

NOTICE # FN-PRD-PS-Parature-042214-01

Type	<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)
Region Applicable	<input type="checkbox"/> APAC <input type="checkbox"/> EMEA <input type="checkbox"/> NAM <input checked="" type="checkbox"/> All
Subject	Software Download Link Malfunctions
Field Notice Date	April 22, 2014
Effective Date	April 22, 2014
Notice Number:	FN-PRD-PS-Parature-042214-01

Notice

This field notice is provided on an “as is” basis and does not imply any kind of guarantee or warranty, 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. Meru reserves the right to change or update this field notice at any time.

Summary

Support Portal software download links malfunctioning

Description of Field Notice

This notice is to provide information regarding several malfunctioning download links on the Meru Networks Support Portal.

(Known) Downloads affected:

System Director	Controller Type	Region	Install or Upgrade
5.3-158	MC1500V	INTL & US	Install
5.3-158	MC1550V	INTL & US	Install
5.3-158	MC3200V	INTL & US	Install
5.3-158	MC4200V	INTL & US	Install
6.1-0-3	MC1500V	INTL & US	Install
6.1-0-3	MC1550V	INTL & US	Install
6.1-0-3	MC3200V	INTL & US	Install
6.1-0-3	MC4200V	INTL & US	Install

Current status: We are currently working with Parature to get to the bottom of the issue. A notification will be released as soon as the problem is fixed. If you encounter any other malfunctioning download links aside from the ones listed above, please send a support ticket to support@merunetworks.com.

Workaround: Any requests for downloads that are having issues should come through to Ryan Tang (rtang@merunetworks.com), who will provide the requested code.

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