

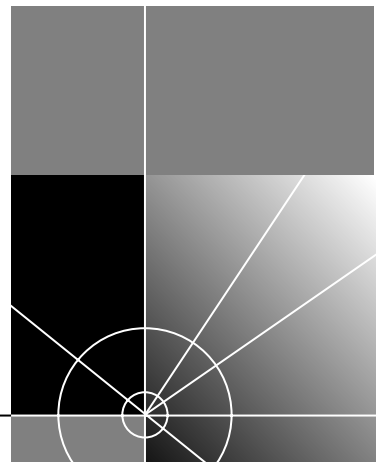


SuperStack® II Switch 3900 and Switch 9300 Release Notes

System Software Release 1.0.0
May 5, 1998

<http://www.3com.com/>

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SUPERSTACK II

SWITCH 3900 AND SWITCH 9300

RELEASE 1.0.0

Overview

These release notes describe Release 1.0.0 of the SuperStack® II Switch 3900 and 9300 system software dated May 5, 1998.

This is the first release of the system software for the Switch 3900 and Switch 9300 systems. Your switch is shipped with system software installed. Follow the instructions in "Loading Software on the System" on page 2 if you need to reinstall this release.

Release Highlights for 1.0.0

The system software supports the following features, which are described in detail in the Administration Guide on the Documentation CD:

- IEEE 802.1d bridging for Fast Ethernet (Switch 3900 only) and Gigabit Ethernet
- Spanning Tree Protocol support
- 802.1Q tagging
- Port trunking
- RMON support (Etherstats, History, Alarms, Events)
- Multicast packet firewall to limit broadcast storms
- Support for 1000BASE-SX and 1000BASE-LX
- Support for 10/100 BASE-TX (Switch 3900 only)
- Support for PACE backoff for 10/100BASE TX (Switch 3900 only)
- SNMP MIB management
- TraceRoute support
- DNS support
- Management through terminal or modem serial port and IP interface
- Administration Console password protection

Before You Start

Before you use your new software, read all of these release notes. Carefully read the sections “System Issues at Release 1.0.0” on page 7 and “Known Problems at Release 1.0.0” on page 8 for details.

Downloading Your System Software

SuperStack II Switch 3900 and Switch 9300 systems have preinstalled system software. To reinstall Release 1.0.0 or to upgrade your system software to the latest revision, download the software from the 3Com WWW site: <http://infodeli.3Com.com/infodeli/swlib/index.htm>

Loading Software on the System

After you have downloaded the system software, follow the procedures in this section to reinstall Release 1.0.0 on your system or to upgrade your system software to the latest revision. Loading software takes approximately 8 minutes to complete, depending on your network load.



You can load the system software into flash memory while the system is operating. You do not need to bring the system down.

To load the new software:

- 1 Copy the system software image to the TFTP server.
- 2 Verify that the TFTP server software is running on the device from which you plan to install the software, and be sure that you have defined an IP address on the system.
- 3 From the top level of the Administration Console, enter:


```
system softwareUpdate
```

You are prompted for the Host IP address and Install file name. Press Return to accept the current values that are displayed in brackets [].
- 4 Next to `Host IP address`, enter the IP address of the host machine (such as a Sun workstation or PC) from which you are installing the software.

In the example in step 5, the IP address of the host is **192.9.200.96**
- 5 Next to `Install file name`, enter the complete path and file name.



Some TFTP servers do not accept the full path. If that is the case for your server, enter only the filename of the image. See your TFTP server's documentation for more information.

