

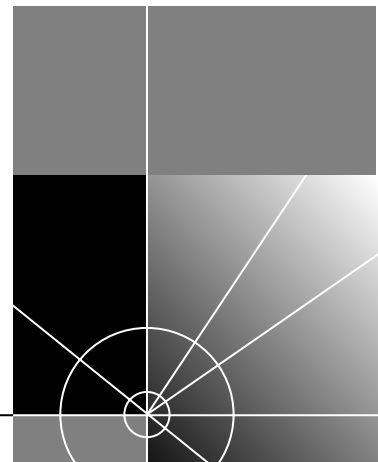


CoreBuilder™ 3500 Software Installation and Release Notes

CoreBuilder 3500 System Software
Release 1.0.0
November 21, 1997

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

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COREBUILDER 3500 SYSTEM SOFTWARE RELEASE 1.0.0

Overview

These release notes describe release 1.0.0 of the CoreBuilder™ 3500 system software from 3Com Corporation, dated November 21, 1997.

This is the first release of the system software for the CoreBuilder 3500 system. Your Corebuilder 3500 is shipped with system software installed. If you need to reinstall this new release of the software, follow the instructions on page 2.

Release Highlights for 1.0.0

CoreBuilder 3500 system software release 1.0.0 supports the following features:

- 10/100 BASE-TX module
- 100 BASE-FX module
- IP routing (RIP support)
- Multicast packet firewall to limit broadcast storms
- SNMP MIB management
- Spanning Tree Protocol
- Protocol-based VLANs
- Traceroute
- DNS client

Before You Start Before you use your new software, read all of these software installation and release notes. Carefully read “System Issues” on page 6 and the “Known Problems” on page 7 and the for more details.

Loading Your System Software

Your Corebuilder 3500 is shipped with system software installed. If you need to reinstall this new release of the software, follow these instructions.

The CoreBuilder 3500 system software is distributed on CD in an ISO 9660 standard format, which is readable by virtually all CD-ROM drives, including drives used with IBM PC compatibles, Macintosh computers, and Sun and HP UNIX workstations.

You can install new software from any host that is running a Trivial File Transfer Protocol (TFTP) server.

To install or upgrade your system software, you must:

- Insert the CD into your CD-ROM drive on the computer from which you want to load your new software and verify that your system is accessing the CDROM drive and reading the CD correctly.
- Load the system software from the CD to flash memory on the CoreBuilder 3500.

To load the system software for your platform, follow the procedures provided in the next sections.

Loading System Software on Microsoft Windows

To load the CoreBuilder 3500 system software from the Microsoft Windows platform, follow these steps:

- 1 Insert the CD into the CD-ROM drive and open *File Manager* or *Explorer*.
- 2 Select the drive representing your CD-ROM and ensure that you are able to view the contents of the CD.
- 3 Configure your TFTP server on this system to allow TFTP file transfers from the CD, if possible. If this configuration is not possible, copy the CoreBuilder 3500 system software (called “cb3500v” in the “software” directory of the CD) to a directory from which your TFTP server allows file transfers.
- 4 You are now ready to load the system software. See “Installing System Software via TFTP” on page 4 for instructions.


Loading System Software on Macintosh OS

To load the CoreBuilder 3500 system software from the Macintosh OS platform, follow these steps:

- 1 Insert the CD into the CD-ROM drive.
- 2 Double-click the icon that represents your CD-ROM drive and ensure that you are able to view the contents of the CD.
- 3 Configure your TFTP server on this system to allow TFTP file transfers from the CD, if possible. If this configuration is not possible, copy the CoreBuilder 3500 system software (called "cb3500" in the "software" directory of the CD) to a directory from which your TFTP server allows file transfers.
- 4 You are now ready to load the system software. See "Installing System Software via TFTP" on page 4 for instructions.

Loading System Software on UNIX

To load the system software from the UNIX platform, follow these steps:

- 1 Insert the CD into the CD-ROM drive.
 - 2 Mount the CD as required by your UNIX system.
-  *For detailed information on mounting your CD, see your UNIX system documentation.*
- 3 Verify that you are able to view the contents of the CD by executing the appropriate "ls" command.
 - 4 Configure your TFTP server on this system to allow TFTP file transfers from the CD, if possible. If this configuration is not possible, copy the CoreBuilder 3500 system software (called "cb3500" in the "software" directory of the CD) to a directory from which your TFTP server allows file transfers.
 - 5 You are now ready to load the system software. See "Installing System Software via TFTP" on page 4 for instructions.

