Technical Tip

CBX 500 Switch Platform

Technical Tip Number: 0100A.ext

Priority: Urgent

Product Change Classification: B

Description: Due to an SP component change, a failure occurs during POST diagnostics on part numbers 810-00038-07 SP10 (11020) and 810-00039-07 SP20 (11021). This problem requires a software upgrade prior to installing the new SP.

Status: Active

Solution Number: S97-2104

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Problem Description

New CBX 500 switch processor (SP) part numbers 810-00038-07 SP10 (11020) and 810-00039-07 SP20 (11021) fail extended power-on self-tests (POSTs), causing the red failed LED to flash. The SP will not boot if it fails extended POST.

This problem is the result of a new component, which requires a minimum software revision on the SP. This problem will only occur if users do not upgrade their switch software to the minimum required revision before installing an SP module that contains the new component. Users are not required to replace hardware, but they are required to upgrade switch software *before* installing a new-revision SP. The change to the SP module is expected to occur on or about January 1, 1998.

Workaround

CBX 500 SPs (# 810-00038-07 SP10 (11020) and 810-00039-07 SP20 (11021)), require a minimum software revision level of 1.3.1.0. To identify a newer SP module, the Manufacturing part number will be a minimum -07. A sticker will also appear on the front panel of the SP. Users should be upgrading switch software to revision 1.3.1.0 by January 1, 1998, which is when the new SP modules are expected to begin shipping.

Contact Information

For software upgrade assistance, please contact:

Ascend Communications
Core Switching Division
Customer Service

- 1-800-DIAL-WAN (United States and Canada)
- 0-800-96-2229 (United Kingdom)
- 1-978-952-7299 (all other regions)