System	Filename
SuperStack II Switch 3900	ss3900
SuperStack II Switch 9300	ss9300



CAUTION: *If for any reason the flash installation stops (that is, if you see no activity for more than 2 minutes), wait for the TFTP session to time out. **Do not reboot the system.** When the session has timed out, perform the installation procedure again.*

Here is an example of a successful software installation for the SuperStack II Switch 3900:

```
Host IP address [192.9.200.14]:192.9.200.96  
Install file name [/tftpboot/ss3900]:
```

```
Copying sysBoot image from network to system -  
total size: 61 kbytes  
61 kbytes copied
```

```
Copying operational image from network to system -  
total size: 1344 kbytes  
1344 kbytes copied
```

```
Installation completed.
```



If the executable software image stored in flash memory has become corrupted (for example, when a power failure occurs while you are updating the software) the system's autoreload feature attempts to recover from this condition. The system uses autoreload to download a software image using the currently configured download parameters. If autoreload cannot restore flash memory to an uncorrupted state, contact 3Com Technical Support.

- 6 Enter this command to reboot the system:

```
system reboot
```

The following prompt appears:

```
Are you sure you want to reboot the system (y,n) [y]:
```

- 7 Press Return or Enter to reboot.

You are now ready to configure management access for your system. For more information, see the *Getting Started Guide* for the SuperStack II Switch 3900 or the Switch 9300.

User Documentation

This release of software is compatible with the documentation listed here. See the Documentation CD that is shipped with your system. These release notes describe any changes and additions to this documentation:

- SuperStack II Switch 3900 and Switch 9300 *Getting Started Guides*
- *SuperStack II Switch 3900 and Switch 9300 Administration Guide*
- *1000BASE-SX/1000BASE-LX Gigabit Ethernet Module Installation Guide* (Switch 3900 only)
- *SuperStack II Switch 3900 and Switch 9300 Unpacking Instructions*
- *SuperStack II Switch 3900 and Switch 9300 Quick Installation Guide*
- *SuperStack II Switch 3900 and Switch 9300 Command Quick Reference card*



For additional copies of these documents or the Documentation CD, contact your sales representative.

Please note the following updates to the documentation:

- **Getting Started Guides, Copyright material** — Compliance with emissions regulations depends on the use of fiber cables with low metal content fiber connectors, such as AMP 503948-1 Rev. D or the equivalent.
- **Getting Started Guides, Appendix A** — The temperature sensor at system startup is set for a threshold of 82 °C (181 °F) for the SuperStack II Switch 3900 and 65 °C (151 °F) for the SuperStack II Switch 9300. These values correspond to an ambient temperature of 55 °C (134.2 °F) for an environment in which both systems are present.
- **Administration Guide, Chapter 10** — If you change the VLAN mode and the system displays a message that the VLAN is in use by a client, the IP interface is associated with a defined VLAN. You must remove the IP interface before you can change the VLAN mode.
- **Administration Guide, Chapter 10** — The Switch 3900 has sufficient resources to support up to 127 VLANs with an average of half of the system ports in each VLAN.

Establishing a Serial Port Connection

You can configure the system serial port to establish either a terminal connection or a modem connection. The default configuration for the serial port is a console connection.

Configuring the Serial Port

To configure the serial port to establish either a terminal connection (`console`) or a modem connection (`modem`), enter:

```
system serialPort serialPortMode
```

The system displays the following message:

```
Enter new value (console,modem) [console]:
```

Enter the type of serial port configuration that you want.

Changing the Configuration from Console to Modem

To change the serial port configuration from Console to Modem, perform the following steps:

- 1 Change the serial port configuration from Console to Modem, as described in the previous section.
- 2 Disconnect the console cable.
- 3 Connect the modem cable.

The system is ready to establish a modem connection.

Changing the Configuration from Modem to Console

To change the serial port configuration from Modem to Console, perform the following steps:

- 1 Change the serial port configuration from Modem to Console, as described in the previous section.
- 2 Disconnect the modem cable.
- 3 Connect the console cable.
- 4 Unplug the system to initiate a power cycle.
The system is now in Console mode.

Reestablishing the Serial Port Connection

If for any reason you lose communication with the system through the serial port, perform the following steps:

- 1 Disconnect the cable from the serial port.
- 2 Unplug the system to initiate a power cycle and wait 5 minutes.
- 3 Connect the null modem cable to the serial port on your system.
- 4 Configure the serial port to the desired mode.

