Doc. No. 78-0000-00 Rev. A0

Catalyst 3900 ATM Module Software Release 1.0(1) Release Note

January 15, 1998

This document describes the known (open) problems for this release.

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Known Problems

This section lists the currently known problems.

Problems with ATM Module Diagnostics

Problem Identifier: CSCdj73405

Problem Description: Occasionally, the Catalyst 3900 ATM module start-up diagnostics will erroneously report the following message:

```
WARNING: FATAL ATM Module Boot Failure
Port = xx, Code = 22, msg = MP SAR Framer loopback test failed
```

If this error occurs during the Catalyst 3900 power-on diagnostics, the ATM port will be marked as failed and will be disabled.

Recommended Action: Disconnect the power cord from the Catalyst 3900 for at least 15 seconds and then reconnect the power cord. If the problem re-occurs, then repeat this action.

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ATM Module Not Shown on SNMP Network Maps

Problem Identifier: CSCdj69326

Problem Description: The ATM module currently uses an IP address of 0.0.0.0 when queried by ILMI. Because this is an invalid address, ATM network management agents (such as CSWI) will exclude the ATM module from their network map.

Recommended Action: None.

TrBRF Spanning-Tree Protocol Not Giving Preference to TrCRFs that Contain an ATM Port

Problem Identifier: CSCdj64419

Problem Description: When running the Spanning-Tree Protocol on a TrBRF, it is possible for the logical port of the TrCRF that contains the ATM port to go into the BLOCKED state while TrCRFs that contain only Token Ring ports are in the FORWARDING state. This is because the TrBRF spanning-tree algorithm does not take into account the port cost or port priorities of individual ports within a TrCRF when it makes topology decisions.

Recommended Action: To counter this problem, change the STP Cost (on the Spanning Tree for TrCRF panel) for the TrCRF that contains the ATM port to a lower value, thereby allowing the TrCRF to remain in the FORWARDING state.

Availability of Catalyst 3900 Software Upgrades on CCO

When changes are made to the Catalyst 3900 software, the new image is posted to CCO. You can then obtain a copy of the image and download it to your switch.

Obtaining Service and Support

For service and support for a product purchased from a reseller, contact the reseller. Resellers offer a wide variety of Cisco service and support programs, which are described in the section “Service and Support” in the information packet that shipped with your product.

Note If you purchased your product from a reseller, you can access Cisco Connection Online (CCO) as a guest. CCO is Cisco Systems’ primary, real-time support channel. Your reseller offers programs that include direct access to CCO’s services.

For service and support for a product purchased directly from Cisco, use CCO.

Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems’ primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco’s customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: http://www.cisco.com
- WWW: http://www-europe.cisco.com
- WWW: http://www-china.cisco.com
- Telnet: cco.cisco.com
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

Note If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.

Ordering Documentation

Documentation for Cisco products is available in three forms: in a CD-ROM package, printed books, and on the World Wide Web. You have the option of subscribing to the CD ROM package through an update service. Or you can order printed documentation at an additional cost. Refer to the information packet included with the router for detailed ordering information. You can also access Cisco documentation on the World Wide Web URL http://www.cisco.com.

This document is to be used in conjunction with the *Catalyst 3900 Token Ring Switch User Guide* publication.

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