非思科（第三方）天線的Cisco TAC支援宣告

目錄

簡介

本文是思科技術支援中心支援的宣告，旨在闡明第三方天線在Cisco Aironet和Catalyst接入點上的支援條件。

宣告

如果客戶/合作夥伴要在思科無線LAN裝置上使用非思科（第三方）天線，則：

- 由他們（其安裝人員/整合人員）負責確保系統符合所有法規要求。
- Cisco TAC不負責排除RF效能故障；這是客戶/合作夥伴及其安裝人員/整合商的責任。
- Cisco TAC確實支援Cisco品牌接入點的硬體和軟體。
- 如果客戶認為接入點的無線效能與預期不符，並且希望獲得TAC支援，則必須將不受支援的第三方天線更換為思科品牌天線，並驗證效能

參考資料

關於思科對第三方元件的支援的正式宣告（通用技術）：

http://www.cisco.com/en/US/prod/prod_warranty09186a00800b5594.html

Third Party Components Support

When a customer reports a product fault or defect and Cisco believes the fault or defect can be traced to the use of third-party memory products, cables, GBIC's, filters, or other non-Cisco components by a customer or reseller, then, at Cisco's discretion, Cisco may withhold support under warranty or a Cisco support program such as SMART Net Total care™ service.

關於思科不支援第三方天線的正式宣告(來自1560硬件安裝指南):

Non-Cisco Antennas

Cisco does not support any third-party antennas. RF connectivity and compliance of third party antennas is the user's responsibility. Cisco does not recommend any third-party antennas, and Cisco Technical Assistance Center will not be able to provide any support for third-party antennas. Cisco's FCC Part 15 compliance is only guaranteed with Cisco antennas or antennas that are of the same design and gain as Cisco antennas.