

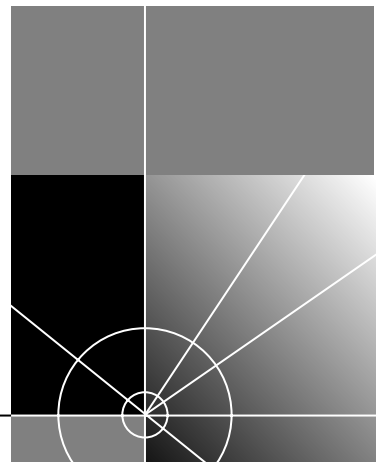


CoreBuilder™ 3500 Release Notes

Base and Base Plus Extended System Software
Release 1.2.0
July 28, 1998

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COREBUILDER 3500 SYSTEM SOFTWARE RELEASE 1.2.0

Overview

These release notes describe release 1.2.0 of the CoreBuilder™ 3500 Base and Base Plus Extended system software from 3Com Corporation, dated July 28, 1998. This release supersedes release 1.1.1, dated May 19, 1998.

To load the software, see “Loading Your System Software” on page 8 for instructions.

Release Highlights for 1.2.0

The CoreBuilder 3500 system software release 1.2.0 contains:

- Support for the 1000BASE Gigabit Interface Converter (GBIC) module
This release supports a 1000BASE GBIC module that connects to your Gigabit network through a GBIC LX fiber optic transceiver. See “Support for the 1000BASE GBIC Module (Base Software)” on page 12 for details.
- New Base Plus Extended IPX features that allow you to:
 - Disable the forwarding of IPX WAN broadcasts
 - Configure your system to store secondary IPX routes and servers
 - Display IPX secondary routes
 - Display IPX secondary servers

See “New IPX Features (Base Plus Extended)” on page 13 for details.

- Software corrections

This release addresses several issues and limitations from previous Corebuilder 3500 releases. See “System Software Corrections at Release 1.2.0” on page 18 and “Web Management Corrections at Release 1.2.0” on page 22 for details.

Before You Start Before you use your new software, read all of these release notes. Carefully read these sections:

- “System Issues at Release 1.2.0” on page 19
- “System Software Known Problems at Release 1.2.0” on page 20
- “Web Management System Issues at Release 1.2.0” on page 23
- “Web Management Known Problems at Release 1.2.0” on page 23

Loading Your System Software

Your CoreBuilder 3500 is shipped with Base system software installed. If you need to install this new release of the Base, or Base Plus Extended system 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:

- Load the software image file from the CD-ROM to the TFTP host, as described in this section.
- Download the system software from the TFTP host to the CoreBuilder system’s flash memory. See “Installing System Software via TFTP” on page 10 for details.

These procedures are described 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 image (called "cb3500B" for Base system software, and "cb3500E" for Base Plus Extended switching software 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 10 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 image (called "cb3500B" for Base system software, and "cb3500E" for Base Plus Extended switching software 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 10 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 image (called "cb3500B" for Base system software, and "cb3500E" for Base Plus Extended switching

software 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” next for instructions.

Installing System Software via TFTP

Installing the CoreBuilder system software involves downloading the software image from the TFTP host to the CoreBuilder system. 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, verify 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, verify that you have defined an IP address on the CoreBuilder 3500 system. See the CoreBuilder 3500 Quick Installation Guide for information.

To install 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 default or current values are displayed in brackets [].

- 2 For *Host IP address*, enter the IP address of the host machine (such as a Macintosh or Sun workstation or a 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 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 Base Plus Extended system software installation:

```
Select menu option: sys softwareUpdate
Host IP address [192.9.200.96]:
Install file name {?}: cb3500/cb3500E
Copying sysBoot image from network to system - total size: 77
Kbytes
77 Kbytes copied
```

```
Copying diagnostic image from network to system - total size:
499 Kbytes
509 Kbytes copied
```

```
Copying operational image from network to system - total
size: 6547 Kbytes
6547 Kbytes copied
```

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

```
Installation completed
```



If the CoreBuilder 3500 executable software image stored in flash memory 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*.

What's New at Release 1.2.0

This section describes the features that are implemented in the CoreBuilder 3500 system software at release 1.2.0.

Support for the 1000BASE GBIC Module (Base Software)

This release provides support for the 1000BASE GBIC (Gigabit Interface Converter) module. The module contains one GBIC port that connects to your Gigabit Ethernet network segment through a 1000BASE GBIC transceiver.

This system software release supports the 3Com 1000BASE-LX transceiver (3Com Part number: 3CGBIC2), which directly connects to single-mode fiber optic cable, providing a transmission distance of up to 10,000 meters.

The transceiver also lets you connect the 1000BASE GBIC module to multimode fiber using a conditional launch cable, providing a transmission distance of up to 550 meters. 3Com supports the following conditional launch cables:

- AMP Mode Conditioning Cable (AMP P#: 98-7261-15-1)
- Siecor Mode Conditioning Patch Cord (Siecor P#: 39575802KMC)



CAUTION: Before you install the GBIC module, you must install CoreBuilder 3500 system software release 1.2.0.



To ensure optimal performance, compatibility, and regulatory compliance, use only GBIC transceivers and conditional launch cables that 3Com supports. For a list of currently supported GBIC transceivers and conditional launch cables, see this 3Com Web site:

http://www.3Com.com/gigabit_ethernet/gbics



For information on installing this module into your CoreBuilder 3500 system, see the 1000BASE GBIC Module Installation Guide. For information on the GBIC transceiver, see the GBIC Transceiver Installation Guide.



If the GBIC transceiver is not completely inserted into the GBIC port, the Administration Console displays a GBIC “read failure” message. For troubleshooting information, see the GBIC Transceiver Installation Guide.

New IPX Features (Base Plus Extended)

The following four IPX features are introduced in the Base Plus Extended software at this release:

- `ipx NetBIOS`
- `ipx secondary`
- `ipx route secondary`
- `ipx server secondary`

The following figure shows the `NetBIOS` and `secondary` options within the new IPX menu structure:

```
Menu options (CoreBuilder-405100): -----
interface          - Administer interfaces
route              - Administer routes
server            - Administer servers
forwarding        - Enable/disable IPX forwarding
rip               - Administer RIP
sap               - Administer SAP
statistics        - Display statistics
oddLengthPadding  - Enable/disable IPX odd length padding
NetBIOS           - Enable/disable IPX Type 20 packet forwarding
secondary         - Enable/disable IPX secondary routes/servers
```

ipx NetBIOS

This feature allows you to disable or enable the forwarding of IPX type 20 frames (IPX WAN broadcasts) for a specified interface.

Default IPX type 20 frame forwarding is *enabled* by default.

To enable or disable IPX type 20 frame forwarding:

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

```
ipx netbios
```

The system then prompts you for the interface and the NetBIOS state. To accept the value in brackets [], press Enter.

- 2 Enter the index number for the interface on which you want to enable or disable IPX type 20 forwarding.

- 3 Enter **enabled** to enable IPX forwarding or **disabled** to disable it.

ipx secondary

Use this feature to configure the system to store secondary IPX routes and servers. This allows for instantaneous fail-over to the secondary route or server when the primary route or server is unreachable.

With this option, a secondary route or server entry can replace a primary route or server entry when the primary entry is removed from the route/server table for any reason (for example, if the associated interface goes down, or the primary entry reaches its age limit).

Default IPX secondary routes are *disabled* by default.

To enable or disable IPX secondary routes and servers:

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

ipx secondary

The system prompts you for the secondary route/server state. To accept the value in brackets [], press Enter.

