

Field Notice: FN72382 - C111x Hardware Shipments after May 2025, Require a

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▼ Products Affected

Affected Product Name	Description	Comments
C1111-4P	ISR 1100 4 Ports Dual GE WAN Ethernet Router	
C1111-4P-DNA	ISR 1100 4 Ports Dual GE WAN with DNA Support	
C1111-4P-SPM	ISR 1100 4 Ports Dual GE WAN with SD-WAN Promo Support	
C1111-4PLTEEA	ISR 1100 4P Dual GE Ethernet w/ LTE Adv SMS/GPS EMEA & NA	
C1111-4PLTEEA-DNA	ISR 1100 4 Port Dual GE LTE EA with DNA Support	
C1111-4PLTELA	ISR 1100 4P Dual GE WAN w/ LTE Adv SMS/GPS LATAM and APAC	
C1111-4PLTELA-DNA	ISR 1100 4 Port Dual GE LTE LA with DNA Support	
C1111-4PLTELA-SPM	ISR 1100 4 Ports Dual GE WAN LTE Adv w/ SD-WAN Promo Support	
C1111-4PWA	ISR 1100 4 Ports Dual GE WAN Router w/ 802.11ac -A WiFi	
C1111-4PWB	ISR 1100 Ports Dual GE WAN Router w/ 802.11ac -B WiFi	
C1111-4PWE	ISR 1100 4 Ports Dual GE WAN Router w/ 802.11ac -E WiFi	
C1111-4PWF	ISR 1100 4 Ports Dual GE WAN Router w/ 802.11ac -F WiFi	
C1111-4PWH	ISR 1100 4 Ports Dual GE WAN Router w/ 802.11ac -H WiFi	
C1111-4PWN	ISR 1100 4 Ports Dual GE WAN Router w/ 802.11ac -N WiFi	

Affected Product Name	Description	Comments
C1111-4PWQ	ISR 1100 4 Ports Dual GE WAN Router w/ 802.11ac -Q WiFi	
C1111-4PWR	ISR 1100 4 Ports Dual GE WAN Router w/ 802.11ac -R WiFi	
C1111-4PWZ	ISR 1100 4 Ports Dual GE WAN Router w/ 802.11ac -Z WiFi	
C1111-8P	ISR 1100 8 Ports Dual GE WAN Ethernet Router	
C1111-8P-DNA	ISR 1100 8 Ports Dual GE WAN with DNA Support	
C1111-8PLTEEA	ISR 1100 8P Dual GE SFP Router w/ LTE Adv SMS/GPS EMEA & NA	
C1111-8PLTEEA-DNA	ISR 1100 8 Port Dual GE LTE EA with DNA Support	
C1111-8PLTEEAS	ISR1100 8P 2xGE SFP Rtr w/LTE Adv SMS/GPS EMEA/NA(SEC Bun)	
C1111-8PLTEEAWA	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -A WiFi	
C1111-8PLTEEAWB	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -B WiFi	
C1111-8PLTEEAWE	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -E WiFi	
C1111-8PLTEEAWR	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -R WiFi	
C1111-8PLTELA	ISR 1100 8P Dual GE Router w/ LTE Adv SMS/GPS LATAM & APAC	
C1111-8PLTELA-DNA	ISR 1100 8 Port Dual GE LTE LA with DNA Support	
C1111-8PLTELAWA	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -A WiFi	
C1111-8PLTELAWD	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -D WiFi	
C1111-8PLTELAWE	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -E WiFi	
C1111-8PLTELAWF	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -F WiFi	
C1111-8PLTELAWH	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -H WiFi	
C1111-8PLTELAWN	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -N WiFi	
C1111-8PLTELAWQ	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -Q WiFi	
C1111-8PLTELAWS	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -S WiFi	
C1111-8PLTELAWZ	ISR 1100 8P Dual GE WAN w/ LTE Adv SMS/GPS 802.11ac -Z WiFi	
C1111-8PS	ISR 1100 8 Ports Dual GE WAN Ethernet Router (SEC Bun)	