Installing System Software via TFTP

To download the CoreBuilder 3500 system software via TFTP, follow the procedures in this section.



You can load the system software into flash memory while the CoreBuilder 3500 system is operating. You do not need to bring the system down.



Before you begin this procedure, be sure that the TFTP server software is running on the device from which you will be installing the software.

Loading software into flash memory takes approximately 10 to 15 minutes to complete, depending on your network load.



Before you load the new software, be sure that you have defined an IP address on the CoreBuilder 3500 system. See the CoreBuilder 3500 Quick Installation Guide for information.

To load the new software:

- 1 From the top level of the Administration Console, enter:

```
system softwareUpdate
```

You are prompted for the host IP address and Install file name. The current values are displayed in brackets [].

- 2 For `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. If the current value is already set to the correct host IP address, press Return.

In the example in step 3, the IP address of the host is **192.9.200.96**.

- 3 For `Install file name`, enter the complete path and filename. To accept the current value, press Return.



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 server's documentation for more information.



CAUTION: *If 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:

```
Host IP address [192.9.200.14]:192.9.200.96
Install file name [/tftpboot/cb3500]:
```

```
Updating operational image block 1 of 80
Updating operational image block 2 of 80
      .
      .
      .
Updating operational image block 80 of 80
Updating sysBoot image block 1 of 8
Updating sysBoot image block 2 of 8
      .
      .
      .
Updating sysBoot image block 8 of 8
Updating diagnostic image block 1 of 16
Updating diagnostic image block 2 of 16
      .
      .
      .
Updating diagnostic image block 16 of 16
```

After the software has been loaded successfully, the following message appears:

```
Installation completed
```



If the CoreBuilder 3500 executable software image stored in FLASH is corrupted (for example, when a power failure occurs while you are installing the software), contact 3Com Technical Support.

- 4 To reboot the system to use the newly loaded software, enter:

```
system reboot
```

The system prompts you with the following message:

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

- 5 At the prompt, enter **y** for (yes).

You are now ready to configure management access for your system. For a quick reminder of setup and management tasks, see the *CoreBuilder 3500 Quick Installation Guide*. For more detailed information about setting up your system and configuring management access, see the *CoreBuilder 3500 Getting Started Guide*.

User Documentation

This version of software is compatible with the documentation listed here. These software installation and release notes describe any changes and additions to this documentation.

This documentation is available on the CoreBuilder 3500 Release 1.0.0 Software and Documentation CD:

- *CoreBuilder 3500 Quick Installation Guide*
- *CoreBuilder 3500 Getting Started Guide*
- *CoreBuilder 3500 Administration Guide*
- *10/100 BASE-TX Fast Ethernet Module Installation Guide*
- *100 BASE-FX Fast Ethernet Module Installation Guide*
- *System Processor Removal and Replacement Guide*
- *Power Supply Assembly Removal and Replacement Guide*
- *Fan Tray Assembly Removal and Replacement Guide*
- *System Processor Memory Upgrade Installation Guide*

System Issues

The following system issues are identified at this release:

- Do not assign an IP interface to the out-of-band Ethernet port on the system processor module unless you attach the port to your network. If an IP interface is assigned to this port and you do not have a network link, the system can experience problems with DNS, traceRoute, ping, and software updates through your in-band IP interface.
- SNMP traps cannot be transmitted through the out-of-band Ethernet port. The SNMP Trap Enable rejects any valid IP reporting destinations if the only IP interface defined on the system is the out-of-band port.
- Do not configure the out-of-band Ethernet port on the system processor module and a router interface with the same IP interface.
- The key combination Control+C (Ctrl+C) does not terminate a **system softwareUpdate** command.
- The Administration Console always reports a power supply failure as Power Supply No. 1. To correctly determine which power supply has failed, check which power supply's status LED (PS1 or PS2) is lit.

