

Nortel Networks™

Technical Solutions Center

Customer Support Bulletin

Number: CSB-9810006

Released: 10/29/98

Subject: Accelar ARU2 Upgrade Program

Product: Accelar 1050, 1051,1100, 1150,1200, and 1250

Description:

This Customer Support Bulletin outlines the changes in the Accelar I/O modules and base units, their operational requirements, and the process for End User Customers to order upgrade boards.

Accelar products began shipping in December 1997 with the ARU1 (Address Resolution Unit) ASIC. Nortel Networks recently introduced the ARU2 ASIC to provide major feature enhancements. Units with the ARU1 ASIC are called "original release" units. Units with the ARU2 ASIC are "Version A" units and are labeled as such (e.g. XLR1216TX-A). The ARU2 ASIC plus software version 1.3 or higher provides the following new features:

- VRRP Virtual Router Redundancy Protocol
- IP Multicasting
- IP Subnet (Source Address) Policy for VLAN's
- CIDR Classless Inter-Domain Routing
- IP Prefix-Based Flow Filters

The ARU2 Upgrade Program involves the introduction of the ARU2 ASIC to the installed base. Nortel Networks is scheduling upgrade shipments to begin 11/04/98.

Operational Requirements:

ARU2 supports an advanced feature set requiring the following:

- Software version 1.3 or higher.
- Chassis-based solutions (1200/1250) require the replacement of all I/O modules in a switch. The XLR1297SF CPU module does not have to be upgraded to support ARU2 I/O modules.
- Standalone-based solutions (1100/1150) require the replacement of both the base unit and I/O modules.
- Fixed-configuration solutions (1050/1051) require the replacement of the entire base unit.

These units are not field upgradeable. Customers can receive upgraded units on an advance replacement basis based upon product availability. For those customers unable to upgrade to software version 1.3, Nortel Networks will continue to make ARU1 product available. Upgrading to ARU2 is not mandatory.

The first column in Table 1 shows the order numbers qualifying for upgrade. Note that the upgrade unit you receive will have the upgrade order number, and not the order number of your original unit.

Table 1. Order numbers qualifying for upgrade and corresponding upgrade order numbers

ARU1 Order No.	Model	Upgrade Order No.	Model
DJ1404002	1201SX	UGDJ1404023	1201SX-A
DJ1404003	1202SX	UGDJ1404025	1202SX-A
DJ1404004	1202SR	UGDJ1404024	1202SR-A
DJ1404005	1201LX	UGDJ1404026	1201LX-A
DJ1404006	1202LX	UGDJ1404027	1202LX-A
DJ1404007	1202LR	UGDJ1404028	1202LR-A
DJ1404021	1202XD	UGDJ1404033	1202XD-A
DJ1404008	1216TX	UGDJ1404029	1216TX-A
DJ1404009	1208FX	UGDJ1404030	1208FX-A
DJ1402?03	1100	UGDJ1402?10	1100-A
DJ1402?04	1100R	UGDJ1402?11	1100R-A
DJ1402?05	1150	UGDJ1402?07	1150-A
DJ1402?06	1150R	UGDJ1402?08	1150R-A
DJ1404010	1101SX	UGDJ1404034	1101SX-A
DJ1404011	1102SX	UGDJ1404035	1102SX-A
DJ1404012	1102SR	UGDJ1404036	1102SR-A
DJ1404013	1101LX	UGDJ1404037	1101LX-A
DJ1404014	1102LX	UGDJ1404038	1102LX-A
DJ1404015	1102LR	UGDJ1404039	1102LR-A
DJ1404022	1102XD	UGDJ1404043	1102XD-A
DJ1404016	1108TX	UGDJ1404040	1108TX-A
DJ1404017	1104FX	UGDJ1404041	1104FX-A

There is no cost for upgrading the 1200/1250 I/O modules, 1100/1150 I/O modules or base units. The 1050/1051 will be upgraded for a minimal charge (see Table 2). See below for upgrade procedure.

Accelar 1050/1051 Upgrade Procedure:

Customers will purchase the 1050/1051 upgrade at list less their normal discount. A rebate will be applied after the old unit is returned. If pricing action occurs, the rebate will be adjusted proportionally. For direct and internal Nortel Networks customers, upgrades will be handled through normal order administration channels using the upgrade order numbers listed in Table 2 and SBA#29747 (guarantees terms). If you acquired your 1050/1051 through a reseller, please contact your reseller for upgrades.

Table 2. Order numbers, prices and rebates for upgrades to 1050-A and 1051-A

ARU1 Order No.	Model	Upgrade Part No.	Model	List Price	Rebate	Net Price
DJ1401?01	1050	UGDJ1401?01	1050-A	\$7,495	\$3,750	\$3,745
DJ1404?02	1051	UGDJ1401?05	1051-A	\$8,250	\$4,125	\$4,125

Note: Nortel Networks retains the right to change prices and/or rebates at any time. If pricing action occurs, the rebate will be adjusted proportionally.

Accelar 1200/1250/1100/1150 Upgrade Procedure:

Direct and internal Nortel Networks customers should contact the Logistics Department to order upgrade boards. If you acquired your product through a reseller, please contact your reseller for upgrades.

Required Information:

The following information is required when contacting Customer Service Logistics to order upgrade boards:

- Site ID
- Order Number (DJ140XXXX) for each board you want to upgrade
- Serial Number (SFLEXXXXXX) on each board you want to upgrade
- CSB# (CSB-9810006)

Contacting Customer Service Logistics:

The Regional Logistics Departments are as follows:

U.S., Canada, Central/South America:	1-800-2LANWAN Express Routing Code (ERC) 279
Europe, Middle East, and Africa:	33-4-92-966-968
Japan	03-5402-7041 (Inside Japan) 81-3-5402-7041 (Outside Japan)
Asia PAC	Australia 1-800-064-008
	China 108003579
	Hong Kong 8004199
	Indonesia 001-800-61-004
	Korea 0078-611-2001
	Malaysia 800-5380
	New Zealand 0800-44-09716
	Philippines 1800-611-0063

Singapore	800-6162-004
Taiwan	0080-61-1213
Thailand	001-800-611-3007

Please reference this CSB# (CSB-9810006) when placing your order. The Customer Service Representative will process your request, issue a Return Authorization Number (RA#) for your existing boards, and advise you of the expected shipment date for your upgrade boards. Upon receipt of your upgrade boards, please use the return paperwork enclosed with your upgrade shipment to return the old boards. Customers are encouraged to return the old boards promptly. Customers failing to return the old boards to Nortel Networks within a 60-day period after receipt of the upgrade boards will be invoiced for the units at list price.

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
61-2-90-35800