Affected Product Name	Description	Comments
C1111-8PWA	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -A WiFi	
C1111-8PWB	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -B WiFi	
C1111-8PWE	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -E WiFi	
C1111-8PWF	ISR 1100 Dual GE Ethernet Router w/ 802.11ac -F WiFi8 Ports	
C1111-8PWH	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -H WiFi	
C1111-8PWN	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -N WiFi	
C1111-8PWQ	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -Q WiFi	
C1111-8PWR	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -R WiFi	
C1111-8PWS	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -S WiFi	
C1111-8PWZ	ISR 1100 8 Ports Dual GE Ethernet Router w/ 802.11ac -Z WiFi	
C1111X-8P	ISR 1100 8 Ports Dual GE WAN Ethernet Router w 8G Memory	
C1112-8P	ISR 1100 G.FAST with GE SFP Ethernet Router	
C1112-8PLTEEA	ISR 1100 G.FAST GE SFP Router w/ LTE Adv SMS/GPS EMEA & NA	
C1112-8PLTEEAWE	ISR 1100 G.FAST GE Router w/ 802.11ac and LTE Adv EMEA & NA	
C1112-8PWE	ISR 1100 G.FAST GE SFP Ethernet Router w/ 802.11ac -E WiFi	
C1113-8P	ISR 1100 G.FAST GE SFP Ethernet Router	
C1113-8PLTEEA	ISR 1100 G.FAST GE SFP Router w/ LTE Adv SMS/GPS EMEA & NA	
C1113-8PLTEEAWA	ISR 1100 G.FAST GE Router w/ 802.11ac and LTE Adv EMEA & NA	
C1113-8PLTEEAWB	ISR 1100 G.FAST GE Router w/ 802.11ac and LTE Adv EMEA & NA	
C1113-8PLTEEAWE	ISR 1100 G.FAST GE Router w/ 802.11ac and LTE Adv EMEA & NA	
C1113-8PLTELA	ISR 1100 G.FAST GE SFP Router w/ LTE Adv LATAM & APAC	
C1113-8PLTELAWZ	ISR 1100 G.FAST GE Router w/ 802.11ac & LTE Adv LATAM & APAC	
C1113-8PM	ISR 1100 G.FAST GE SFP Ethernet Router	
C1113-8PMLTEEA	ISR 1100 G.FAST GE SFP Router w/ LTE Adv SMS/GPS EMEA & NA	
C1113-8PMWE	ISR 1100 G.FAST GE Router w/ 802.11ac	
C1113-8PWA	ISR 1100 G.FAST GE Router w/ 802.11ac	

Affected Product Name	Description	Comments
C1113-8PWB	ISR 1100 G.FAST GE Router w/ 802.11ac	
C1113-8PWE	ISR 1100 G.FAST GE Router w/ 802.11ac	
C1113-8PWZ	ISR 1100 G.FAST GE Router w/ 802.11ac	
C1116-4P	ISR 1100 4 Ports DSL Annex B/J and GE WAN Router	
C1116-4PLTEEA	ISR1100 4P DSL Annex B/J Router w/ LTE Adv SMS/GPS EMEA & NA	
C1116-4PLTEEAWE	ISR1100 4P DSL Annex B/J w/ LTE Adv SMS/GPS 802.11ac -E WiFi	
C1116-4PWE	ISR 1100 4P DSL Annex B/J and GE WAN Router 802.11ac -E WiFi	
C1117-4P	ISR 1100 4 Ports DSL Annex A/M and GE WAN Router	
C1117-4PLTEEA	ISR 1100 4P DSL Annex A Router w/ LTE Adv SMS/GPS EMEA & NA	
C1117-4PLTEEAWA	ISR 1100 4P DSL Annex A w/ LTE Adv SMS/GPS 802.11ac -A WiFi	
C1117-4PLTEEAWE	ISR 1100 4P DSL Annex A w/ LTE Adv SMS/GPS 802.11ac -E WiFi	
C1117-4PLTELA	ISR 1100 4P Annex A Router w/ LTE Adv SMS/GPS LATAM & APAC	
C1117-4PLTELAWZ	ISR 1100 4P DSL Annex A w/ LTE Adv SMS/GPS 802.11ac -Z WiFi	
C1117-4PM	ISR 1100 4 Ports DSL Annex M and GE WAN Router	
C1117-4PMLTEEA	ISR 1100 4P DSL Annex M Router w/ LTE Adv SMS/GPS EMEA & NA	
C1117-4PMLTEEAWE	ISR 1100 4P DSL Annex M w/ LTE Adv SMS/GPS 802.11ac -E WiFi	
C1117-4PMWE	ISR 1100 4P DSL Annex M w/ 802.11ac - E WiFi	
C1117-4PS	ISR 1100 4 Ports DSL Annex A/M and GE WAN Router (SEC Bun)	
C1117-4PWA	ISR 1100 4P DSL Annex A w/ 802.11ac - A WiFi	
C1117-4PWE	ISR 1100 4P DSL Annex A w/ 802.11ac - E WiFi	
C1117-4PWZ	ISR 1100 4P DSL Annex A w/ 802.11ac - Z WiFi	
C1118-8P	ISR 1100 8 Ports Dual GE WAN Ethernet Router G.SHDSL	

