

# Customer Release Notes

## Ethernet Routing Switch 3500 Series

Software Release 5.3.13

April 2021

### INTRODUCTION:

This document provides specific information for version 5.3.13 of agent software for the Ethernet Routing Switch 3500 (All models).

The purpose of this version is to address customer and internally found software issues.

**Extreme Networks recommends that you thoroughly review this document prior to installing or upgrading this product.**

**For the latest firmware versions, visit the download site at:**  
[www.extremenetworks.com/support/](http://www.extremenetworks.com/support/)

### IMPORTANT NOTES BEFORE UPGRADING TO THIS RELEASE

None.

### PLATFORMS SUPPORTED

Ethernet Routing Switch 3500 (All models)

### NOTES FOR UPGRADE

Please see “Configuring Systems on Extreme Networks Ethernet Routing Switch 3500 Series”, available at <https://www.extremenetworks.com/documentation> for details on how to upgrade your Switch.

### FILE NAMES FOR THIS RELEASE

File Name	Module or File Type	File Size (bytes)
3500_53010_diag.bin	Diagnostic image	2,100,153
3500_5313008.img	Agent code image	9,580,036
3500_5313009s.img	Agent code image (SSH)	9,852,372
ers3500v536_HELP_EDM.zip	EDM Help file zip	2,748,011
ers3500v5.3.9.0.zip	COM Plug in file zip	4,151,707

### VERSION OF PREVIOUS RELEASE

Software Version 5.3.12.

**COMPATIBILITY**

This software release is managed with Enterprise Device Manager (EDM) which is integrated into the agent software.

**CHANGES IN THIS RELEASE****New Features in This Release**

None

**Old Features Removed From This Release**

None

**Problems Resolved in This Release**

ERS3500-639, ERS3500-539	<p>SSL Access to EDM not Working</p> <p><b>Note:</b> When upgrading from an earlier version to 5.3.13, a certificate regeneration is required for the browser to work using HTTPS</p> <p>To reset the certificate use:  <code>3549GTS(config)#no ssl certificate</code>  <code>3549GTS(config)#ssl reset</code>  <code>3549GTS(config)#ssl certificate</code></p> <p>To verify that the new certificate is available use:  <code>3549GTS(config)#show ssl certificate</code></p> <p>With a self-signed certificate, the browser may display a warning, but a connection on the switch via secure EDM can be established.</p>
ERS3500-640	FA Proxy agent is not updating FA Server OS version after upgrade of FA Server

**KNOWN LIMITATIONS:**

None.

**DOCUMENTATION CORRECTIONS**

None.

For other known issues, please refer to the product release notes and technical documentation available from the Extreme Networks Support web site at: [www.extremenetworks.com/support/](http://www.extremenetworks.com/support/)

**TROUBLESHOOTING**

As good practices of help for troubleshooting various issues, Extreme Networks recommends:

- configuring the device to use the Simple Network Time Protocol to synchronize the device clock;
- setting a remote logging server to capture all level logs, including informational ones. (#logging remote level informational).

## GLOBAL SUPPORT:

By Phone: +1 800-998-2408 (toll-free in U.S. and Canada)

For the toll-free support number in your country:

[www.extremenetworks.com/support/](http://www.extremenetworks.com/support/)

By Email: [support@extremenetworks.com](mailto:support@extremenetworks.com)

By Web: [www.extremenetworks.com/support/](http://www.extremenetworks.com/support/)

By Mail: Extreme Networks, Inc.  
6480 Via Del Oro  
San Jose, CA 95119

For information regarding the latest software available, recent release note revisions, or if you require additional assistance, please visit the Extreme Networks Support website.

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