

Faulty Intel® C2000 Atom™ Processor HPE Aruba Networking Response

Recently, Aruba, a Hewlett Packard Enterprise company, was notified of the issue with the clock signal component in the Intel® C2000 Atom™ Processor, which may degrade over time. Once the component has failed, the system will stop functioning, will not boot, and is not recoverable.

HPE Aruba Drawer Statement

The Intel® Atom™ C2000 family of processors reported by Intel to have issues is deployed on a very limited number of our products.

Products NOT Affected

None of the following Aruba, FlexNetwork, nor OfficeConnect products use the Intel® Atom™ C2000 family of processors:

- Aruba switches, routers, access points, and mobility controllers (all models)
- FlexNetwork switches (all models)
- OfficeConnect switches (all models)
- Aruba ClearPass 500 Hardware Appliance (Version 1)
- Aruba ClearPass 5K Hardware Appliance (all versions)
- Aruba ClearPass 25K Hardware Appliance (all versions)

Products Affected

Only the following Aruba products use the Intel® Atom™ C2000 family of processors:

- Aruba ClearPass 500 Hardware Appliance (Version 2)

To the best of our knowledge, our ClearPass 500 Hardware Appliance (Version 2) customers are not experiencing any failures due to the faulty processor. We remain committed to assuring the highest quality experience from our solutions and are proactively working with Intel to mitigate any future risk and impact on our customers.

Remediation

We will provide ClearPass customers who have deployed the affected products and have experienced failures due to the Intel® Atom™ C2000 processors with replacement products as soon as they become available.

In the case of any such failure, please contact [Aruba Technical Support](#) for remediation.

For further questions, customers can contact their Aruba sales representative.