

非思科 (第三方) 天线的Cisco TAC支持声明

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简介

本文是思科技术支持中心支持人员的陈述，旨在阐明Cisco Aironet和Catalyst接入点上第三方天线的支持条件。

声明

如果客户/合作伙伴希望将非思科 (第三方) 天线与思科无线LAN设备配合使用，则：

- 由他们 (他们的安装人员/集成人员) 负责确保系统符合所有法规要求。
- Cisco TAC不负责排除其射频性能故障；这是客户/合作伙伴及其安装人员/集成商的责任。
- Cisco TAC确实支持思科品牌接入点的硬件和软件。
- 如果客户认为接入点的无线性能不是应有的，并且他们希望获得TAC支持，他们必须用思科品牌天线替换不支持的第三方天线并验证性能

参考

关于思科支持第三方组件 (技术通用) 的官方声明：

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.

关于思科不支持第三方天线的正式声明(来自《1560硬件安装指南》):

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.