

Cisco ONS 15454 – Laptop BIOS Incompatibility Issues

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Introduction

This document describes how to resolve conflicts between a laptop computer BIOS and Java 1.3.1, while you try to log in to a Cisco ONS 15454 that runs Cisco Transport Controller (CTC) Software Releases 3.0.x through 3.1.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Any Dell laptop with Windows 98 with BIOS version A9 or later, CTC Software Release 3.0, and Java plug in 1.3.1, accessing any ONS 15454 that runs CTC Software Release 3.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

Any Dell Latitude laptop with this configuration can experience a laptop reboot when the Java plug in launches. The laptop computer system restarts after it has tried to process the Java plug in. Several other brand laptops were tested and only the Dell laptops failed. Older BIOS versions did not cause this reboot. Laptops that run A9 BIOS and later with Windows 98 only reboot each time an ONS 15454 network element is accessed.

Solution

Upgrade the laptop operating system to Windows 2000.

Related Information

- [Optical Product Support Pages](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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