System Issues at Release 1.0.0

The following system issues are identified at this release:

- Pinging to or from the Switch 3900 or Switch 9300 may take from 5 to over 200 microseconds.
- Set the SNMP timeout value in network management applications to 30 seconds, and set the SNMP retry value on your system to 3. These settings prevent SNMP requests from timing out.
- If you change the baud setting on the serial port, be aware that the serial port configuration determines when the baud setting change takes effect:
 - If you have configured the serial port as a terminal connection (`console`), the baud setting change takes effect immediately.
 - If you have configured the serial port as a modem connection (`modem`), the baud setting change takes effect when the next modem connection is established.
- The number of static addresses that you can configure depends on the availability of system resources.
- Be aware that a power transfer from the system power supply to the Advanced Redundant Power Supply (RPS) causes a system reboot.
- You can configure the Gigabit Ethernet port flow control only as **rxon** or **on**. The default value is **rxon**.
- If the device attached to the SuperStack II Switch 3900 does not support autonegotiation, or if the device is manually configured, you must first manually configure the Link speed and Duplex values to match those of the other device, then set autonegotiation on the Switch 3900 as **disable**. Do these steps in the order listed; otherwise, the Link speed and Duplex functions will not work properly.



CAUTION: *The Gigabit Ethernet module (Switch 3900 only) is not hot-swappable. Before you insert or remove the Gigabit Ethernet module, turn off the system by unplugging the power cord. If you do not turn off the system, you may damage the module or the system, making the system inoperable.*

Known Problems at Release 1.0.0

The following software problems are identified at this release:

- Do not modify or remove the default VLAN under any of the following circumstances:
 - If you have STP enabled in your network but disabled on your Switch 3900 or Switch 9300
 - If you have TCMP enabled on switches attached to your network other than the Switch 3900 or Switch 9300
 - If you have GVRP or GMRP enabled on your network

If you modify or remove the default VLAN under any of these circumstances, the indicated protocols behave erratically.
- The following Administration Console commands may take a few minutes to complete when several VLANs are configured in the system:
 - `bridge vlan mode`
 - `bridge vlan define`
 - `bridge vlan remove`
 - `bridge trunk define`
- Pinging to and from the system with a packet size above 1477 results in a ping failure.
- You cannot define, remove, or modify the number of MAC addresses in a trunk using SNMP at this release.
- If the console connection baud setting is anything other than the default setting for the Switch 9600, the system boot and diagnostic information are not displayed properly during a system reboot. To properly display this information, set the console connection baud to 9600 before you reboot the system.
- System commands that use the TFTP protocol (such as `system snapshot save` and `system softwareUpdate`) may time out if you issue them while an SNMP MIB walk is in progress. Reissue the command after the SNMP MIB walk has completed or has been terminated.
- The SuperStack II Switch 3900 `carrier sense error` statistic for 10/100 operation may increment incorrectly for ports that are configured for 10MB half-duplex.

- The Topology Change SNMP trap is transmitted with the incorrect bridge number. The bridge number should always be 1.
- When you are defining a trunk and your Administration Console session is disconnected before you complete the configuration of the trunk, you must reboot the system before you redefine the trunk.

SNMP MIB Files

SNMP MIB files to support management of the SuperStack II Switch 3900 and Switch 9300 systems are available on the 3Com WWW site:

<http://infodeli.3Com.com/infodeli/swlib/index.htm>

The SNMP MIB files are compliant with the ASN.1 format.

