



Field Notice: FN – 70585 – Devices Upgraded to ROM Monitor 16.12(1r) or Later Might Fail to Boot Due to Incorrectly Programmed Cookie PID Field – Software Upgrade

Updated: November 2, 2020 **Document ID:** FN70585

[Bias-Free Language](#)

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Revision History

Revision	Publish Date	Comments
1.0	26-Oct-20	Initial Release
1.1	26-Oct-20	update background details
2.0	26-Oct-20	Edited Background and Workaround/ Solution; updated contact person

Products Affected

Affected Product ID	Comments
C1112-8P	
C1112-8PLTEEA	
C1112-8PLTEEAWE	
C1113-8P	
C1113-8PLTEEA	
C1113-8PLTEEAWE	
C1113-8PM	
C1113-8PMLTEEA	
C1118-8P	

Defect Information

Defect ID	Headline
CSCvu59956	IOS cannot boot with 16.12(1r) or later rommon due to cookie PID field incorrectly programmed

Problem Description

Some devices upgraded to ROM Monitor (ROMmon) 16.12(1r) or later cannot boot due to a cookie Product Identification (PID) field that is incorrectly programmed on a limited number of units.

Background

Due to an incorrectly programmed cookie PID field, a limited number of affected devices could fail to boot after ROMmon is upgraded to Release 16.12(1r) or later. This problem can also occur after an upgrade to certain Cisco IOS releases because they automatically upgrade ROMmon to Release 16.12(1r) or later.

To prevent this issue:

- Do not upgrade ROMmon to release 16.12(1r) or later.

- For Cisco IOS Release 16.12, do not upgrade to a release earlier than 16.12.5.
- For Cisco IOS Release 17.3, do not upgrade to a release earlier than 17.3.2.
- For Cisco IOS Release 17.4, do not upgrade to a release earlier than 17.4.1

If the issue has already occurred: Upgrade Cisco IOS as described under Workaround/Solution.

Problem Symptom

A device that was rebooted after a ROMmon or Cisco IOS upgrade displays this console output:

```
Error: Package does not support PID:C1113-8PM
Failed to boot file bootflash:c1100-universalk9_ias.16.12.03.SPA.bin
```

```
.....
```

```
autoboot: boot failed, restarting...
```

```
Resetting .....
```

At this point, the device fails to boot.

Workaround/Solution

To prevent this issue, upgrade to one of these Cisco IOS releases:

- For Cisco IOS Release 16.12, upgrade to Release 16.12.5 or later
- For Cisco IOS Release 17.3, upgrade to Release 17.3.2 or later
- For Cisco IOS Release 17.4, upgrade to Release 17.4.1 or later

Software Download

For More Information

If you require further assistance, or if you have any further questions regarding this field notice, please contact the Cisco Systems Technical Assistance Center (TAC) by one of the following methods:

- Open a service request on Cisco.com
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