- 2 Enter **enabled** to enable IPX secondary routes/servers or **disabled** to disable it.

ipx route secondary

This feature displays all secondary routes discovered by the system. To display secondary routes, from the top level of the Administration Console, enter:

ipx route secondary

The system displays a list of secondary routes:

IPX forwarding is enabled, RIP is active, SAP is active, RIP Trig enabled, SAP Trig enabled, Secondary route/server enabled

```

Interface      Address      Hops      Tics      Node      Age
3             5000132      6         7 00-80-3e-29-23-03 19
3             51000140      6         7 00-80-3e-29-23-03 19
3             55000144      6         7 00-80-3e-29-23-03 19
3             6000137       6         7 00-80-3e-29-23-03 19
3             300013a       6         7 00-80-3e-29-23-03 20
3             c00013d       6         7 00-80-3e-29-23-03 20
3             55f0013e      6         7 00-80-3e-29-23-03 20
3             5a000143      6         7 00-80-3e-29-23-03 20
3             55000134      6         7 00-80-3e-29-23-03 20
3             57000138      6         7 00-80-3e-29-23-03 20
3             5c00013b      6         7 00-80-3e-29-23-03 20
3             600013f       6         7 00-80-3e-29-23-03 20
3             61000140      6         7 00-80-3e-29-23-03 20
3             63000132      6         7 00-80-3e-29-23-03 20
3             3000134       6         7 00-80-3e-29-23-03 20
3             1000138       6         7 00-80-3e-29-23-03 20
--Enter <CR> for more or "q" to quit--

```

Table 1 describes the information included in the display.

Table 1 Fields in the Secondary Route Display

Field	Description
Interface	System-assigned number for the interface
Address	Unique 4-byte network address of a segment in the system's routing table
Hops	Number of routers that must be crossed (hops) to reach the network segment
Tics	Number of tics, an estimate of how long the packet takes to reach the network segment. One tic is approximately 55 milliseconds.
Node	6-byte MAC address of the router that can forward packets to the segment. An address of all zeroes (00-00-00-00-00-00) means that the route is directly connected to the router.
Age	Number of seconds that have elapsed since the last time the router sent a packet

ipx server secondary

This feature displays all secondary servers discovered by the system. To display secondary servers, from the top level of the Administration Console, enter:

```
ipx server secondary
```

The system displays a list of secondary servers:

```
IPX forwarding is enabled, RIP is active SAP is active, RIP Trig enabled,
SAP Trig enabled, Secondary route/server is enabled
```

Interface	Name	Type	Network	Node	Socket	Hops	Age
3	TRANSMIT-SERVER1	4	11111111	bb-bb-bb-bb-bb-bb	451	3	18
3	TRANSMIT-SERVER2	4	11111111	bb-bb-bb-bb-bb-bb	451	3	18
3	TRANSMIT-SERVER3	4	11111111	bb-bb-1b-bb-bb-bb	451	3	18
3	TRANSMIT-SERVER4	4	11111111	bb-bb-bb-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER5	4	11111111	bb-bb-bb-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER6	4	11111111	bb-bb-1b-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER7	4	11111111	bb-6b-bb-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER8	4	11111111	bb-bb-bb-bb-1b-bb	451	3	19
3	TRANSMIT-SERVER9	4	11111111	bb-bb-bb-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER10	4	11111111	bb-76-bb-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER11	4	11111111	bb-bb-bb-bb-4b-bb	451	3	19
3	TRANSMIT-SERVER12	4	11111111	bb-bb-5b-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER13	4	11111111	bb-bb-bb-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER14	4	11111111	bb-bb-bb-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER15	4	11111111	bb-b2-bb-bb-bb-bb	451	3	19
3	TRANSMIT-SERVER16	4	11111111	bb-1b-bb-bb-bb-bb	451	3	19

```
--Enter <CR> for more or "q" to quit--
```

Table 2 describes the information included in the display.

Table 2 Fields in the Secondary Server Display

Field	Description
Interface	Index of the interface on which the server was discovered
Name	Name of the secondary server
Type	Type of service that the server provides. The IPX protocol defines various types of services. For example, a Novell file server advertises itself as type 4. For more information on IPX type values, consult your Novell documentation.
Network	4-byte IPX network address of the server
Node	6-byte MAC address of the server that forwards packets to the segment
Socket	2-byte socket address of the server that receives service requests
Hops	Number of routers that must be crossed (hops) to reach each server
Age	Number of seconds that have elapsed since the last time a server in the table sent a packet

Additional Information

- Changing the system's VLAN mode using the **bridge vlan mode** command removes all VLANs.
- Table 3 shows the maximum routing table sizes at this 1.2.0 release.

Table 3 1.2.0 Maximum Table Sizes

Table	Maximum Size
IP	2048
IP static	64
IP ARP	4096
IP static ARP	64
IPX RIP	2048
IPX static RIP	32
IPX SAP	5000
IPX static SAP	32
AppleTalk	514
AppleTalk zones per seed router interface	16
AppleTalk Zones	Thousands. Exact number depends on length of zone names.

- The **bridge port address freeze** command has been removed from this release.

User Documentation

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

- *CoreBuilder 3500 Quick Installation Guide*
- *CoreBuilder 3500 Getting Started Guide*
- *CoreBuilder 3500 Administration Guide*
- *10/100BASE-TX Fast Ethernet Module Installation Guide*
- *100BASE-FX SMF Fast Ethernet Module Installation Guide*
- *100BASE-FX MMF Fast Ethernet Module Installation Guide*
- *1000BASE-SX Gigabit Ethernet Module Installation Guide*
- *1000BASE GBIC Module Installation Guide*

- *GBIC Transceiver Installation Guide*
- *System Processor Removal and Replacement Guide*
- *System Processor Memory Upgrade Installation Guide*
- *Power Supply Assembly Removal and Replacement Guide*
- *Fan Tray Assembly Removal and Replacement Guide*
- *PCMCIA Flash Card User Guide*
- *Blank Faceplate Installation Guide*

System Software Corrections at Release 1.2.0

The following system issues and known problems have been corrected at this release:

- You can now configure roving analysis monitor and analyzer ports via SNMP.
- Several issues related to RMON and its interaction with Traffic have been addressed. However, nIMatrixTopN support has been disabled for this release.
- An issue regarding initialization of RMON2 tables has been addressed.
- The swSysSystemConsoleAccess MIB has been removed from the MIB.
- The age of IPX routes in the route table is now accurate.
- The age of IPX services in the server table is now accurate.
- The IPX logging issue that caused a system reboot is fixed.
- The system no longer creates incorrect topologies when used with other routers using IPX poison reverse.
- Multiprotocol VLANs can now be configured with the same 802.1Q tag.
- Diagnostics are now completed properly when a port is receiving frames while diagnostics are running.

System Issues at Release 1.2.0

The following system issues are identified at this release:

- If you modify the `system serialPort terminalSpeed` via a telnet session, the change does not become effective until you reboot the system. The Administration Console incorrectly states: `The baud rate will not change until you exit your current telnet session.`
- The first time that you attempt to access the modem, the screen alignment is incorrect. On subsequent attempts, the screen alignment is correct.
- The Administration Console displays `poisionReverse` and `advertisementAddress` fields for `management IP RIP display`. However, the management IP port cannot act as a router.
- The selectable bridge ports option of the Administration Console incorrectly includes ports that have already been designated as a monitor port or an analyzer port. The display is corrected when you attempt to use the port.
- To receive RMONV2 updates, you must manually set the VLAN protocol type that you want to monitor on the selected port.
- The **SYS** LED on the system processor no longer lights if the system processor fails at power up.
- The `addressThreshold` trap does not respond at this release.
- Filter assignment requests for multiple ports in a PDU return a bad value.
- The `noRxBuffers` counter may increment after an AppleTalk VLAN modify and AARP update.
- To add a new nonflow classifier, you must delete one or more (unrequired) nonflow classifiers in the range of 400 through 498.
- Flow control is not supported for 10/100BASE-TX Ethernet ports.
- You cannot perform an `nvData reset` command while you are using telnet to access the system.
- The `ip arp flush` command removes all ARP entries, including static ARP entries.
- There is no SNMP support for creating or deleting trunks or for closed VLANs.
- External remote roving analysis port (RAP) is not supported.
- Bridge IP multicast frames are not counted in the bridge statistics.

- You cannot disable the bridge aging time.
- To prevent time-outs of SNMP requests, 3Com recommends that you increase the default timeout for the network management station or browser.
- The system does not report an error if you assign the same IP address to the IP interface that is associated with the *out-of-band* Ethernet port and to the IP routing interface that is associated with an *in-band* Ethernet port.
- If the autonegotiation feature for a 100 Mbps Ethernet link does not function properly, manually set the port speed and duplex mode (*half-duplex* or *full-duplex*). Note that, on a 1000 Mbps link, autonegotiation must match (that is, be *enabled* or *disabled*) on both sides of the link.
- Although some error messages may not be displayed during a telnet or Web Management session, all system error messages are displayed via the serial port.
- 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.
- To enable the timeout of remote sessions to the system, verify that `system consoleTimeout` is set to *enabled*. The factory default is *disabled*.