Supported Versions

The SNMP MIB file names and the currently supported version of each MIB are listed here:

- **bridge.mib** — Bridge MIB, RFC 1493
- **ethernet.mib** — Ethernet MIB, RFC 1398
- **if.mib** — Interface MIB, RFC 1573
- **mib2.mib** — MIB-II, RFC 1213
- **vlan.mib** — 3Com VLAN MIB
- **rmon.mib** — RMON MIB, RFC 1757
- **trunk.mib** — 3Com Trunking MIB
- **3cSys.mib** — 3Com Switching Systems MIB
- **3cProd.mib** — 3Com Switching Systems Products MIB
- **ianaif.mib** — IANAifType MIB

Compiler Support

ASN.1 MIB files are provided for each of the MIB compilers listed in this section. Any compiler-related warnings or exceptions are listed with it:

- HP Openview (version 3.1)
- mib2schema (with SunNet Manager version 2.0)



Compiler output files for SunNet Manager support are available on the 3Com WWW site:

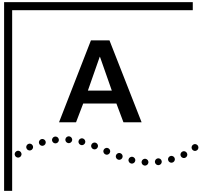
<http://infodeli.3Com.com/infodeli/swlib/index.htm>

Revision History

Table 1 describes this first release of the SuperStack II Switch 3900 and Switch 9300 system software.

Table 1 Revision History for the Switch 3900 and Switch 9300 System Software

Revision Number	Description of Release
1.0.0	<p>First release of the Switch 3900 and Switch 9300 system software</p> <p>Release features:</p> <ul style="list-style-type: none">■ IEEE 802.1d bridging for Fast Ethernet (Switch 3900 only) and Gigabit Ethernet■ Spanning Tree Protocol support■ 802.1Q tagging■ Port trunking■ RMON support (Etherstats, History, Alarms, Events)■ Multicast packet firewall to limit broadcast storms■ Support for 1000BASE-SX and 1000BASE-LX■ Support for 10/100 BASE-TX (Switch 3900 only)■ Support for PACE backoff for 10/100BASE TX (Switch 3900 only)■ SNMP MIB management■ TraceRoute support■ DNS support■ Management through terminal or modem serial port and IP interface■ Administration Console password protection



TECHNICAL SUPPORT

3Com provides easy access to technical support information through a variety of services. This appendix describes these services.

Information contained in this appendix is correct at time of publication. For the very latest, 3Com recommends that you access the 3Com Corporation World Wide Web site.

Online Technical Services

3Com offers worldwide product support 24 hours a day, 7 days a week, through the following online systems:

- World Wide Web site
- 3Com FTP site
- 3Com Bulletin Board Service (3Com BBS)
- 3ComFactsSM automated fax service

World Wide Web Site

Access the latest networking information on the 3Com Corporation World Wide Web site by entering the URL into your Internet browser:

<http://www.3com.com/>

This service provides access to online support information such as technical documentation and software library, as well as support options ranging from technical education to maintenance and professional services.

3Com FTP Site Download drivers, patches, and software across the Internet from the 3Com public FTP site. This service is available 24 hours a day, 7 days a week.

To connect to the 3Com FTP site, enter the following information into your FTP client:

- Hostname: **ftp.3com.com** (or **192.156.136.12**)
- Username: **anonymous**
- Password: **<your Internet e-mail address>**



A user name and password are not needed with Web browser software such as Netscape Navigator and Internet Explorer.

3Com Bulletin Board Service

The 3Com BBS contains patches, software, and drivers for 3Com products. This service is available through analog modem or digital modem (ISDN) 24 hours a day, 7 days a week.

Access by Analog Modem

To reach the service by modem, set your modem to 8 data bits, no parity, and 1 stop bit. Call the telephone number nearest you:

Country	Data Rate	Telephone Number
Australia	Up to 14,400 bps	61 2 9955 2073
Brazil	Up to 14,400 bps	55 11 5181 9666
France	Up to 14,400 bps	33 1 6986 6954
Germany	Up to 28,800 bps	4989 62732 188
Hong Kong	Up to 14,400 bps	852 2537 5601
Italy	Up to 14,400 bps	39 2 27300680
Japan	Up to 14,400 bps	81 3 3345 7266
Mexico	Up to 28,800 bps	52 5 520 7835
P.R. of China	Up to 14,400 bps	86 10 684 92351
Taiwan, R.O.C.	Up to 14,400 bps	886 2 377 5840
U.K.	Up to 28,800 bps	44 1442 438278
U.S.A.	Up to 28,800 bps	1 408 980 8204

Access by Digital Modem

ISDN users can dial in to the 3Com BBS using a digital modem for fast access up to 56 Kbps. To access the 3Com BBS using ISDN, use the following number:

1 408 654 2703

3ComFacts Automated Fax Service

The 3ComFacts automated fax service provides technical articles, diagrams, and troubleshooting instructions on 3Com products 24 hours a day, 7 days a week.

