) <input checked="" type="checkbox"/> Product Support (PS) <input type="checkbox"/> End of Life (EoL) <input type="checkbox"/> Pricing (PRC) <input type="checkbox"/> Sales & Marketing (S&M) <input type="checkbox"/> Training (T)
<b>Region Applicable</b>	<input type="checkbox"/> APAC <input type="checkbox"/> EMEA <input type="checkbox"/> NAM <input checked="" type="checkbox"/> All
<b>Subject</b>	<b>Nplus1 Functionality</b>
<b>Field Notice Date</b>	<b>August 05, 2014</b>
<b>Effective Date</b>	<b>August 05, 2014</b>
<b>Notice Number:</b>	<b>FN-PRD-PS-Nplus1-080514-01</b>

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**Summary**

Nplus1 slave controller takes over master when master is up.

**Description of Field Notice**

Nplus1 customers may experience an unexpected failover in their current installations.

**Symptoms:** As stated, the Nplus1 controller will take over while the master controller is up. This leads to the master controller becoming passive and the slave becoming active, causing a failover.

What to expect:

- At the time of the failover, wireless clients may experience drops/disconnects (usually taking place in under a minute)
- The master will remain online but in a passive state

**Cause:** Incorrect conversion type from 32 to 64 bit. This can be seen by incorrect timeout value in the np1.log

**Immediate Workaround:** Special Nplus1 binary should be applied on both master and slave controllers. Two files have to be replaced as part of the solution. Please contact support for applying the patch.

**Long term solution:** A newer SD release that contains this fix natively will be released in the coming weeks.

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