System Software Known Problems at Release 1.2.0

The following system software known problems are identified at this release:

- The Ethernet detail display may erroneously report a flow control value for a 10/100 port.
- If you wish to define AppleTalk QoS controls and an IP VLAN for the same port, you must define the AppleTalk VLAN *before* you define the IP VLAN. If the IP VLAN is defined first, the AppleTalk QoS controls do not work.

- If you insert a GBIC transceiver into a 1000BASE GBIC module while the Administration Console is in the `ethernet` menu, you are not able to change the autonegotiation mode of the newly inserted port until you leave the `ethernet` menu and then enter it again.
- If you revert from release 1.2.0 to the previous release 1.1.1, and the system continuously reboots, a known recovery procedure is as follows:
 - Ensure that all GBIC modules have been removed. Version 1.1.1 does not support GBIC modules.
 - Stop the system in the boot code.
 - Change the boot flags to production value 0x130000.
 - Change the boot flags again to production value 0x130000.
 - Enter `b` to boot.
- To use STP or TCMP on the system with closed VLAN mode, you must create at least one untagged, unspecified VLAN for *each* port. That is, you can have many unspecified, untagged VLANs, as long as each port is part of one of them.
- You can no longer define an IP multicast rate limit. You could previously use `ip multicast interface enable` and specify a rate limit. Now, use `bridge port multicastLimit` or QoS to set this type of rate limit.
- If you are using the system as a one-armed router without IEEE 802.1Q tagging, QoS rate limits and flow filters do not work.
- The IPX, VLAN, and TCMP statistics, IP interface statistics, and the Ethernet detail statistics for peak bytes and frame rates are not reset when you set a baseline using the command `system baseline set`.
- Some IP multicast traffic may stop after an STP topology change.
- For SNMP management, the `ipDefaultTTL` object cannot be set, that is, no write is allowed.
- You may not configure the IP interface associated with the *out-of-band* Ethernet port for the same subnetwork as any *in-band* IP interfaces. If you do, attempts to modify or remove IP interfaces may hang the other interface on the same subnetwork or cause the system to reboot.
- You cannot configure more than one routing interface on a multiprotocol VLAN via SNMP. Instead, configure multiple routing interfaces on a VLAN through the Web or Administration Console.

- If the Administration Console displays an out-of-resource message while defining a VLAN, you must reboot the system and redefine the VLAN.
- The statistic `inReceives` under the `ip interface statistic` display is incorrect when overlapped IP VLANs are defined.
- The requested port mode for a 100BASE-FX port is listed as `10half`.
- Flushing the IP ARP cache may cause management and traffic disruption. 3Com recommends that you use `ip arp remove` to remove the target entry instead of flushing the entire ARP cache.
- The system does not forward 802.1Q tagged frames properly to the roving analysis monitor ports.
- Routed frames forwarded to a roving analysis analyzer port do not contain the correct MAC source address.
- The `system display` command shows incorrect `Rev` and `Serial Number` information for the system processor board and the 100BASE-FX module. Note that the WebConsole displays this information correctly.

Web Management Corrections at Release 1.2.0

The following Web Management known issues have been corrected at this release:

- The system no longer reboots when you use the WebConsole to stop a roving analysis monitor port.
- The WebConsole no longer reports success when you attempt to configure autonegotiation on a trunked port.
- The IP Wizard Introduction online Help no longer incorrectly states that you cannot use the Wizard to configure a management IP interface. You may use the IP In-band Wizard to set up an IP interface.
- The Classifier Display Filters online Help page no longer inaccurately advises that a maximum of ten filters may be configured for each classifier.



For more information about the Web Management software, see Appendix A in these release notes.

Web Management System Issues at Release 1.2.0

The following Web Management software issues are identified at this release:

- The PCMCIA card is not supported through the Web Management software. Use the Administration Console for PCMCIA support.
- After you initially set the Help Configuration URL, choose another menu item and then select the item that you want to configure in order for the Help link to work.



For more information about the Web Management software, see Appendix A in these release notes.

Web Management Known Problems at Release 1.2.0

The following Web Management software known problems are identified at this release:

- Because this release supports only port group packet filtering, port group creation, and port group editing, use Filter Builder only for port group packet filters.
- If you enter incorrect information via the Web interface, the system reports an error and you must reenter previous information.
- The WebConsole incorrectly accepts a value outside of the valid range for the QoS statistical interval (0 to 4294967295).
- When you are running installable Web Management applications, the Java Console in Internet Explorer and Netscape incorrectly displays exceptions.
- Setting the system baseline does not reset the IP interface statistics in the WebConsole.
- When ports are trunked, port numbering is incorrect when viewing QoS statistics.



For more information about the Web Management software, see Appendix A in these release notes.

SNMP MIB Files

SNMP MIB files are shipped with the CoreBuilder 3500 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
Unsupported groups and tables in this MIB:
 - **dot1dSr** group
 - **dot1dTpFdbTable**
 - **dot1dStatic** group
- **ethernet.mib** — Ethernet MIB, RFC 1398
Unsupported groups and tables in this MIB:
 - **dot3CollTable**
 - **dot3Test** group
 - **dot3Errors** group
 - **dot3ChipSets** group
- **if.mib** — IF MIB, RFC 1573
Unsupported counters and tables in this MIB:
 - **ifTestTable**
 - **ifRcvAddressTable**
 - **ifHC** 64-bit counters
- **mib2.mib** — MIB-II MIB, RFC 1213
Unsupported group in this MIB:
 - **egp** group
- **rmon.mib** — RMON MIB, RFC 1757 and RFC 2021
Supported groups in this MIB:
 - **statistics**
 - **history**
 - **alarm**
 - **hosts**

- **hostTopN**
- **matrix**
- **event**
- **protocolDir** (RMONv2)
- **protocolDist** (RMONv2)
- **addressMap** (RMONv2)
- **n1Host** (RMONv2)
- **n1Matrix** (RMONv2), with the exception of the n1MatrixTopN group
- **probeCapabilities** object of **probeConfig** group (RMONv2)



A maximum of four different ports can be configured for the following RMON groups at any given time:

- **hosts**
 - **hostTopN**
 - **matrix**
 - **n1Host**
 - **n1matrix**
 - **trunk.mib**
 - **vlan.mib** — 3Com VLAN MIB
 - **swSys.mib** — Replaces s2System.mib, swSystem.mib, and Ip.mib
- Unsupported groups in this MIB:
- **swSysSlot**
 - **swSysControlPanel**
 - **swSysSnmp**
 - **swSysSmt**
 - **swSysTokenRingPort**
 - **swFilter.mib**
 - **swQos.mib**
 - **swProd.mib**
 - **ianaif.mib**

- Compiler Support** ASN.1 MIB files are provided for each of these MIB compilers:
- HP Openview (version 3.1)
 - SunNet Manager (version 2.0)

Release History

Table 4 describes the release history of the CoreBuilder 3500 system software.

