

Bay Networks™

Technical Solutions Center

Customer Support Bulletin

Number: CSB-9807006

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Subject: Erroneous Fan and Power Supply LED indications - Accelar

Product: 1100, 1100R, 1200, 1250

Description:

Some Accelar platforms may experience erroneous LED status for power supply and fan failures.

Discussion:

The 1100, 1100R, 1200 and 1250 Accelar platforms may fail to report fan failures when only one fan fails, in the case of the 1200/1250 platform; and when one or two fans fail, in the case of the 1100/1100R platform. When one or more fans have failed, the correct behavior is to turn the Fan LED to red, previous to this change the Fan LED on the front panel would stay green, unless all fans had failed. To check for fan failures on the 1200 platform hold your hand against the grill on the rear of the unit and check for airflow from the two fans. On the 1100, check for airflow from the three fans on the left side of the chassis, when facing the front of the unit.

When one of the power supplies fails in an 1100R or 1200 platform that has redundant supplies, the corresponding power supply LED may remain green instead of changing to red. To verify a power supply failure on the 1200 platform use the LED located on the front panel of the power supply itself, it will turn red when a failure is detected. Verification of a power supply failure on the 1100R platform requires testing voltages on the motherboard.

These problems have been corrected in hardware by means of an ECO to the CPU/SSF module on the 1200 platform, and to the motherboard on the 1100 platform. Check the revision number of your CPU module to verify if you may require an upgrade. From the CLI, issue the "sys show info" command. From 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 following table:

Platform	CPU Slot #	Part #	Rev #
1100/1100R	3	615g00	g
1200/1250	4 or 5	543j00/639d00	j or d , depending on the part #

Resolution:

If the module revision is lower than what is indicated here and you have a fan or power supply failure that is not detected by the chassis front panel LEDs, call the Technical Solutions Center in your region and order an updated module.

Contact Information:

Technical Support for North and South America
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