



## TECHNICAL SUPPORT BULLETIN

March 31, 2020

TSB 2020-002 – Wave1 AP Firmware Upgrade to 5.2

SEVERITY: High

PRODUCTS AFFECTED: Ruckus Wave1 Access Points

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### BULLETIN OVERVIEW

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This Bulletin describes a condition where upgrading v/SZ to 5.2 from any previous release and changing the AP Zone firmware to 5.2 would result into AP's to get stuck in firmware download loop.

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### PROBLEM STATEMENT

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Performing firmware upgrade on v/SZ to 5.2 from any previous release and subsequently changing the AP firmware version to 5.2 would cause AP's to get stuck in firmware download. This issue is specific ONLY to Ruckus Wave1 AP's listed below:

11ac-Wave1	
Indoor	Outdoor
R600	T504
R500	T300
R310	T300E
R500E	T301N
	T301S
	FZM300
	FZP300

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## RISK ASSESSMENT

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Risk is considered High as it impacts all Wave1 AP's.

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## SYMPTOMS

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Upgrade of v/SZ to 5.2 from any previous releases and changing AP firmware version on the AP Zone to 5.2 would require AP's to download the new image. We observed at this stage AP's would be downloading the image and it will never finish the process. AP's would reboot subsequently and will get stuck in a continuous loop of firmware download and reboot.

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## ROOT CAUSE

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In 5.2 we introduce WPA3 Security that requires additional cipher types. The issue is caused by cipher type incompatibility in the AP WLAN configuration between pre-5.2 and 5.2 due to new WPA3 security feature introduced.

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## WORKAROUND

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You can avoid this problem by changing the encryption type of WPA WLAN (if any) to AES before you change the AP Zone firmware.

If AP's are stuck in this state, please try one of the following solutions:

- Create a new dummy zone with previous firmware (No WLANs required on this Zone) and moved all problematic AP's to it. After AP's got their configuration up-to date, move them back to 5.2 zone and AP's will eventually upgrade to 5.2.
  - Do a factory reset on the APs from AP CLI (set factory), reboot and AP would download the 5.2 image
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## CORRECTIVE ACTION

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Engineering have created an AP Patch: scg-ap-5.2.0.0-5030.patch downloadable from support portal. We need to apply this AP patch before we change the AP zone firmware after upgrading to 5.2 v/SZ release.