Table 4 Release History for CoreBuilder 3500 System Software

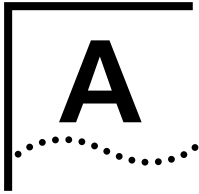
Release Number	Description of Release
1.0.0	First release of the CoreBuilder 3500 system software. Release features: <ul style="list-style-type: none">■ 10/100BASE-TX module■ 100BASE-FX module■ IP routing (RIP support)■ Multicast packet firewall to limit broadcast storms■ SNMP MIB management■ Spanning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

(continued)

Table 4 Release History for CoreBuilder 3500 System Software (continued)

Release Number	Description of Release
1.1.0	<p>Second release of the CoreBuilder 3500 system software.</p> <p>Base System Software Release features:</p> <ul style="list-style-type: none"> ■ IP routing (OSPF support) ■ IPv4 multicast DVMRP routing ■ IGMP snooping ■ RMON v1 ■ Gigabit Ethernet 1000BASE-SX module ■ Port trunking ■ Port group packet filtering ■ IEEE 802.1Q tagging for bridging and routing ■ Address table per VLAN (closed VLAN) ■ Simplified port numbering ■ Web-based management <p>Base Plus Extended System Software Release features:</p> <p>Everything in Base System Software, plus:</p> <ul style="list-style-type: none"> ■ RMON v2 ■ IPX routing ■ AppleTalk routing ■ RSVP for 10/100 Ethernet ■ Quality of Service: Static bandwidth reservation (RSVP) for 10/100 Ethernet
1.1.1	<p>Third release of the CoreBuilder 3500 system software.</p> <p>Base Plus Extended System Software Release changes:</p> <ul style="list-style-type: none"> ■ Read/Write access and Administer password no longer available through the SNMP MIB variable
1.2.0	<p>Fourth release of the CoreBuilder 3500 system software.</p> <ul style="list-style-type: none"> ■ Support for the 1000BASE GBIC module (LX support) ■ Additional IPX options: <ul style="list-style-type: none"> - ipx NetBIOS - ipx secondary - ipx route secondary - ipx server secondary ■ Software corrections





USING WEB MANAGEMENT

This appendix describes the new Web Management suite of applications for the CoreBuilder 3500 high-function switch. The appendix contains:

- Web Management Overview
- Embedded Web Management
- Installable Web Management Files
- Launching Web Management Applications
- Troubleshooting the Installed Web Management Software

*Browser
requirements*

The Web Management suite of applications requires Microsoft Internet Explorer 4.01 or later or Netscape Navigator 4.03 or later.

If you are using Netscape Navigator 4.03 or 4.04, be sure to install the Netscape JDK 1.1 Patch. Download the patch from this URL:

<http://help.netscape.com/filelib.html#smartupdate>

See “Web Management and Internet Explorer” on page 47 and “Web Management and Netscape Navigator” on page 52 for more details.

Web Management Overview

The Web Management suite of applications consists of **embedded Web Management applications** and **additional installable software files**:

- **Embedded Web Management Applications** — This software is part of the CoreBuilder 3500 system software image. The embedded applications are a collection of Web-based components that fit into a consistent GUI model:
 - **WebConsole** — An HTML-based application. See “WebConsole” on page 34 for details.
 - **DeviceView** — A Java-based application that displays a real-time image of the device. The image is “live,” which means that you can manage each port, module, or system by clicking on the part of the image that you want to manage. See “DeviceView” on page 35 and “Browser Requirements” on page 35 for details.
 - **Help** — The HTML-based Help system for the Embedded Web Management applications. See “Embedded Web Management Help” on page 39 for details.

*When to use
Embedded software*

Use the Embedded Web Management applications for most of your device management tasks. (For filtering packets, receiving e-mail notices from the managed system, see the discussion of Installable Software Files next.) Because this embedded software is part of the CoreBuilder 3500 system software image, these embedded applications are available immediately on your CoreBuilder 3500 system. You can manage a single port or device, or, using multiple windows, you can manage multiple devices at the same time.

- **Installable Software Files** — Available for you to install on your workstation or PC from the CoreBuilder 3500 Software and Documentation CD.

*When to use
installable software*

Install some or all of these additional applications:

- Filter packets, using the **Filter Builder** application. See “Filter Builder” on page 41 for details.
- Receive e-mail messages of system, module and port changes, using **Status Log**. See “Troubleshooting Help Access” on page 52 for details.
- Use the **integrated GUI interface** for WebConsole, DeviceView, and their Help topics. See “Integrating the Embedded and Installed Applications with a Combined Interface” on page 39 for details.
- Use **context-sensitive Help** for many screen items.

Embedded Web Management

With the Embedded Web Management applications, you can manage a CoreBuilder 3500 device by using a Web Browser. See “Browser Requirements” on page 35 for more information.



Embedded Web Management is part of the system software image.

The Embedded Web Management applications are WebConsole (including Configuration Wizards), DeviceView, and the HTML-based Help system.

All of these applications share a consistent GUI interface. See Figure 1.

The GUI for the embedded Web Management applications is divided into three areas (shown on page 33):

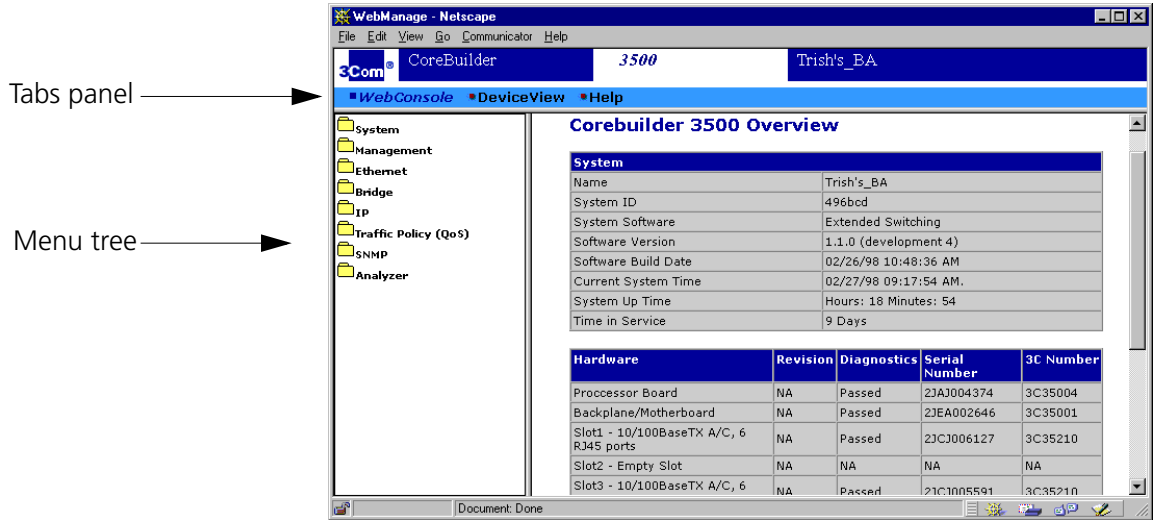
- **Tabs panel** — At the top of your browser window, there are three tabs: WebConsole, DeviceView, and Help. When you select a tab, the contents of the menu tree and the workspace change accordingly:
 - **WebConsole tab** — When you select this tab, the menu tree lists the parameters that you can configure for the selected device.
 - **DeviceView tab** — When you select this tab, you can view an image of the device. See “Browser Requirements” for the specifications for versions of Java-based browsers for DeviceView.
 - **Help tab** — When you select this tab, the menu tree lists a collection of Help topics that relate to the embedded Web Management applications.
- **Menu tree** — Lists system menu options, much like the Administration Console. Click a menu item to view the associated form in the workspace.



Telnet icons in the menu tree are provided for configuring system parameters that are not supported through the WebConsole. Click an icon to launch a telnet session for the selected device.

- **Workspace** — Displays forms for the selected menu option. To access context-sensitive Help for the form if you have installed the additional files, click the *Help* button on the form. See “Configuring Installable Help Files” on page 45 for details.

Figure 1 Embedded Web Management Screen



WebConsole The WebConsole application provides a tree of options for managing your devices. Each option calls up one or more forms that help you set parameters and view statistics.

Embedded Configuration Wizards

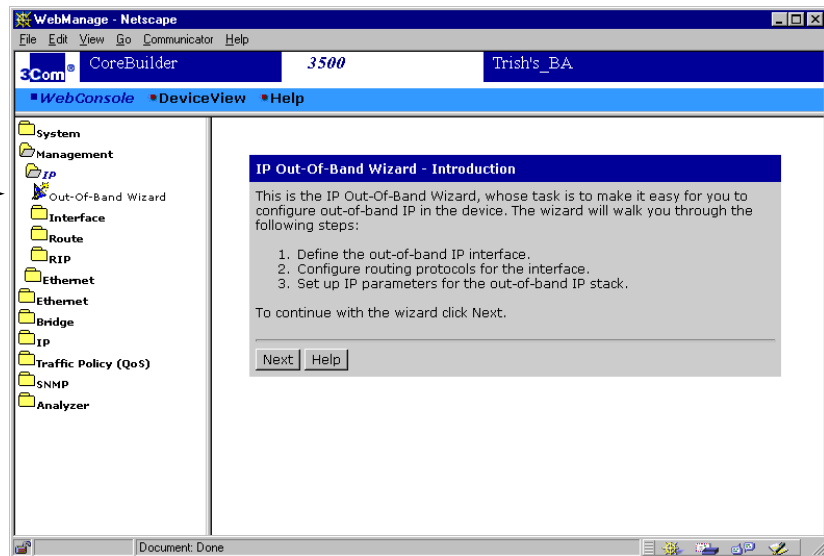
Embedded Web Management also contains Configuration Wizards, which are designed to facilitate configuration tasks. They help you create valid configurations and prevent common configuration mishaps. In addition, Configuration Wizards allow you to change or modify attributes. See Figure 2.

