COMMSCOPE®

Field Bulletin

Product Family:	DOCSIS CPE
Product Line:	SURFboard®, Touchstone®, Terayon, Pace®
Area:	SURFboard®/Touchstone®/Terayon/Pace® Products
Product Application:	DOCSIS® / EuroDOCSIS™
Title:	Manufacturer CA Certificate Expiration
Field Bulletin Number:	CFB-20-08-10
Product Defect Number:	N/A
Issue Date:	October 27, 2020
Affected Hardware Revision:	DOCSIS 2.0 and DOCSIS 3.0 modems
Affected Software/Firmware Revision:	N/A
Fixed Software/Firmware Release:	Refer Appendix below
Availability of Release:	Refer Appendix below

Executive Summary

This bulletin is to advise operators that the products mentioned above will begin going out-of-service in May 2021 unless action is taken to load renewed CableLabs® issued DOCSIS Manufacturers CA certificates prior to that date. Per DOCSIS specification, these certificates have a 20-year validity period from date of issue in 2001. Unless action is taken, modems with expired certificates will not be able to complete authentication for BPI+ which is used for DOCSIS link encryption between the modem (CPE) and the CMTS. These modems will not come on-line, and become effectively nonoperational.

Detailed Description

CommScope has obtained renewed Manufacturers CA certificates from CableLabs which extend the validity period to year 2041. These renewed certificates are delivered via firmware download and offered at no cost for the DOCSIS 3.0 products listed in the table below. Firmware delivery of renewed DOCSIS 2.0 certificates will be subject to licensing costs and may not be available for all models. Please contact your account representative for details on affected products, forecasted firmware availability, and licensing.

Renewed certificates will not be available for the following legacy products:

- DOCSIS 2.0 SURFboard modems sold through retail
- DOCSIS 2.0 and DOCSIS 3.0 PACE modems
- Terayon branded modems
- DOCSIS 1.X modems

Advisory

Operators are advised to initiate replacement of unsupported modems prior to May 2021 to avoid service outage.

Operators should be aware of a CMTS based workaround that employs a CableLabs recommended mitigation by provisioning the vendor's DOCSIS Manufacturing CA Cert as "trusted". This capability is CMTS vendor and software release dependent. Please contact CableLabs and your CMTS vendor for details before implementing this approach to avoid a network wide outage when the certificates expire.

Updating modems with the renewed Manufacturers CA certificate is achieved by simply upgrading the modem with firmware that contains the renewed certificates. The renewed certificate is automatically downloaded to the modem.

Upon availability of a firmware release with the renewed Manufacturers CA certificates, operators are advised to verify the certificate delivery process immediately with each type of CMTS present in their network prior to performing a network wide upgrade.

The releases listed in the Appendix and all subsequent releases going forward will include renewed Manufacturer CA Certificates which extend the validity period to 2041. Prior to May 2021, it is safe to downgrade to a release that does not include renewed certificates. After this date, all devices need to be either running on FW that includes the renewed Manufacturer CA, or the CableLabs recommended mitigation must have been implemented on the CMTS.

Important Note:

Though the Manufacturer CA Certificates will be renewed to 2041, the effective validity date is limited by the DOCSIS Root CA which expires in 2031. When CableLabs established the DOCSIS PKI in 2001, the Root CA was created with 30-year lifespan, consistent with industry best practices at that time. CableLabs recommendation for extending the service of these devices beyond 2031 is to implement the same mitigation on the CMTS as described above. Operators should consult CableLabs for more details on DOCSIS Root CA certificate plans.

Appendix: FW Releases with Renew Manufacturer CA Certificates

The following table provides the FW releases and availability dates for each product affected:

Brand/Model	Description	FW Version	Release Date
Touchstone:	DOCSIS 3.0	TS9.1.103S5AN	Available Now
WBM760	4x4 Data Modem		
CM820A	8x4 Data Modem		
TM702/722	4x4 2-Line Telephony Modem		
TM802/822 A/G	8x4 2-Line Telephony Modem		
TM804	8x4 4-Line Telephony Modem		

DG860 TG852/862 A/G	8x4 Wi-Fi Data Gateway 8x4 Wi-Fi Telephony Gateway		
Touchstone: CM820B TM822S TG862S	DOCSIS 3.0 8x4 Data Modem 8x4 2-Line Telephony Modem 8x4 Wi-Fi Telephony Gateway	TS9.1.103S5AR	Available Now
Touchstone: TM1602A TM3202A DG1660 DG1670 DG2460 DG2470 DG3260 DG3270 TG1662 TG1672 TG2472 TG2482	DOCSIS 3.0 16x8 Data Modem 32x8 2-Line Telephony Modem 16x8 Wi-Fi Data Modem 16x8 Wi-Fi Data Modem w MoCA 24x8 Wi-Fi Data Gateway 24x8 Wi-Fi Data Gateway w MoCA 32x8 Wi-Fi Data Gateway 32x8 Wi-Fi Data Gateway w MoCA 16x8 Wi-Fi Telephony Gateway 16x8 Wi-Fi Telephony Gateway w MoCA 24x8 Wi-Fi Telephony Gateway w MoCA 24x8 Wi-Fi Telephony Gateway	TS9.1.103ES	Available Now
SURFboard: SB6120 SB6121 SB6141	DOCSIS 3.0 4x4 Data Modem 4x4 Data Modem 8x4 Data Modem	SB_KOMODO-1.0.7.3-SCM02	Available Now
SURFboard: SB6183	DOCSIS 3.0 16x4 Data Modem	D30CM-OSPREY-2.4.0.1-GA-02	Available Now

SURFboard: SB6580	DOCSIS 3.0 8x4 Wi-Fi Data Gateway	SBG6580-8.9.0.4-GA-02-141	Available Now
SURFboard: SVG6582	DOCSIS 3.0 4x4 Wi-Fi Voice Gateway	EAGLE-1.5.4.0-GA-08	Available Now
SURFboard: SBG6400	DOCSIS 3.0 8x4 Wi-Fi Data Gateway	HARRIER-1.5.4.0-GA-09	Oct 30, 2020
SURFboard: SBG6782 SBG6782-AC SBG6700-AC	DOCSIS 3.0 8x4 Wi-Fi Data Gateway 8x4 Wi-Fi Data Gateway 8x4 Wi-Fi Data Gateway	EAGLE-1.5.4.0-GA-09	Oct 30, 2020

Comments

For further information, please contact CommScope Technical Support.

Technical Support Contact Details

For support during regular local business hours call Technical Support or email Technical Support.
For emergency issues, always call Technical Support.

Note: Some operators require local markets to contact their own central/national technical support centers. Please follow your company's support escalation procedure before attempting to contact Technical Support directly.