Call 3ComFacts using your Touch-Tone telephone:

1 408 727 7021

Support from Your Network Supplier

If additional assistance is required, contact your network supplier. Many suppliers are authorized 3Com service partners who are qualified to provide a variety of services, including network planning, installation, hardware maintenance, application training, and support services.

When you contact your network supplier for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

If you are unable to contact your network supplier, see the following section on how to contact 3Com.

Support from 3Com

If you are unable to obtain assistance from the 3Com online technical resources or from your network supplier, 3Com offers technical telephone support services. To find out more about your support options, please call the 3Com technical telephone support phone number at the location nearest you.

When you contact 3Com for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

Below is a list of worldwide technical telephone support numbers:

Country	Telephone Number	Country	Telephone Number
Asia Pacific Rim			
Australia	1 800 678 515	New Zealand	0800 446 398
China		Singapore	800 6161 463
From anywhere in China:	86 21 6350 1590	S. Korea	
From Shanghai:	10 800 3656	From anywhere in S. Korea:	82 2 3455 6455
Hong Kong	800 933 486	From Seoul:	00798 611 2230
India	61 2 9937 5085	Taiwan	0080 611 261
Indonesia	001 800 61 009	Thailand	001 800 611 2000
Japan	0031 61 6439	Pakistan	61 2 9937 5085
Malaysia	1800 801 777	Philippines	1235 61 266 2602
Europe			
From anywhere in Europe, call:	+31 (0)30 6029900 phone		
	+31 (0)30 6029999 fax		
From the following European countries, you may use the toll-free numbers:			
Austria	06 607468	Netherlands	0800 0227788
Belgium	0800 71429	Norway	800 11376
Denmark	800 17309	Poland	0800 3111206
Finland	0800 113153	Portugal	05 05313416
France	0800 917959	South Africa	0800 995014
Germany	0130 821502	Spain	900 983125
Hungary	00800 12813	Sweden	020 795482
Ireland	1 800 553117	Switzerland	0800 55 3072
Israel	177 3103794	U.K.	0800 966197
Italy	1678 79489		
Latin America			
Argentina	541 312 3266	Colombia	571 629 4847
Brazil	55 11 523 2725, ext. 422	Mexico	01 800 849 2273
North America			
	1 800 NET 3Com		
	(1 800 638 3266)		

Returning Products for Repair

Before you send a product directly to 3Com for repair, you must first obtain a Return Materials Authorization (RMA) number. Products sent to 3Com without RMA numbers will be returned to the sender unopened, at the sender's expense.

To obtain an RMA number, call or fax:

Country	Telephone Number	Fax Number
Asia, Pacific Rim	65 543 6342	65 543 6348
Europe, South Africa, and Middle East	011 44 1442 435860	011 44 1442 435718
From the following European countries, you may call the toll-free numbers; select option 2 and then option 2:		
Austria	06 607468	
Belgium	0800 71429	
Denmark	800 17309	
Finland	0800 113153	
France	0800 917959	
Germany	0130 821502	
Hungary	00800 12813	
Ireland	1 800 553117	
Israel	177 3103794	
Italy	1678 79489	
Netherlands	0800 0227788	
Norway	800 11376	
Poland	0800 3111206	
Portugal	05 05313416	
South Africa	0800 995014	
Spain	900 983125	
Sweden	020 795482	
Switzerland	0800 55 3072	
U.K.	0800 966197	
Latin America	1 408 326 2927	1 408 764 6883
U.S.A. and Canada	1 800 876 3266, option 2	1 408 764 7120

