



Release Notes

BES100/200 1.0 Business Ethernet Switch

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Contents

How to get help 5

- Getting Help from the Nortel Web site 5
- Getting Help over the phone from a Nortel Solutions Center 5
- Getting Help from a specialist by using an Express Routing Code 5
- Getting Help through a Nortel distributor or reseller 5

Release notes 7

- Hardware Requirements 7
- Software Requirements 7
- Known anomalies in BES100/200 1.0 7
 - Web user interface 7
 - Quick Start VLAN Menu on WebUI 8
 - VLAN port configuration and PVID 8
 - Port Statistics 8
 - Combo Uplink Ports 9
 - SNMP and link aggregation 9
 - SNMP Traps 9
 - Miscellaneous 9

How to get help

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.

Release notes

This guide lists the release notes associated with the BES100/200 1.0.

Hardware Requirements

- Business Ethernet Switch 210-24T
- Business Ethernet Switch 210-48T
- Business Ethernet Switch 220-24T-PWR
- Business Ethernet Switch 220-48T-PWR

Software Requirements

The components of the software release v1.2.0.002 include:

- BES 200 Series Standard Runtime Image Software Version 1.2.0.002 (bes200_v1.2.0.002.img)
- BES 200 Series Diagnostic Software Version 1.0.0.16 (bes200_Diag_16.img)
- An optional “Read_Me_First.txt” file with important information.

These components are usually supplied in a single zip file for update distribution. For this first release no zip file is required as these software components are supplied with the units as shipped.

Known anomalies in BES100/200 1.0

Web user interface

Issue

The Web user interface may not function correctly if your Web browser is using page caching.

Solution

For Microsoft Internet Explorer, disable the cache using the following instructions:

- 1 From the **Tools** menu, select **Internet Options**.
- 2 In the Temporary Internet Files section, click **Settings**.
- 3 In Settings dialog select **Every visit to the page** and click **OK**.

For other Web browsers, the command sequence is different, but there is a way to disable the page caching.

CR number: Q01341041

Quick Start VLAN Menu on WebUI

Issue

The Quick Start VLAN does not work as designed.

The default configuration for the BES200 series switches includes setting the two upper numbered Gig ports as being already enabled for LACP (link aggregation). However, a configuration rule exists that does not allow VLAN configuration to be changed on ports that are enabled for LACP. The Quick Start VLAN operation attempts to set all ports to the new user entered VLAN.

This operation fails because the upper numbered Gig ports are already enabled for LACP. An error message appears detailing the reason for failure of the VLAN set operation: "Submit Failed! Not able to assign members to new Mgmt VLAN. Disable LACP on the port before changing VLAN membership."

Solution

- 1 From the Task Navigation panel choose **Application > Link Aggregation Protocol > Port Configuration**.
- 2 Select the upper numbered Gig ports, and change **LACP Mode** from **Active** to **Off** for those ports.
- 3 Click **Submit**.
- 4 Return to the Quick Start Web page. The Quick Start VLAN operation now works correctly. If you want to use LACP on the upper numbered Gig ports, you can reenable LACP on those ports at this time.

CR Number: Q01434343

VLAN port configuration and PVID

Issue

PVID displayed for a port may be incorrect.

The PVID (the number of the VLAN ID assigned to untagged frames received on a port) is displayed in the Web user interface, under the selection **Application > VLAN > Port Information**. The PVID for the port is the VLAN ID of the last VLAN that was assigned to the port. This is called Auto-PVID. Removing a port from a VLAN does not change or re-assign the PVID for that port. This is because the switch cannot automatically select which VLAN ID to re-assign for the PVID.

Solution

Perform the VLAN add operation to the port for the desired PVID to be assigned.

CR Number: Q01353833

Port Statistics

Issue

Oversize packets are counted as FCS/frame errors.

For the Port Statistics on the BES200 series switches, the per-port packet counters in the switching fabric are improperly counting oversized packets as FCS/frame errors. Packets greater than 1522 bytes in length are counted as FCS/frame errors. Note the BES200 series switches do not support jumbo frames.

CR Number: Q01342788

Combo Uplink Ports

Issue

An intermittent issue has been identified with the BES200 series switches combo gigabit ports, where the proper precedence of the Fiber connection over the 1000BASE-T connection is not honored correctly.

Under most conditions, if you have both a valid and active fiber (SFP) connection, and a valid and active copper Ethernet connection on the same port, for example, port 25 of a BES-210-24T, the expected behavior is that the copper link shuts down and the fiber link remains active. The issue is that on some units the copper link does not shut down as expected and traffic continues to flow only on the copper link.

Solution

Remove the copper Ethernet connection so that the fiber (SFP) becomes the active connection.

CR Number: Q01381302

SNMP and link aggregation

Issue

BEM/SNMP: Function fails in the LACP page of Port.

The LACP mode for a port can be set to Passive mode by using the SNMP interface for the Link Aggregation feature. The BES series switches only support LACP Mode = Active. Setting the LACP Mode to Passive is not supported and does not display correctly in Link Aggregation Protocol > Port Configuration on the Web user interface.

Solution

Do not use SNMP to set LACP Mode = Off.

CR Number: Q01463631

SNMP Traps

Issue

Spanning Tree (STP) does not generate SNMP traps newRoot or topologyChange.

CR Number: Q01343034

Issue

The RMON FallingAlarm or RisingOrFallingAlarm trap cannot be configured through the Web user interface, but can be managed using SNMP or through SNMP based network management tools such as the Business Element Manager.

CR Number: Q01343051

Miscellaneous

Issue

Switch can forward traffic during bootup initialization on fiber (SFP) ports.

During the bootup initialization sequence and POST (power on self test), the BES200 series switches fiber (SFP) ports intermittently switch Ethernet traffic for a period of 1 or 2 seconds, regardless of the port configuration. Once the switch completes initialization, normal (configured) operation commences.

CR Number: Q01423664

Issue

Diags - Intermittent failure in "Test ASIC Registers" during POST (Power On Self Test)

During the bootup initialization sequence and POST, if there is a fiber (SFP) connection installed, and it is connected to a valid link active device, and there is substantial traffic activity on the link, the BES200 series switch can show a failure for the Test ASIC Register section of the POST.

Solution

The switch continues to boot properly and run normally. This is not a true error condition and this failure should be ignored under these conditions. You can remove the SFP link or source of traffic, and reboot the switch.

If the failure is still displayed, then the error is a valid issue and should be reported to tech support.

CR Number: Q01425448

Issue

Unclear error messages appears in System log.

On rare occurrences, the following logged critical error can be observed in the system log: Critical FSH - Error: Failed to get the flash resource. Task Id = n. Task current own resource: n.

Solution

This error is a benign condition where a resource conflict occurred for a moment, but recovers immediately. You can ignore the display of the error and the severity marking of critical. The BES200 series switch is operating normally.

If you see this error occurring often, report to tech support.

CR Number: Q01410897

Issue

The contact information listed in the Web user interface is not accurate.

Solution

Refer to the How get help section in the BES100/200 documentation, or navigate to www.nortel.com for contact information.

CR Number: Q01500255

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BES 100/200 1.0

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