Configuration Wizards, which are available through the WebConsole menu tree, include:

- IP In-Band and IP Out-of-Band Configuration Wizards. To help you configure IP on a device, they walk you through the configuration process.
- Traffic Policy Configuration Wizard. This wizard offers a high-level procedure for configuring QoS policies, performing most of the low-level details itself.

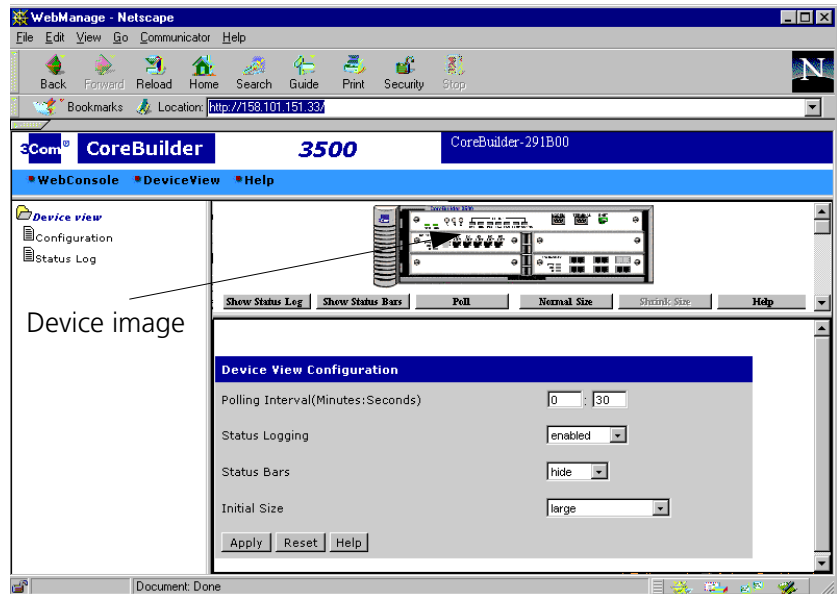
Figure 2 Configuration Wizard

Configuration Wizard icon



DeviceView Click the DeviceView tab on the Web Management screen to launch an image of the device and its installed modules. You can click on ports or modules to view real-time system status and to configure system parameters. See Figure 3.

Figure 3 DeviceView Screen



Browser Requirements

The Web Management suite of applications requires Microsoft Internet Explorer 4.01 or later or Netscape Navigator 4.03 or later.

If you are using Netscape Navigator 4.03 or 4.04, be sure to install the Netscape JDK 1.1 Patch. Download the patch from this URL:

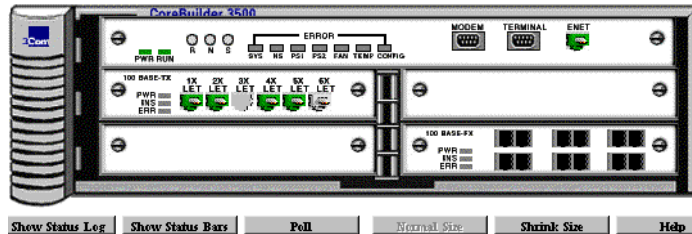
<http://help.netscape.com/filelib.html#smartupdate>

See "Web Management and Internet Explorer" on page 47 and "Web Management and Netscape Navigator" on page 52 for more details.

About the Device Image

The device image (shown in Figure 4) provides a subset of the system management options that are available through the WebConsole tab. Use the image to view system status and configure some system parameters.

Figure 4 DeviceView Image



The device image highlights the current state of the system and each port with the color codes in Table 5.

Table 5 Status Color Codes

Color/Shade	Indicates this status
Green	Enabled, link present
Partial Shading (dark edge)	Disabled, link present
Black	Enabled, link absent
Gray Shading	Disabled, link absent
Red	Partitioned, link present
Yellow	Resilient, link absent

For more information on the device image, see the online Help forms associated with the device.



If you click the Help button below the device image but do not see the online Help forms, verify that the installable Help files are configured properly for your device. See “Configuring Installable Help Files” on page 45 for details.

The DeviceView application actively monitors the device and allows you to configure system, module, and port parameters.

To configure a parameter for the system, module, or port, click on the image of the area that you want to configure:

- To view system-level parameters, click anywhere along the outline of the CoreBuilder 3500 chassis, outside the module outline.
- To view module-level parameters, click the outline of the module that you want to configure.
- To view port-level parameters, click the image of the port that you want to configure.

Configuration forms appear in the DeviceView workspace.

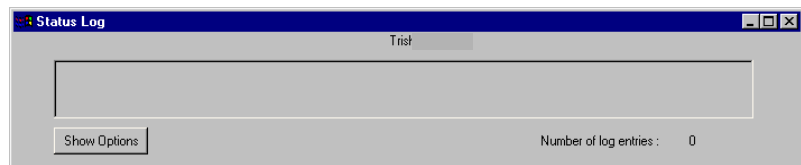


The part of the device image to which you are pointing displays a blue border.

Status Logging in DeviceView

DeviceView has a Status Log that monitors system, module, and port changes on the device and displays the events in a log. See Figure 5.

Figure 5 Status Log in DeviceView



If you are using Internet Explorer, follow the instructions to improve DeviceView download speed for Status Logging functionality. See "Enabling E-Mail Options on Internet Explorer" on page 50 for more information.

You can set DeviceView to monitor the system, the modules, or the ports in any combination. If you have installed the DeviceView accessories, you can set the system to send e-mail of events to specified destinations to facilitate network monitoring.

To receive e-mail regarding changes to the system, you configure available options (for example, device, module, or port changes) in the Status Log Configuration form. See Figure 6.

Figure 6 Status Log Configuration Form

To enable Status Logging options:

- 1 Select the DeviceView tab from the Embedded Web Management menu screen.
- 2 Click **DeviceView** in the menu tree.
- 3 Click **Configuration** in the menu tree.
- 4 In the drop-down menu of the Status Logging field, select **enabled**.
- 5 Click **Apply**.
- 6 Click **Status Log** in the menu tree and configure the options for e-mailing system, module, or port changes.
- 7 Click **Apply** in the Status Log configuration form.



In Netscape, reload the browser before the changes take effect. In Internet Explorer, refresh the browser window before the changes take effect.

The mailing status text box displays information about your mail server.

For more information on the Status Log e-mail options, click Help in the Status Log configuration form.

Embedded Web Management Help

The third component of the embedded Web Management suite of applications is the Help system. To access Help, click the Help tab on the Web Management main screen.

