

TECHNICAL SUPPORT BULLETIN

Created: February 13, 2020 Modified: April 2, 2020

TSB 2020-001 – Cluster Node Restore

SEVERITY: High

PRODUCTS AFFECTED:

RUCKUS SMARTZONE CONTROLLERS

BULLETIN OVERVIEW

This Bulletin describes the changes to the Cluster Restore process introduced with SZ 5.2 + software.

PROBLEM STATEMENT

Restoring 5.2 backup on a pre-5.2 release node will brick the unit. So we cannot restore 5.2 backup on a unit running 3.5/3.6/5.0/5.1. However we can continue to restore older release backup's.

This was due to SW infrastructure changes within the SZ controller that do not allow this update/restore step to be completed. If attempted, the controller can become unresponsive after the update and subsequent reboot to SZ 5.2 or higher.

RISK ASSESSMENT

Risk is considered High, since such a restore can result in bricking the unit and the only option available is to RMA the unit or create a new instance of vSZ.

SYMPTOMS

Immediately after restoring 5.2 backup on a pre-5.2 node and rebooting the new node could experience a **fatal** error, leaving the node unresponsive and unrecoverable.

WORKAROUND

N/A

CORRECTIVE ACTION

Please refer to the correct process for “Replacing a Controller Node” found in the SZ 5.2 Administration Guides for either the SZ100 or SZ300:

[SmartZone 5.2.0 \(GA\) Administrator Guide \(SZ100/vSZ-E\)](#)

[SmartZone 5.2.0 \(GA\) Administrator Guide \(SZ300/vSZ-H\)](#)