Date: October 7, 2021

To: Our Valued Cisco Education Customers

RE: 2021 Back-to-School Best Practices

Every year when students return to campus and schools, we see an influx of technical issues on customer networks. Leading up to the Fall of 2021, there have been many changes in customer networks since the last time students were on campus pre-pandemic (over 2 years ago). Some of these changes include new C9800 WLCs and software versions, Wi-Fi 6 APs and clients, and Prime to DNA-C migration to name a few. Given all of this, we have seen a small number of bugs that have impacted many customers. Cisco TAC and the Wireless Escalation Team were able to quickly identify these issues and deliver fixes for customers. The fixes are available via a Software Maintenance Upgrade (SMU), which allows the fix to be effective immediately after activation, without reloading the C9800 WLC.

The primary issues we are seeing in our university customer's networks currently are:

- CSCvz30708 – C9800 WLC Stops sending Radius packets – This Increases the load on ISE so ISE may stop authenticating new clients. A fix is currently available via ES and SMU by contacting TAC.
- CSCvy58206 - Accounting interim is sent even if Interim Accounting is disabled globally on 9800. A fix is currently available via SMU by contacting TAC.

In summary, TAC cases are trending down, despite customer deployments trending up. Going forward, if customers need assistance, please contact TAC (support.cisco.com) or your Cisco account team to escalate accordingly. Lastly, please do not hesitate to reach out to me for guidance and assistance with any escalations.

Best regards,
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