# SR-681455492 US RV325-k9-NA: USB Dongle Failover Not Working Correctly

## Summary

The RV320 and RV325 using the Pantech UML290 USB dongle are not getting an IP address. The router recognizes the USB dongle yet is not able to get an IP address from the Internet Service Provider (ISP).

## Date Identified

March 17, 2017

## Date Resolved

March 30, 2017

## Products Affected

| | |
|---|---|
| RV320, RV325 | 1.3.1.12, 1.3.2.02 |

## Issue Description

Though the UML290 USB Dongle is on the supported list, the RV320 and the RV325 are not getting an IP address. The dongle is recognized by the router yet it still fails to receive an IP address that should be provided by the ISP. Debugs indicate that this is failing during Point-to-Point Protocol over Ethernet (PPPoE) negotiation with the provider.

## Resolution

A fix from a beta firmware is available. If the settings provided will not work, it is suggested to use another dongle such as the U620L.