

Bay Networks™

Technical Solutions Center

Customer Support Bulletin

Number: CSB-9803001

Released: 3/27/98

Subject: Accelar Power Supply Trap

Product: XLR1200, XLR1250

Description:

Bay Networks has discovered an intermittent issue where the Accelar 1200/1250 chassis may issues erroneous power supply traps and the CPU power supply status LED will flash red. Customers managing the Accelar with a Network Management Station may see an "rcChasPowerSupplyDown" trap message in their trap log. Customer may also see the CPU power supply status LED momentarily flash red (fault condition), instead of the solid green indication (power supply OK).

Discussion:

Bay Networks discovered that the status lines used to monitor the health of the power supplies in the Accelar 1200/1250 chassis may have sufficient noise to trigger the CPU module to issue erroneous trap messages and for the CPU power supply status LED to indicate a momentary fault. Customers seeing power supply trap messages should check the Status LED on the power supply. If LED on the power supply is green, then the supply is good. If the LED on the power supply is red or off, then the supply is bad and should be returned for repair. The power supply TRAP is the result of the Accelar XLR1297SF CPU module monitoring the power supply and receiving a noise event on the power supply status line located on the CPU board. The symptom is a "rcChasPowerSupplyDown" trap message reported in the NMS trap log and the power supply status LED on the CPU module will momentarily flash red from the normal green indication. There is no loss of network connectivity when this event occurs.

Resolution:

Customers seeing this event have the option to RMA the XLR1297SF CPU module (order number DJ1404001). Customers not experiencing this issue have no need to RMA the CPU module.

Customers will need to verify the revision level of their XLR1297SF CPU module. Customers with XLR1297SF CPU modules prior to Rev F may have the potential of seeing this issue. The revision of the XLR1297SF CPU module can be determined by checking the part number in the CLI or by using Device Manager. The letter in the part number indicates the revision level. For example, 543F00 indicates a 'F' revision level and 543B00 indicates a 'B' revision level. The power supply trap issue has been resolved on the XLR1297SF CPU module with part number 543Fxx and greater. The CLI 'sys show info' command will display the CPU part number. Using Device choose Edit ->Select->Card on the main menu and click on the 'Edit Component' icon on the tool bar. The 'Edit Card' window is displayed with the CPU part number.

Contact Information:

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