

Grand Junction FastSwitch 2000 Series Field Notice

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Conventions](#)

[Problem Description](#)

[Problem Resolution](#)

[Q and As](#)

[NetPro Discussion Forums - Featured Conversations](#)

[Related Information](#)

Introduction

This document describes a software problem that affects the Grand Junction FastSwitch 2000 series switches.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Problem Description

A software defect was identified affecting some switches in the Grand Junction FastSwitch family. This defect caused switches whose internal clock transitioned to 12:01 AM, December 27, 1995 to hang or reboot repeatedly until 12:01 AM, December 31, 1995. Neither power-cycling nor resetting these switches corrected the problem.

Internal testing and verification confirmed that at 12:01 AM December 31, the switches would resume normal operation, until every year on December 26. On this day, the same symptoms would reoccur. **All affected switches must have their software upgraded.** Although this problem is time-related, it is not a virus.

Grand Junction Products Affected by the Time Bug

Model No.	Product Name	Software Level
G640	FastSwitch 2100	v2.50 or earlier
G6420	FastSwitch 2802	v3.50 or earlier
G6440	FastSwitch 2808	v3.50 or earlier
G6424	FastSwitch 2802 FDDI (DAS)	v3.50 or earlier
G6422	FastSwitch 2802 FDDI (SAS)	v3.50 or earlier
G6421	FastSwitch 2802 FDDI (UTP SAS)	v3.50 or earlier
G6444	FastSwitch 2808 FDDI (DAS)	v3.50 or earlier
G6442	FastSwitch 2808 FDDI (SAS)	v3.50 or earlier
G6441	FastSwitch 2808 FDDI (UTP SAS)	v3.50 or earlier

The problem does not affect the FastSwitch 10, FastSwitch 10/100 AG or FastSwitch 10/100 ES, nor does it affect the Catalyst or CiscoPro versions of these products.

Problem Resolution

The software in the unit must be upgraded. A software upgrade via Flash and process instructions can be downloaded from Cisco's Software Center.

- Use this link for 2100 series FastSwitches:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cat2100>

- Use this link for 2800 series FastSwitches:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cat2800>

You can also obtain this field notice from Cisco's Fax-on-Demand service by 888-50-CISCO (1-888-502-4726). International customers can also get Fax-on-Demand service by calling (415) 596-4408.

To report a problem or get more information, contact the appropriate Cisco TAC center for support. The software can be ordered from the numbers below by asking for the FastSwitch 2100/2800 SW Upgrade - WS-SW-2000.

- **U.S.:** 800 553 6387
- **Europe:** 32 2 778 4242
- **Asia:** 61 2 99354107

Q and As

Q: When and how was the problem discovered?

A: A customer reported it from Japan on December 26, 1995.

Q: Why Cisco versions not affected?

A: The first customer shipments of the Cisco versions were shipped December 31, 1995. These shipments have upgraded software that fixes the problem.

Q: What units are affected?

A: All FastSwitch 2000 series. Cisco does not release installed base figures for specific products,

however, only a small percentage of Cisco's installed base of customers is affected.

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