

Bay Networks™

Technical Solutions Center

Customer Support Bulletin

Number: CSB- 9807005 ****REVISED****
Released: **9/9/98** (originally dated 7/23/98)
Subject: Spontaneous resets - Accelar
Product: 1100, 1100R, 1200, 1250

Description:

The 1100, 1100R, 1200 and 1250 platforms may experience spontaneous resets while the unit is up and running. Only a small percentage of units in the field will be affected by this problem. **Due to a process problem some numbers of CPU/SSF Cards for the 1200/1250 platforms were up revved to include this fix but were not marked with the correct rev information. For this reason, this CSB has been revised and all revised text will appear in red.**

Discussion:

An ECO has been issued against the CPU/SSF Module for the 1200/1250 platform, and for the 1100/1100R motherboard. If a unit in the field has experienced unexplained resets, check the revision number of the CPU module for that platform.

The revision can be checked in several ways, first, by visually inspecting the part # listed on the edge of the PCB, secondly, by using Device Manager, and lastly, by using the CLI. When checking the revision number of a CPU/SSF module from the CLI, issue the "sys show info" command, **check the CLI output against the table below.** When using Device Manager, highlight the CPU slot using the right mouse button and select "Edit", the "Edit Card" window will be displayed. The module revision is embedded in the part number field and will be an alpha character, it is the 4th digit of the part number value. The corrective revisions are listed in the table below.

Platform	CPU Slot #	Part # (from CLI or DM)	Part# (on PCB)	Rev #
1100/1100R	3	615g00	200615-g	g
1200/1250	4 or 5	543j00/639d00	200543-j or	j or d

201639-d

Unfortunately many of the CPU/SSF cards that have been updated with the fix for this problem did not have their revision updated. This problem ONLY applies to the CPU/SSF cards with the part number 200543, as listed on the edge of the PCB, it does NOT affect part number 201639 or the 1100 platform. The cards in question will have a rev marking of "h", instead of "j", even though the ECOs to bring them to a rev "j" have been applied. This process problem has been corrected but there are many CPU/SSFs (200543) in the field with incorrect revisions.

To verify that you have a rev "j" module, do not go by the rev associated with the part number, instead, look at the part number of the chip at location U29 (located in the center of the PCB). If the part number is "10067-004" then you have a rev "j" card, if the part number ends in "003", then you do not.

Resolution:

If you are experiencing unexplained resets on your Accelar routing switch, check the revision of the CPU/SSF card(s) or 1100 platform, if it is down revved (for CPU/SSFs with a part number of 200543, check location U29 as listed above), call the Bay Networks Technical Solution Center in your region and have an updated module ordered.

Contact Information:

Technical Support for North and South America
Technical Support for Europe, Middle East and Africa
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