▼ Defect Information

Defect ID	Headline
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▼ Problem Description

Future versions of C111x routers will require a minimum IOS Software Version. The new hardware version, V02, which includes Return Material Authorization (RMA) replacement hardware, will require a minimum Cisco IOS Software release for operation.

▼ Background

A critical semiconductor chip used in these platforms was versioned by the manufacturer. Cisco IOS Software changes are required for compatibility with this new chip version.

▼ Problem Symptom

Hardware versions V02 or later will not boot with an unsupported software version. The Cisco IOS Software image hangs after successful signature verification, as shown in the following example:

```
rommon 2 > b usb0:c1100-universalk9_ias.16.08.01prd6.SPA.bin

Located c1100-universalk9_ias.16.08.01prd6.SPA.bin

#####

...

#####

Package header rev 3 structure detected

IsoSize = 386246656

Performing Integrity Check ...

Performing Signature Verification ...

RSA Signed RELEASE Image Signature Verification Successful

Image validated

}W?

!!! Boot hangs here, router does not continue boot, console is unresponsive !!!
```

▼ Workaround/Solution

Use the supported software version for hardware shipped after May 30, 2025. C111x customers should migrate to one of these software releases in order to maintain compatibility with new hardware shipped after May 30, 2025. Other software releases will not support the new hardware version and will not boot on the new hardware version.

Use the following minimum supported software versions for affected V02 or V03 hardware shipped after May 30, 2025:

- Cisco IOS Releases 17.8, 17.9, 17.10, 17.11 or later
- Cisco IOS Release 17.7, Release 17.7.1 (released to Cisco.com on December 15, 2021 or later)

- Cisco IOS Release 17.6, Release 17.6.3 (released to Cisco.com on March 31, 2022 or later)
- Cisco IOS Release 17.3, Release 17.3.6, or later
- Cisco IOS Release 16.12, Release 16.12.8, or later

Cisco will continue to ship the current revision of hardware until May 30, 2025, in order to accommodate customer qualification of the supported Cisco IOS releases.

▼ How to Identify Affected Products

To determine the hardware version of a C111x router, use the **show inventory** command. The **VID** field in the **show inventory** output indicates the hardware version. In the following example, the original hardware version was V01. The new hardware version, which requires the latest Cisco IOS Software, is V02 or V03. For more information, see the chart below.

```
Router#show inventory

+++++

INFO: Please use "show license UDI" to get serial number for licensing.

+++++

NAME: "Chassis", DESCR: "Cisco C1111-8PLTEEA Chassis"

PID: C1111-8PLTEEA      , VID: V01  , SN: FGL214390SE

-----
```

