

# HPE Aruba Networking Support Advisory ARUBA-SA-20230317-PLI501

## Aruba Instant On 1430 & 1830 Switches PoE Interoperability Issue with Ubiquiti and Cambium Networks Access Points

Confidentiality Level: Aruba Instant On Customers & Partners only | Rev.2 (September 01, 2023)

### DESCRIPTION

Some Ubiquiti UniFi AC Mesh Access Points, and Cambium Networks cnPilot Access Points exhibit a PoE interoperability issue with Aruba Instant On 1430 and 1830 Series PoE Switches which might result in these APs failing to power up when two or more of them are connected to a switch.

#### Root Cause:

The Ubiquiti UniFi AC Mesh Access Point and Cambium Networks cnPilot Access Point present an interoperability issue with the switch's PoE detection resulting in the switch not delivering power when multiple Ubiquiti UniFi AC Mesh APs, or Cambium Networks cnPilot APs are connected to the same switch.

The Aruba Instant On 1430 and 1830 Series PoE switches are certified PoE products by the Ethernet Alliance (EA) and interoperable with other certified PoE products. For a list of certified PoE products, please visit the EA Certified PoE Products website at <https://ea-poe-cert.iol.unh.edu/>.

**Rev.2:** Description section updated to clarify Aruba Instant On PoE Switches are Ethernet Alliance PoE certified products.

Resolution and Workaround section updated with recommendation to use Ethernet Alliance PoE certified networking devices.

**Rev.1:** Initial version published on 17-March-2023.

### SCOPE

- **Hardware Products Affected:**
  - Aruba Instant On 1430 Series PoE Switch
  - Aruba Instant On 1830 Series PoE Switch

OS	Series	SKU	Product Description
Aruba Instant On	1430	R8R46A	Aruba Instant On 1430 8G Class4 PoE 64W Switch
Aruba Instant On	1430	R8R48A	Aruba Instant On 1430 16G Class4 PoE 124W Switch
Aruba Instant On	1830	JL811A	Aruba Instant On 1830 8G 4p Class4 PoE 65W Switch
Aruba Instant On	1830	JL813A	Aruba Instant On 1830 24G 12p Class4 PoE 2SFP 195W Switch
Aruba Instant On	1830	JL815A	Aruba Instant On 1830 48G 24p Class4 PoE 4SFP 370W Switch

- **Firmware Versions Affected:**
  - All firmware versions supporting PoE.

## RESOLUTION AND WORKAROUND

### 1. What is the permanent fix for the issue?

It is recommended that Ethernet Alliance certified PoE devices be used in network deployments for assured interoperability.

An alternate power source, such as a PoE Midspan Injector that delivers power over the Alt-B pairs only can be connected between the Aruba Instant On PoE Switch and the AP.

Note for Aruba Instant On 1830 PoE Switches only:

The PoE Port Configuration page can be used to administratively disable PoE on ports connected to a PoE Midspan Injector. For details on how to configure this, see the Management and Configuration Guide.

Although this configuration is not required, it is recommended on web-managed products to minimize interoperability issues when connecting a PoE Midspan Injector.

### 2. What steps may be used as a workaround?

A Y-Cable with only the Alt-A pairs connected between the Aruba Instant On 1430, or 1830 PoE switch port and the Ubiquiti UniFi AC Mesh, or Cambium Networks cnPilot, AP port.

Note:

Maximum data rate limited to 10/100 Mbps.

This advisory will be posted on the [Aruba Instant On Community Portal](#) and may be revised as applicable. Kindly ensure to check again for further updates.

Thank you,  
Aruba Instant On Support

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