- The **SYS** LED does not function correctly when the system is running diagnostics during power up. To determine if the system processor has failed at power up, enter **system display** from the top level of the Administration Console.
- To enable the timeout of remote sessions to the CoreBuilder 3500 system, ensure that **system consoleTimeout** is set to *enabled*. The factory default for **system consoleTimeout** is *disabled*.
- After you power up the CoreBuilder 3500, the system is still operational even though the following diagnostic messages may appear:
 - Checksum Failure on IC2 ID Block
 - Diagnostic test 100 has failed

Known Problems

The following known problems are identified at this release:

- The CoreBuilder 3500 out-of-band Ethernet management port incorrectly reports its IP interface state as always *UP*.
- The IP interface statistics, peak byte rates, and frame rates are not reset when you set a baseline with the command **system baseline set**.
- The UDP and ICMP IP statistics are not supported for the system processor out-of-band Ethernet management port.
- When you define a bridge VLAN, the statistics associated with the bridge VLAN are not reset.
- You cannot change the `portstate` to *disabled* and you cannot change the `portLabel` on the system processor out-of-band Ethernet management port.
- If you perform a software update and multiple MIB sweeps simultaneously, the TFTP software update may time out.
- The `lengthErrs` (length errors) statistic under the Ethernet port detail display does not increment for frames shorter than 64 bytes.
- When you are connected via the serial port, entering the key combination Control+S (Ctrl+S) locks out the serial port and telnet access. To unlock the serial port and telnet access, enter Control+Q (Ctrl+Q).

SNMP MIB Files

SNMP MIB files are shipped with the CoreBuilder system software as ASN.1 files. Copies of ASN.1 files are provided for each of the supported compilers described in "Compiler Support."

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** — If MIB, RFC 1573
- **S2System.mib** — S2 Systems MIB
- **mib2.mib** — MIB-II, RFC 1213
- **vlan.mib** — 3Com VLAN MIB

Compiler Support

ASN.1 MIB files are provided for each of the MIB compilers in this list:

- SMIC (version 1.0.9)
- MOSY (version 7.1)
- HP Openview (version 3.1)
- mib2schema (with SunNet Manager version 2.0)

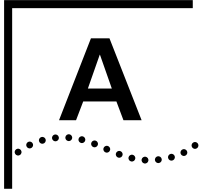
Revision History

Table 1 describes this first release of the CoreBuilder 3500 system software.

Table 1 Revision History for CoreBuilder 3500 System Software

Revision Number	Description of Release
1.0.0	First release of the CoreBuilder 3500 system software Release features: <ul style="list-style-type: none">■ 10/100 BASE-TX module■ 100 BASE-FX module■ IP routing (RIP support)■ Multicast packet firewall to limit broadcast storms■ SNMP MIB management■ Spanning Tree Protocol■ Protocol-based VLANs■ Traceroute■ DNS client





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, we recommend that you access 3Com Corporation's 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 Bulletin Board Service (3ComBBS)
- 3ComFactsSM automated fax service
- 3ComForum on CompuServe online service

World Wide Web Site

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

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

This service features the latest information about 3Com solutions and technologies, customer service and support, news about the company, *Net Age*[®] Magazine, technical documentation, and more.

3Com Bulletin Board Service

3ComBBS contains patches, software, and drivers for all 3Com products, as well as technical articles. 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 14400 bps	61 2 9955 2073
Brazil	up to 14400 bps	55 11 5181 9666
France	up to 14400 bps	33 1 6986 6954
Germany	up to 28800 bps	4989 62732 188
Hong Kong	up to 14400 bps	852 2537 5601
Italy	up to 14400 bps	39 2 27300680
Japan	up to 14400 bps	81 3 3345 7266
Mexico	up to 28800 bps	52 5 520 7835
P.R. of China	up to 14400 bps	86 10 684 92351
Taiwan, R.O.C.	up to 14400 bps	886 2 377 5840
U.K.	up to 28800 bps	44 1442 438278
U.S.A.	up to 28800 bps	1 408 980 8204

Access by Digital Modem

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

1 408 654 2703

3ComFacts Automated Fax Service

3Com Corporation's interactive fax service, 3ComFacts, provides data sheets, technical articles, diagrams, and troubleshooting instructions on 3Com products 24 hours a day, 7 days a week.