PID Item Number	Old Version VID	New Version VID
C1111-4P	V01	V02
C1111-4P-DNA	V01	V02
C1111-4PWA	V01	V02
C1111-4PWB	V01	V02
C1111-4PWD	V01	V02
C1111-4PWE	V01	V02
C1111-4PWF	V01	V02
C1111-4PWH	V01	V02
C1111-4PWN	V01	V02
C1111-4PWQ	V01	V02
C1111-4PWR	V01	V02
C1111-4PWZ	V01	V02
C1116-4P	V01	V02
C1116-4PWE	V01	V02
C1117-4P	V01	V02
C1117-4PM	V01	V02
C1117-4PMWE	V01	V02
C1117-4PS	V01	V02
C1117-4PWA	V01	V02
C1117-4PWE	V01	V02
C1117-4PWZ	V01	V02
C1118-8P	V01	V02
C1111-8P	V01	V02

C1111-8P-DNA	V01	V02
C1111-8PS	V01	V02
C1111-8PWA	V01	V02
C1111-8PWB	V01	V02
C1111-8PWE	V01	V02
C1111-8PWF	V01	V02
C1111-8PWH	V01	V02
C1111-8PWN	V01	V02
C1111-8PWQ	V01	V02
C1111-8PWR	V01	V02
C1111-8PWS	V01	V02
C1111-8PWZ	V01	V02
C1111X-8P	V01	V02
C1112-8P	V01	V02
C1112-8PWE	V01	V02
C1113-8P	V01	V02
C1113-8PM	V01	V02
C1113-8PMWE	V01	V02
C1113-8PWA	V01	V02
C1113-8PWB	V01	V02
C1113-8PWE	V01	V02
C1113-8PWZ	V01	V02
C1111-4PLTEEA	V02	V03
C1111-4PLTEEA-DNA	V02	V03
C1111-4PLTELA	V02	V03
C1111-4PLTELA-DNA	V02	V03
C1116-4PLTEEA	V02	V03
C1116-4PLTEEAWE	V02	V03
C1117-4PLTEEA	V02	V03
C1117-4PLTEEAWA	V02	V03
C1117-4PLTEEAWE	V02	V03
C1117-4PLTELA	V02	V03
C1117-4PLTELAWZ	V02	V03
C1117-4PMLTEEA	V02	V03
C1117-4PMLTEEAWE	V02	V03
C1111-8PLTEEA	V02	V03
C1111-8PLTEEA-DNA	V02	V03
C1111-8PLTEEAS	V02	V03
C1111-8PLTEEAWA	V02	V03
C1111-8PLTEEAWB	V02	V03
C1111-8PLTEEAWE	V02	V03
C1111-8PLTEEAWR	V02	V03
C1111-8PLTELA	V02	V03
C1111-8PLTELA-DNA	V02	V03
C1111-8PLTELAWA	V02	V03
C1111-8PLTELAWD	V02	V03
C1111-8PLTELAWE	V02	V03

C1111-8PLTELAWF	V02	V03
C1111-8PLTELAWH	V02	V03
C1111-8PLTELAWN	V02	V03
C1111-8PLTELAWQ	V02	V03
C1111-8PLTELAWS	V02	V03
C1111-8PLTELAWZ	V02	V03
C1112-8PLTEEA	V02	V03
C1112-8PLTEEAWE	V02	V03
C1113-8PLTEEA	V02	V03
C1113-8PLTEEAWA	V02	V03
C1113-8PLTEEAWB	V02	V03
C1113-8PLTEEAWE	V02	V03
C1113-8PLTELA	V02	V03
C1113-8PLTELAWZ	V02	V03
C1113-8PMLTEEA	V02	V03

Revision History

Version	Description	Section	Date
1.2	Marvel A2-B0 Transition is pushed out to May 2025. Updated the date in the Field Notice from Feb 2025 to May 2025.	Title, Workaround/Solution	2025-JAN-23
1.1	Updated effective date.	Title, Background, Workaround/Solution	2023-SEP-29
1.0	Initial Release	—	2022-MAY-25

For More Information

For further assistance or for more information about this field notice, contact the Cisco Technical Assistance Center (TAC) using one of the following methods:

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