

# Nortel Networks™

Technical Support

## Customer Support Bulletin

**Number:** CSB- 0404004

**Released:** 04/20/2004

**Modification Info:** N/A

**Subject:** Contivity 100 Ethernet 2 interface autonegotiate on units shipped with 7.20.012 or 7.20.013 code.

**Product:**

Product Name / Designation(s)	Model/Order Number(s)	Part Number(s)	Model Functional REVISION Number(s)	
			Potentially Affected	Corrected
CES100, 56BIT, 3ETH, NO MODEM	DM1401X67			7.20.014
CES100, 56BIT, 2ETH, ISDN S/T	DM1401X137			7.20.014
CES100, 56BIT, 2ETH, ISDN U, INTL	DM1401A70			7.20.014
CNTVTY 100,2ENET,ISDN,U NT1,(56BIT)(JPN)	DM1401D70			7.20.014
CES100, 56BIT, 2ETH, ISDN U, NA	DM1401E70			7.20.014
CTVTY 100,2ENET,ISDN,U NT1,(56BIT)(ASTL)	DM1401F70			7.20.014
CES100, 56BIT, 2ETH, 1 ANLG, INTL-NONEUR	DM1401A68			7.20.014
CTVTY 100,1 ANLG MDM,(56BIT)(JPN)	DM1401D68			7.20.014
CES100, 56BIT, 2ETH, 1 ANLG, NA	DM1401E68			7.20.014
CTVTY 100,1 ANLG MDM,(56BIT)(ASTL)	DM1401F68			7.20.014
CES100, 56BIT, 2ETH, 1 ANLG, INTL-EUR	DM1401A77			7.20.014
CTVTY 100,1 ANLG MDM,(56BIT)(EUR)	DM1401B77			7.20.014
CTVTY 100,1 ANLG MDM,(56BIT)(UK)	DM1401C77			7.20.014
CES100,56 BIT, 2ETH, SMOD,ISDN T/A,EURO	DM1401B121			7.20.014
CES 100,56 BIT,2ETH,SMOD,ISDN T/A,UK	DM1401C121			7.20.014
CES 100,56 BIT,2ETH,SMOD,ISDN T/A,JPN	DM1401D121			7.20.014
CES 100,56 BIT,2ETH,SMOD,ISDN T/A,ASTL	DM1401F121			7.20.014

### Description:

Customers installing new units that are factory loaded with 7.20.012 or 7.20.013 code will encounter problems connecting the Ethernet 2 interface to 10MB Ethernet connections.

**Discussion:**

With factory installed 7.20.012 or 7.20.013 software, the Contivity 100's Ethernet 1 and Ethernet 2 interfaces default to 100MB half-duplex mode. If the Contivity configuration was set so that Ethernet 2 would autonegotiate (default), the unit fails to establish a connection to an Ethernet connection that is configured to 10MB only. These connections are common on DSL and Cable modems. This causes an inability to connect.

The switch (7 ports on the front of the Contivity 100) Eth1 does not exhibit this behavior.

**Resolution:**

In order to establish a 10MB connection to a Contivity 100 Ethernet 2 port it is necessary to manually configure the Contivity Ethernet 2 interface to 10MB. This is done via the CLI with the following command:

```
ll#>ifconfig eth2 speed 10
```

```
ll#>commit
```

Setting ifconfig alone will clear the problem, but only for the short term. Both steps in the above process must be completed to make the change permanent. The **commit** command must be used so that the change is written to the configuration in nvram. If this is not done then any form of restart would cause the configuration to revert to default and result in the same inability to connect. **Note:** If the unit is **reset via the dip switches** the factory defaults are restored and this process must be repeated.

CRs Q00837985 and Q00838037 were submitted for this issue.

These 2 CRs are incorporated in version 7.20.014 code.

**Technical Support Contact Information:**

Nortel Networks is committed to bettering the customer experience through its Customer TouchPoint Program (CTP) – where in most countries one number can be used to contact Nortel Networks. To obtain regional telephone contact information, please visit the following website: <http://www.nortelnetworks.com/help/contact/global/>.