

# Bay Networks™

Technical Solutions Center

## Customer Support Bulletin

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**Number:** CSB-9808003

**Released:** 8/26/98

**Subject:** Accelar 1050/1051 Platform Exchange

**Product:** XLR1050 and XLR1051 Routing Switches

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### Description:

An exchange is being issued for the Accelar 1050/1051 platform. The MAC addresses were incorrectly assigned to each unit, which has the potential of sourcing duplicate MAC addresses on the network if more than one 1050/1051 is installed.

### Discussion:

Bay Networks has discovered that MAC address assignments were incorrectly burned into XLR1050 and XLR1051 Routing Switch. The Accelar 1050/1051 units affected were manufactured prior to August 13, 1998. Units manufactured with a date code of August 13, 1998 and later are not affected by this issue.

Each XLR1050/XLR1051 is supposed to have a unique block of 256 MAC addresses assigned to them at the factory. This is done by incrementing the 5 high bytes of the MAC address. The first byte is directly mapped to the physical ports. The 5 high bytes were not incremented correctly and can result in units having the same MAC address. This causes the potential of sourcing duplicate MAC addresses on the network that can affect layer 2/3 switching.

Customers can identify these units by several methods. The manufacture bar code label that identifies the date of manufacture is located on rear panel of the unit, located on the lower left corner. The date format is 'Mfg Date: 081298' which identifies Month,Day,Year. Units with a date code of '081298' or earlier will need to be RMA'd. Customer can also check the MAC address to identify their units. The MAC address Label is on the front panel located on the lower right corner. Units manufactured prior to 8/13/98 will have a MAC address range of 00:00:81:bc:e1:e7 to 00:00:81:bd:10:c6. Customers can also use Device Manager to check

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the unit MAC address. Select the port with Device Manager and use the edit function to view the port MAC address.

**Resolution:**

Direct Bay Customers and Internal Bay Customers can contact the Bay Networks Logistics Department to RMA their units. If you acquired your product through a distributor, please contact your distributor for a replacement. All Distributors/Resellers can consult the Partner Site on Bay Networks web site: (<http://www.baynetworks.com/Partners/channel/promos/>) for the channel exchange process.

**Required Information:**

Please make sure you have the following information available when phoning Customer Service Logistics to exchange the XLR1050/1051 Routing Switch.

- Product Order Number (DJ1401X01 or DJ1401X02) for units you wish to exchange.
- Serial Number(s) of these units.
- Manufacture Date Code.

**Contacting Customer Service Logistic:**

Once you have the above required information, please contact Logistics at: 1-8002LAN-WAN. You will be asked for an Express Routing Code (ERC). Please enter ERC # 279. Your call will be routed to a Customer Service Representative (CSR). Please Reference this CSB# (CSB-9808003) when placing your order.

**Contact Information:**

Technical Support for North and South America  
Technical Support for Europe, Middle East and Africa  
Technical Support for Australia, Asia and the Pacific

1-800-252-6926  
33 4 92 96 69 68  
61-2-903-5800