

# Nortel Networks™

Technical Solutions Center

## Customer Support Bulletin

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**Number:** CSB- 9912003

**Released:** 12/15/99

**Subject:** 32MB CPU Memory Upgrade

**Product:** 1297SF CPU Module [DJ1404001] for Accelar 1200 and 1250 Chassis

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### Description:

As documented on page 2 of the Addendum to the Release Notes for the 2.0 Software Release for Accelar 1000 Series Products Software Release 2.0.5.5, versions of Accelar runtime code after 2.0.5 (inclusive) will require 32MB of memory on the CPU.

### Discussion:

Accelar 1297SF CPU Modules for the 1200 and 1250 Chassis were manufactured with 16MB of memory. Beginning with version 2.0.5, the memory required to load and execute the runtime software increased to 32MB.

NOTE: Accelar 1298SF modules have always been manufactured with 32MB of memory and, therefore, are not affected by the increased memory requirement.

### Resolution:

If you have an Accelar 1297SF with 16MB of memory in the network and have a requirement to use v2.0.5 or greater, please follow the upgrade kit order procedure outlined below.

### Accelar 1297SF 32MB SIMM Upgrade Procedure

All customers should contact Nortel Networks Logistics Department directly to schedule delivery of upgrade kit part number AA0011017.

Required Information:

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

- Site ID
- Order Number (AA0011017) for the upgrade kit
- Serial Number (SFLExxxxx) on each module you want to upgrade
- CSB# (CSB-9912003)

### **Contacting Customer Service Logistics**

The Regional Logistics Departments are as follows:

U.S., Canada, Central/South America: 1-800-2LANWAN, Express Routing Code (ERC) 450  
(This is an ERC set up specifically for this program)

Europe, Middle East, and Africa: 33-4-92-966-968

Japan 03-5740-1700 (Inside Japan)

81-3-5740-1700 (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-9912003) when placing your order. The Customer Service Representative will process your request, and advise you of the expected shipment date for your upgrade kit. This CSB program will end on June 30<sup>th</sup>, 2000.

#### **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