Call 3ComFacts using your Touch-Tone telephone using one of these international access numbers:

Country	Telephone Number
U.K.	44 1442 438279
U.S.A.	1 408 727 7021

Local access numbers are available within the following countries:

Country	Telephone Number	Country	Telephone Number
Australia	1800 123 853	Netherlands	0800 0228049
Belgium	0800 71279	Norway	800 11062
Denmark	800 17319	Portugal	0505 442 607
Finland	98 001 4444	Russia (Moscow only)	956 0815
France	0800 908158	Spain	900 964 445
Germany	0130 81 80 63	Sweden	020 792954
Italy	1678 99085	U.K.	0800 626403

3ComForum on CompuServe Online Service

3ComForum contains patches, software, drivers, and technical articles about all 3Com products, as well as a messaging section for peer support. To use 3ComForum, you need a CompuServe account.

To use 3ComForum:

- 1 Log on to your CompuServe account.
- 2 Type **go threecom**
- 3 Press [Return] to see the 3ComForum main menu.

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:

- 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 receive support from your network supplier, technical support contracts are available from 3Com.

Contact your local 3Com sales office to find your authorized service provider using one of these numbers:

Regional Sales Office	Telephone Number	Regional Sales Office	Telephone Number
3Com Corporation		3Com GmbH (cont'd)	
P.O. Box 58145	800 NET 3Com	Germany	49 30 34 98790 (Berlin)
5400 Bayfront Plaza		(Central European HQ)	49 89 627320 (Munich)
Santa Clara, California		Hungary	36 1 250 83 41
95052-8145		Poland	48 22 6451351
U.S.A.		3Com Iberia	
3Com Asia Limited		Portugal	351 1 3404505
Australia	61 2 9937 5000 (Sydney)	Spain	34 1 5096900
	61 3 9866 8022 (Melbourne)	3Com Latin America	
Hong Kong	852 2501 1111	U.S. Headquarters	408 326 2093
India	91 11 644 3974	Northern Latin America	305 261 3266 (Miami, Florida)
Indonesia	62 21 572 2088	Argentina	541 312 3266
Japan	81 6 536 3303 (Osaka)	Brazil	55 11 5181 0869
	81 3 3345 7251 (Tokyo)	Chile	562 633 9242
Korea	82 2 3455 6300	Colombia	57 1 629 4847
Malaysia	60 3 732 7910	Mexico	52 5 520 7841/7847
New Zealand	64 9 366 9138	Peru	51 1 221 5399
Philippines	632 892 4476	Venezuela	58 2 953 8122
P.R. of China	8610 68492568 (Beijing)	3Com Mediterraneo	
	86 21 63501581 (Shanghai)	Italy	39 2 253011 (Milan)
Singapore	65 538 9368		39 6 5279941 (Rome)
Taiwan, R.O.C.	886 2 377 5850	3Com Middle East	
Thailand	662 231 8151 5		971 4 349049
3Com Austria		3Com Nordic AB	
	43 1 580 17 0	Denmark	45 39 27 85 00
3Com Benelux B.V.		Finland	358 0 435 420 67
Belgium	32 2 725 0202	Norway	47 22 58 47 00
Netherlands	31 0346 586211	Sweden	46 8 632 56 00
3Com Canada		3Com Russia	
Calgary	403 265 3266		007 095 258 09 40
Edmonton	403 423 3266	3Com Southern Africa	
Montreal	514 683 3266		27 11 807 4397
Ottawa	613 566 7055	3Com Switzerland	
Toronto	416 498 3266		41 31 996 14 14
Vancouver	604 434 3266	3Com Technologies	
3Com France		Ireland	353 1 820 7077
	33 1 69 86 68 00	3Com U.K. Ltd.	
3Com GmbH			44 131 240 2900 (Edinburgh)
Czech Republic/Slovak	420 2 21845 800		44 161 873 7717 (Manchester)
Republic			44 1628 897000 (Marlow)

**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
U.S.A. and Canada	1 800 876 3266, option 2	408 764 7120
Latin America	1 408 326 2927	408 764 7120
Europe, South Africa, and Middle East	44 1442 435860	44 1442 435822
Elsewhere	1 408 326 2926	1 408 764 7120

