

# Nortel Networks™

Technical Solutions Center

## Customer Support Bulletin (CSB)

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**Number:** CSB - 9910002

**Released:** 10/6/99

**Subject:** Accelar 1100 and Accelar 1150 resets caused by XLR1101 modules

<b>Product:</b>	<i>Product</i>	<i>Order #</i>
	XLR1101SX	DJ1404010 or UGDJ1404010
	XLR1101LX	DJ1404013 or UGDJ1404013
	XLR1101SX-A	DJ1404034 or UGDJ1404034
	XLR1101LX-A	DJ1404037 or UGDJ1404037

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### Description:

It has been determined that, due to a hardware circuit anomaly, single port Gig I/O modules (all XLR1101SX and XLR1101LX models) can cause Accelar 1100 and 1150 switches to randomly and/or continuously reset.

### Discussion:

If you have XLR1101 I/O module(s) with manufacturing date(s) prior to July 19, 1999 in your network, please be advised that unexpected random, and possibly continuous, resets to the Accelar 1100 (XLR1100) and Accelar 1150 (XLR1150) switches containing these modules may occur.

All XLR1101SX and XLR1101LX I/O modules indicated by the product and corresponding order numbers listed above, manufactured before July 19, 1999, are affected. XLR1101 modules manufactured or reworked on or after July 19, 1999 do not exhibit the anomaly and are not affected by this CSB.

#### *Product Identification*

- XLR1101 I/O modules must be removed from the chassis in order to examine the date code.
- The chassis itself NEED NOT be powered down during module removal and other modules in the chassis will not be affected.

- The date code can be found on the bottom side of the metallic chassis that is affixed to the module, adjacent to the product order (DJ or UGDJ) number.
- Products with date codes prior to 071999 (on or before 071899) are affected.

**Resolution:**

Nortel Networks is advising customers to replace all affected XLR1101 I/O modules manufactured before July 19, 1999. Nortel Networks authorizes advanced replacements be provided at no cost to the customer. Please contact your reseller, Nortel Networks Logistics, or the Nortel Networks Technical Solutions Center to obtain Return Materials Authorization (RMA) and schedule advanced replacement delivery.

This replacement offer is effective through Q3 2000. Customers must request replacement(s) no later than September 30, 2000 to be eligible. Requests for replacements received on or after October 1, 2000 will be handled on a charge basis.

Please note the following:

- Only the individual XLR1101 modules listed exhibit this anomaly. The Accelar 1100/1150 chassis itself DOES NOT exhibit the anomaly. This CSB DOES NOT authorize the exchange of the Accelar 1100/1150 chassis.
- Only the one-port modules listed exhibit this anomaly. The two-port versions of the product (not listed) DO NOT exhibit the anomaly. This CSB DOES NOT authorize the exchange of two-port versions of the products (the product and order numbers of which are not listed in this CSB).
- Each replacement module provided will have an associated "DJ" product number (i.e. "DJ1404034"), regardless of whether the module being replaced has a "DJ" or "UGDJ" number.
- Customers are advised to replace each module with a like module. ARU type (ARU1, ARU2, ARU3) mismatches can cause serious conflicts and necessitate configuration changes.
- Customers without service contracts who wish to receive technical support specifically relating to this CSB should be prepared to provide the following information to Nortel Networks: CSB #, name of company, address (physical), telephone number, name of contact on-site, and serial number of product(s) [currently installed or provided as a replacement].

**Contact Information:**

Technical Support for North and South America	1-800-252-6926
Technical Support for Europe, Middle East and Africa	33-92-966-968
Technical Support for Australia, Asia and the Pacific	61-2-903-5800