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Service Announcement

March 9, 2017

TO: WaTech Network Customers

FROM: Chawntain Kermen
Enterprise Data Networks
Network Services Division

SUBJECT: CISCO Clock Signal Component Issue

WaTech is aware that many agency partners purchase and use CISCO devices in their networks, and we are sending this communication for awareness and possible action for customer edge (CE) or other CISCO devices as described below.

CISCO Systems recently notified customers of an issue with the clock signal component used in the ISR4300 and ASA product families. CISCO expects the issue to lead to an increase in product failures after the unit has been in operation for approximately 18 months. Customers who purchase CISCO network and security hardware are encouraged to review the CISCO site at <http://www.cisco.com/c/en/us/support/web/clock-signal.html> to determine if they are impacted and coordinate with CISCO to replace their devices.

WaTech uses the ISR4300 series devices as Provider Edge (PE) devices but has not experienced any failures related to this issue to date. However, we have proactively initiated steps with the vendor to receive replacement hardware once it is available. Planning is underway to replace impacted devices that WaTech owns in an orderly and coordinated manner. All replacements will impact customer service for a short duration at each site. These events will be announced and coordinated on a per site basis to allow for a smooth transition with minimal impact.

Please rest assured WaTech is prepared to deal with any hardware failure as a normal course of our service. We appreciate your understanding as we work with the vendor to quickly address this concern.

WaTech contacts:

If you have additional questions or would like more information, please contact Mike Lilly at 360-407-9091 or email mike.lilly@watech.wa.gov. You may also contact the WaTech Support Center at 360-586-1000 or 855-WaTech1 or email Support@watech.wa.gov