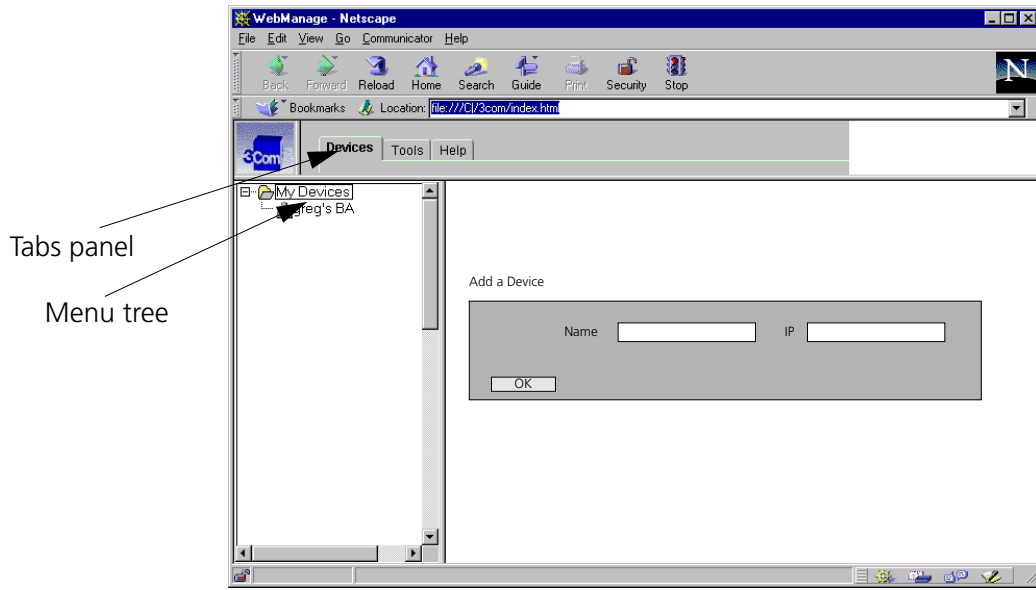
Installable Web Management Files

The CoreBuilder 3500 system comes with a Software and Documentation CD that contains additional, installable Web Management files. You can choose to install one or more extra applications to perform these tasks:

- Use the integrated GUI interface for the combined embedded and installable Web Management applications. See “Integrating the Embedded and Installed Applications with a Combined Interface” next for more details.
- Use Filter Builder to configure packet filters that filter packets on your device. See “Filter Builder” on page 41 for details.
- Use context-sensitive Help for many items on the Web Management screens and forms.
- Group multiple devices using Web Management software and a Web browser (Netscape or Internet Explorer) with an Internet connection.

Integrating the Embedded and Installed Applications with a Combined Interface

Install the additional files to combine the embedded tools of WebConsole and DeviceView, and their Help topics in an integrated Web Management interface. Figure 7 shows the main screen for the integrated interface.

Figure 7 Integrated Web Management Browser Window

The integrated Web Management GUI interface enables you to list and manage all your devices from one central location. You can easily add and delete devices and group the devices in ways that make sense to you, for example, by location or subnetwork.

The integrated Web Management screen, shown in Figure 7, is divided into three areas:

- **Tabs panel** — At the top of your browser window, there are three tabs: Devices, Tools, and Help. When you select a tab, the contents of the menu tree and the workspace change accordingly:
 - **Devices tab** — When you select this tab, the menu tree lists the devices that are currently accessible through Web Management.
 - **Tools tab** — When you select this tab, the menu tree lists installed applications. At this release, only the Filter Builder application appears.
 - **Help tab** — When you select this tab, the menu tree lists the Help topics for the embedded Web Management applications. You can access links to 3Com Technical Support and to other locations on 3Com's web site.

- **Menu tree** — Organizes devices, tools, and documentation into folders. Click a folder icon for a list of devices, tools, or documents. Click a device, tool, or document icon to display it in the workspace.
- **Workspace** — Displays the device, application, or Help topic that you select from the Menu tree.

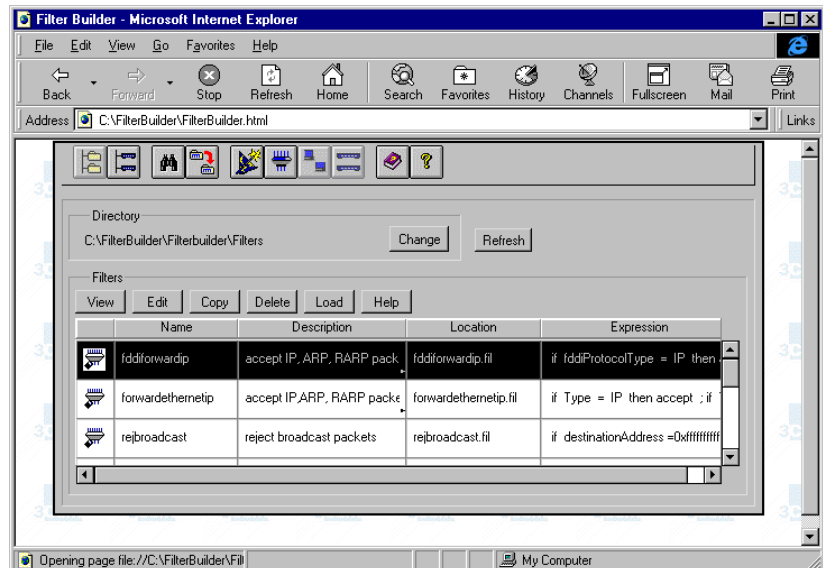
Filter Builder

Before Filter Builder, you created filters manually with the packet filter language in a text editor or in the built-in line editor of your 3Com device's Administration Console. The limitations of these methods is that you need a good understanding about how the packet filter language and its operators work, what part of a packet you want to filter, and how to combine sequential tests. Also, you did not know whether you had written your filters correctly.

With Filter Builder, you can implement packet filters easily and verify that your filters are syntactically correct before you test them on your 3Com devices. You can use one of the predefined filters included with Filter Builder or you can create a new one.

Figure 8 shows the Filter Builder configuration form.

Figure 8 Filter Builder Configuration Form



Filter Builder includes 10 predefined filters, which are displayed on the Filter tab. Table 6 lists the predefined filters and what each does.

Table 6 Predefined Filter Builder Packet Filters

Filter Name	Filtering Job
fddiforwardip	Forwards FDDI IP, ARP, and RARP packets
forwardethernetip	Forwards Ethernet IP, ARP, and RARP packets
rejbroadcast	Rejects packets from a specific address group
rejdiffaddrgrp	Rejects packets from a specific address group
rejdiffportgrp	Rejects packets from a specific port group
rejethernetappletalk	Rejects Ethernet AppleTalk packets
rejethernetipx802	Rejects Ethernet IPX packets
rejfdiat	Rejects FDDI AppleTalk packets
rejfdiipx802	Rejects FDDI IPX packets
rejmulticast	Rejects multicast packets

You can distinguish predefined filters from filters that you create by the icon that pertains to each filter's name in the list on the Filter tab. The icon for predefined filters has a lock in the lower left corner, which indicates that the filter is write protected; you cannot edit or delete it.



Although the predefined filters are write-protected, you can edit a predefined filter indirectly by copying it, giving it a new name, and then editing it.

To create a filter, Filter Builder has two interfaces:

- **Filter Wizard** window — If you are unfamiliar with packet filtering or to create a simple filter, use this interface.
- **Create or Edit Filter** window — If you are familiar with packet filtering or to create a complex filter, use this interface.

You can also use Filter Builder to create address groups and port groups to use with filters. (At this release, you can only use Filter Builder to create port groups.)

For additional information on the Filter Builder application, use these resources:

- **Filter Builder Help System**

Filter Builder has a comprehensive Help system that is accessible from the Help menu and from Help Buttons within the application. The Help System includes “What’s This?” Help, with which you can access Help information about individual screen icons, buttons, fields, and the like.

- Any system issues or known problems related to Filter Builder are listed among the Web Management System Issues and Web Management Known Problems in the body of these Release Notes.

- *CoreBuilder 3500 Administration Guide*

The *Administration Guide* contains detailed information on the packet filter language.

Installing the Additional Web Management Files

An installation file called `setup.exe` is available on the CoreBuilder 3500 Software and Documentation CD. Use this file to launch the Web Management Installation Wizard.



At this release, the Install facility supports installation of the additional Help files only on a PC. To install the context-sensitive Help files on a UNIX workstation, see “UNIX Help Installation” on page 46 for more information.

Windows Installation

If you choose to install the additional Web Management files, place them on a workstation that runs Windows 95 or Windows NT. Follow these steps:

- 1 Close all open programs and applications.
- 2 Locate the `setup.exe` file in the `\WebManag\windows` directory.
- 3 Double-click the filename `setup.exe` and follow the instructions in the Web Management Setup Wizard. Three installation options are provided: Custom, Help Files Install, and Typical.



To manage multiple devices, install the Web Management application. To install Web Management, choose the Typical installation or choose the Web Management option in the Custom installation.

