



# Release Notes

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## **BES1000 1.0** Business Ethernet Switch

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## How to get help

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This section explains how to get help for Nortel products and services.

### Getting Help from the Nortel Web site

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

<http://www.nortel.com/support>

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

### Getting Help over the phone from a Nortel Solutions Center

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

<http://www.nortel.com/callus>

### Getting Help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

<http://www.nortel.com/erc>

### Getting Help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.



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## Release notes

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This guide lists the release notes associated with the BES1000.

### Known anomalies in BES1000

#### Manual data entry

##### Issue

Data manually entered into the Owner and Description fields of an RMON event is lost following a reboot of the BES1000.

CR number: Q01435446

#### Quote characters

##### Issue

The quote (") character cannot be used as part of any name setting on the product.

CR number: Q01447229

#### Alignment errors

##### Issue

Alignment errors are counted as FCS errors in the MIB dot3StatsTable.

CR Number: Q01475387

#### Port statistics counters

##### Issue

Port statistics counters are incorrect for packets dropped on egress.

CR Number: Q01464701

#### Timer range

##### Issue

The MAC address aging timer range is limited to 10 - 630 seconds.

CR Number: Q01390635

#### Loss of connectivity

##### Issue

Removing all ports from the management VLAN causes loss of connectivity to the switch.

##### Solution

When this issue occurs, the switch must be reset to default.

## Caching

### Issue

When you use the Web to manage the BES1000 switch, the browser must be configured with the cache option disabled for optimum performance.

## Refreshing a link

### Issue

When connecting a switch port to a PC or another switch, the WEB GUI page needs to be refreshed to see the most current status of an updated link.

CR Number: Q01437901

## Detecting shorts

### Issue

The Virtual Cable Test (VCT) application properly detects shorts occurring only in a transmit or receive pair. The application is not designed to detect shorts occurring between different pairs. Inadvertent shorts caused by a miswired cable are not detected.

CR Number: Q01456320

### Issue

The VCT application can report a cable longer than 4 meters as having a short when it is connected to a Nortel IP Phone 2004.

CR Number: Q01460257

## Improper log out

### Issue

Closing Internet Explorer (IE) without first logging out of the switch prohibits the user from logging back into that switch from IE for approximately 10 minutes. Other users on different personal computers can log into the switch within this timeframe.

CR Number: Q01445435

## Simultaneous downloads

### Issue

Access to the switch is lost if you attempt simultaneous downloads with HTTP and TFTP from a WEB browser.

### Solution

Use only one method at a time.

CR Number: Q01488029

## Port precedence

### Issue

When you connect or cable fiber small form-factor pluggable (SFP) and copper RJ45 ports from the same shared port, the SFP port takes precedence; therefore, data only flows through the SFP port, even though an LED link light appears for the copper RJ45 port.

CR Number: Q01437698



## Port VLAN identifiers

### Issue

When a port is removed from a VLAN, it retains the most recent port VLAN identifier (PVID) rather than returning to the default PVID. However, when the port is assigned to another VLAN, the port accurately displays the correct PVID.

CR Number: Q01460103

## SFP LED displays

### Issue

Only one side of the SFP LED display lights up if the fiber cable is not correctly connected to the SFP port.

CR Number: Q01442755

## MAC address data

### Issue

The MAC address table can take up to 20 seconds to display correct data on the web while the table is aging out.

CR Number: Q01390638

## VCT Failure

### Issue

When a link partner is configured with a speed of 100 MB with autonegotiation disabled, the VCT fails. The test fails because the partner sends a signal which causes noise on the wire.

CR Number: Q01468862

## LED light is amber during boot process

### Issue

In a small percentage of BES1000 units, the link LED of the combo ports appears as solid amber during the boot up operation. After approximately 40 seconds, the LED turns back to normal color. Switch performance is not affected.

CR Q01545237





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