- **Custom** — Installs one or more Web Management components.
 - **Help Files Install** — Installs context-sensitive Help files for the Web Management embedded forms.
 - **Typical** — Installs all Web Management components, including Web Management, Filter Builder, context-sensitive Help files, and DeviceView Accessories (such as Status Logging).
- 4 If you have installed Web Management applications and are using Windows 95, the Wizard prompts you to reboot your system. You must reboot to complete the installation process.

If you have chosen Custom installation and chose only the Help files, you do not need to reboot your system.

The Web Management installation wizard installs the Web Management program icons into the directory that you specified at the beginning of the installation procedure.

Configuring Installable Help Files

To access context-sensitive Help for the CoreBuilder 3500 system, install the Help files on your workstation or PC using Help Files Install or Typical for the installation option. See “Windows Installation” on page 44 for details.

The first time that you attempt to access Help, the system prompts you for the URL of the workstation or PC on which you have stored the Help files. After you configure the URL, you can access form-specific Help as well as the complete Help system for the Embedded Web Management application.



For the Help link to work at this release, after you first set the Help Configuration URL, select another menu item and then select the item that you want to configure.

To configure the location of the Help files:

- 1 In the URL field of the Help Server Configuration form, enter the complete path for the Help files. See Figure 9. Example:

http://158.101.171.32/3Com/Help

Figure 9 Help Server Configuration Form

Help Server Configuration

Help Installation URL

EXAMPLE: *http://0.0.0.0/3Com/help*

Apply Reset



*When entering the complete path in the URL field of the Help Server Configuration form, do not end the path argument with a slash (/). Leave the path open. For example: **http://0.0.0.0/3Com/Help***

- 2 Click **Apply**.

Help is now configured for your system. To access context-sensitive Help on any task or form, click the Help button on each Web form or click Help on the Panel tab of the Web Management main screen to access the Help system Contents.



At this release, the Install facility supports the installation of these Help files only on a PC. To install the context-sensitive Help files on a UNIX workstation, refer to “UNIX Help Installation” next.

UNIX Help Installation

A UNIX TAR file containing the Web Management Help system is available on the CoreBuilder 3500 Software and Documentation CD.

To install Help files on your UNIX workstation:

- 1 Locate the `HELP.TAR` file in the `\webManag\unix` directory on the CoreBuilder 3500 Software and Documentation CD.
- 2 Extract the `.TAR` file into your Web server directory using the `tar -xvf HELP.TAR` command.

Launching Web Management Applications

Depending on which files you have installed, you can manage a single device or multiple devices or you can use Filter Builder:

- To manage a single device, open a new browser window and enter the IP address of the system that you want to manage.
- To manage multiple devices, from the Windows 95 or NT Start menu, select Web Management from the *Programs* menu.
- To launch the Filter Builder application, from the Windows 95 or NT Start menu, select FilterBuilder from the *Programs* menu.



UNIX functionality is not supported at this release.

Web Management and Internet Explorer

If you are using Internet Explorer, install the latest 4.01 Service Pack 1. This service pack makes Internet Explorer Year 2000 compliant and fixes other product support issues. Download the 4.01 Service Pack 1 from the following URL:

http://www.microsoft.com/msdownload/iebuild/ie4sp1_win32/en/ie4sp1_win32.htm



If the above link is unavailable, download the service pack from the Microsoft home page:

<http://www.microsoft.com>

To improve DeviceView download speed or to enable the Status Log e-mail options when you use Internet Explorer to manage devices, you change several security settings, as described in the next section.



Certain Status Log options allow you to send e-mail messages regarding system, module, and port status changes to one or more e-mail addresses. To access these e-mail options, install the additional Web Management files and enable Status Logging. See Web Management Help for additional information on DeviceView Status Log options.

Improving DeviceView Download Speed

To improve the download speed for DeviceView image in Internet Explorer:

- 1 Open an Internet Explorer browser window.
- 2 Choose **Internet Options** from the **View** menu in the browser window. The Internet Options dialog box appears.
- 3 Choose the **Security** tab to view security options. See Figure 10.

Figure 10 Security Tab on the Internet Options Dialog Box

- 4 In the **Zone** field, choose **Trusted sites zone** from the drop-down menu.
- 5 The **Add Sites** button is now available. Click **Add Sites**.

- The Trusted sites zone dialog box appears. See Figure 11. In the **Add this Web site to the zone** field, type `http://` plus the IP address of the device that you want to manage through Web Management. Example:

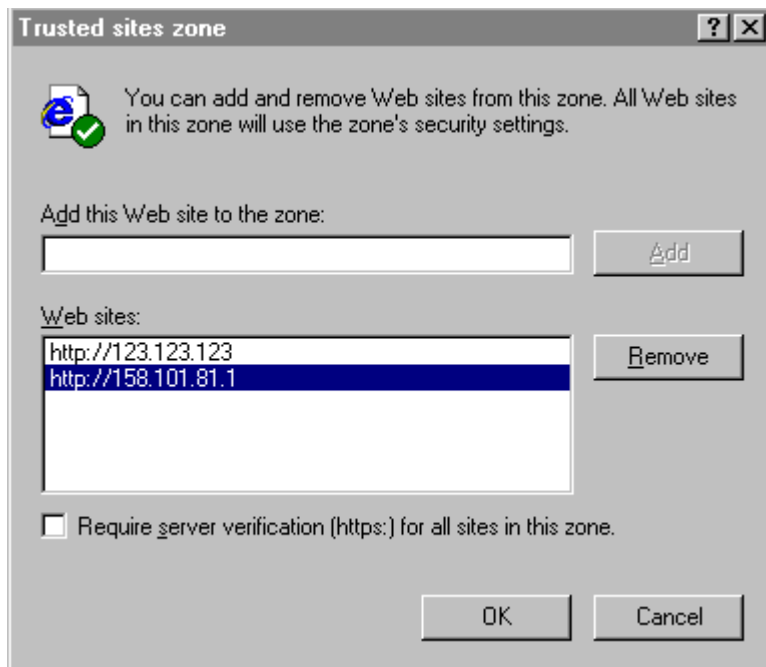
`http://158.101.81.1`

This information is added in the **Web sites** field.



*Deselect the **Require server verification** option when you add device information.*

Figure 11 Trusted Sites Zone Dialog Box



- Click **OK** when you have added all of the devices that you want to manage.



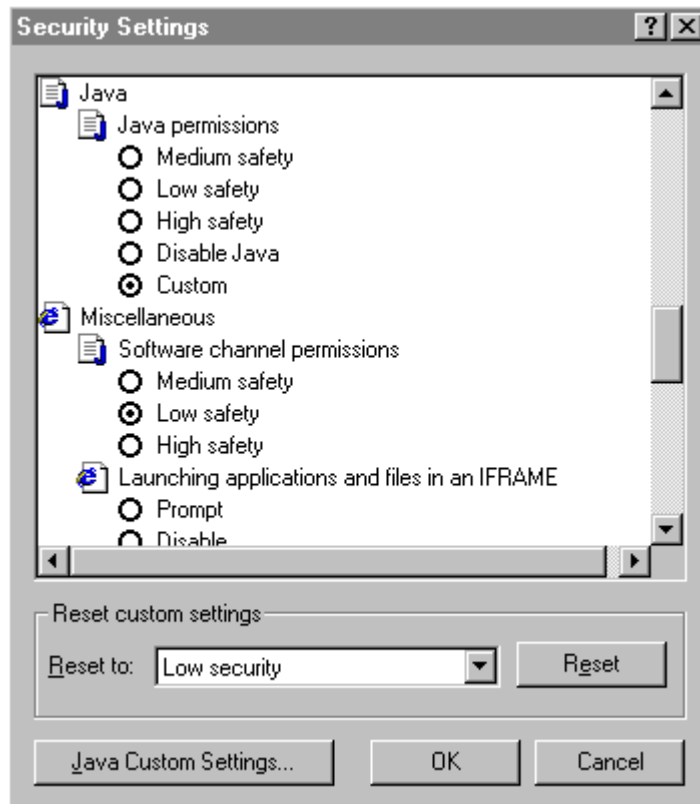
To enable Status Log e-mail features in Web Management applications, follow the procedure in the next section.

Enabling E-Mail Options on Internet Explorer

To ensure that the e-mail option for Status Log is available, follow the steps in “Improving DeviceView Download Speed” on page 47 and then take these steps:

- 1 Choose the **Security** tab in the **Internet Options** dialog box, and then click the **Custom** radio button to set custom security settings. The **Settings** button to the right of this option is now available (Figure 10).
- 2 Click **Settings**. The **Security Settings** dialog box appears (shown in Figure 12):
 - In the **Reset custom settings** area, choose **Low security** from the drop-down menu and click **Reset**.
 - In the Security Settings area, scroll down to Java Permissions and select the **Custom** radio button. The **Java Custom Settings** button at the bottom of the dialog box is now available.

Figure 12 Security Settings Dialog Box

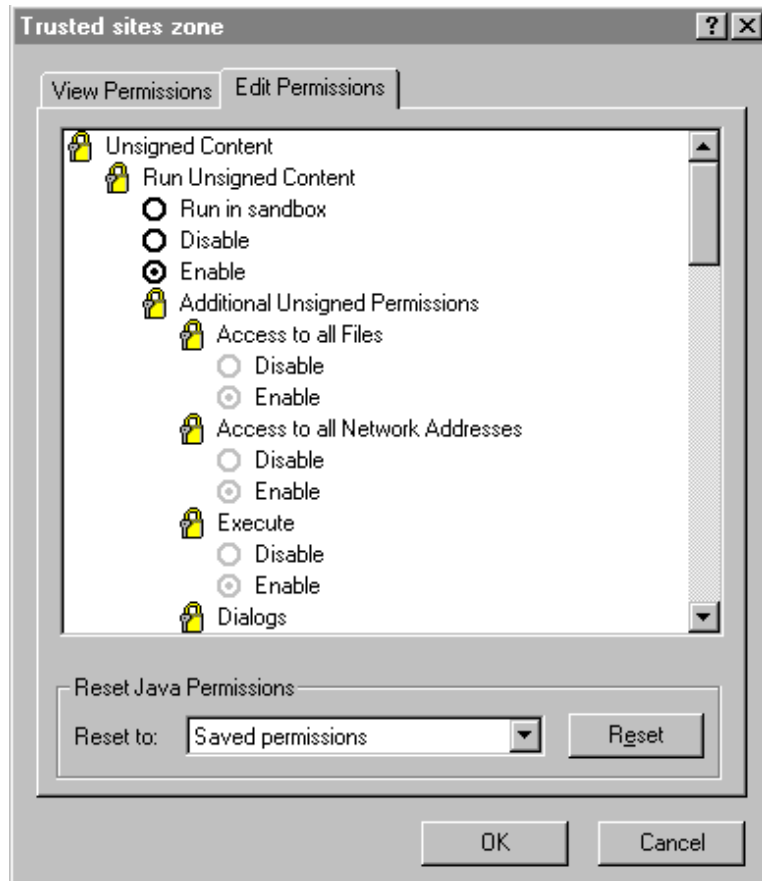


- 3 Click **Java Custom Settings**.
- 4 The **Trusted sites zones** dialog box appears. See Figure 13. Select the **Edit Permissions** tab.



If the options listed under Unsigned Content cannot be configured, ensure that you are using the latest version of Internet Explorer.

Figure 13 Edit Permissions Tab



- 5 In the **Run Unsigned Content** choices, click the **Enable** radio button.
- 6 Click **OK** to close the Trusted site zone dialog box and again to close the Security Settings dialog box.
- 7 Click **Apply** in the Internet Options dialog box to apply the setting and **OK** to close the Internet Options dialog box.

Web Management and Netscape Navigator

If you encounter problems accessing Help files from the Filter Builder application or other Web Management applications when using Netscape, clear the browser memory cache and disk cache and restart the browser, as explained next.

Troubleshooting Help Access

To clear the cache in Netscape Navigator:

- 1 In the browser window, choose **Preferences** from the **Edit** menu.
- 2 Click **Advanced** in the Category menu tree.
- 3 Click **Cache** in the **Advanced** folder.
The browser cache options appear to the right of the menu tree.
- 4 Clear the memory and disk cache by clicking the appropriate buttons on the cache options form.
- 5 Restart the browser.



The Netscape browser does not always shut down. If it does not shut down, press Ctrl+Alt+Delete and end the Netscape browser task.

Troubleshooting the Installed Web Management Software

If you are unable to run the installed Web Management software, check your `CLASSPATH` environment variable.

By default, the Web Management installation adds two directories above your existing `CLASSPATH`: `C:\3Com`.



Your directories may be different if you did not choose the default `C:\3Com` directory during installation.

If your system already has an existing `CLASSPATH` before you install the additional Web Management files, the necessary `3Com` directories are added above yours. As a result, your classpath may resemble the following:

```
C:\3Com;C:\java\classes;C:\java\applets\myclasses;
```

If you modify your classpath and do not include the `3Com` directories (and possibly if you do not list them before any other directories in your classpath), the installed Web Management components may fail to run properly.

In Windows 95, your CLASSPATH is set in the `autoexec.bat` file. It usually appears in this format:

```
SET CLASSPATH=C:\3Com;
```

In Windows NT, your CLASSPATH is set through the System icon in the Control Panel. Ask your system administrator if you do not know how to change your environment variables.

Examples of Good and Problematic CLASSPATH Settings

This is the minimal setting required for installed Web Management:

```
SET CLASSPATH=C:\3Com;
```

The following setting is also acceptable:

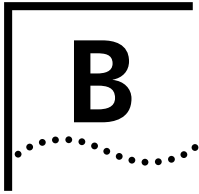
```
SET CLASSPATH=C:\3Com;C:\java\classes;
```

This setting could potentially cause problems:

```
SET CLASSPATH=C:\java\classes;C:\myclasses;C:\3Com;
```

The next setting results in unspecified behavior, because the 3Com installed Web Management directories are not included. An unspecified CLASSPATH has similar results. In either case, the installed Web Management applications may fail to run:

```
SET CLASSPATH=C:Local Status Log
```

SYSTEM SECURITY

This appendix describes the password security features of the CoreBuilder 3500 system software.

Setting Passwords

To ensure system security, you must change the Administration Console password for all three levels when you first log on to the system. The following procedure details the setting of passwords.

The Administration Console supports three levels of access:

- One for only browsing or viewing (*read*)
- One for configuring network parameters (*write*)
- One for full system administration (*administer*)

Initial passwords

Because the initial passwords stored in the nonvolatile memory of the system are null for all access levels, press Return or Enter at the password prompt when you log on for the first time.

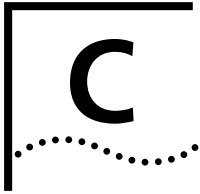


You can change passwords only when you enter the Administration Console at the `administer` access level.



After you install the new release, all passwords return to their default values, that is, null. You must redefine all passwords, even if the passwords are the same as the ones that you have currently configured for the system.

- 1 To set a password, from the top level of the Administration Console, enter:
system password
- 2 At the prompt that requests you to enter an access level to change, enter one of these commands:
 - **read**
 - **write**
 - **administer**
- 3 At the prompt for your new password, enter the new password.
The password can be up to 24 characters long and is case sensitive. To enter a null password, press the Return or Enter key.
- 4 Retype the new password for verification. The system does not display the password in any of the fields as you type.
Example:
Select menu option (system): **password**
Password access level (read, write, administer) **read**
New password:
Retype new password:
The administration console password has been successfully changed.
- 5 Repeat steps 1 through 4 for each level of password.



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:		
Belgium	0800 71429	
Denmark	800 17309	
Finland	0800 113153	
France	0800 917959	
Germany	0130 821502	
Hungary	00800 12813	
Ireland	1800553117	
Israel	177 3103794	
Italy	1678 79489	
Netherlands	0800 0227788	
Norway	800 11376	
Spain	900 983125	
Sweden	020 795482	
U.K.	0800 966197	
Austria	06 607468	
Poland	00800 3111206	
Portugal	05 05313416	
South Africa	0800 995014	
Switzerland	0800 55 3072	
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

Year 2000 Compliance

For information on Year 2000 compliance and 3Com products, visit the 3Com Year 2000 Web page:

<http://www.3com.com/products/yr2000.html>

