

Release Notes for 200, 300, 500, and ESW2 Series Switches Software Version 1.4.0

August 2014

These Release Notes describe the recommended practices and known issues that apply to software version 1.4.0 for the products listed in the table below.

Model	Description	Ports
SF200-24	24-Port 10/100 Smart Switch	e1-e24, g1-g2
SF200-24P	24-Port 10/100 PoE Smart Switch	e1-e24, g1-g2
SF200-48	48-Port 10/100 Smart Switch	e1-e48, g1-g2
SF200-48P	48-Port 10/100 PoE Smart Switch	e1-e48, g1-g2
SG200-18	18-port Gigabit Smart Switch	g1-g18
SG200-26	26-port Gigabit Smart Switch	g1-g26
SG200-26P	26-port Gigabit PoE Smart Switch	g1-g26
SG200-50	50-port Gigabit Smart Switch	g1-g50
SG200-50P	50-port Gigabit PoE Smart Switch	g1-g50
SG300-10	10-port Gigabit Managed Switch	g1-g10
SG300-10MP	10-port Gigabit PoE Managed Switch	g1-g10
SG300-10MPP	10-Port Gigabit PoE+ Managed Switch	g1-g10
SG300-10SFP	10-port Gigabit PoE Managed Switch	8 SFP + 2 Combo slots
SG300-10P	10-port Gigabit PoE Managed Switch	g1-g10
SG300-10PP	10-Port Gigabit PoE+ Managed Switch	g1-g10

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Model	Description	Ports
SG300-20	20-port Gigabit Managed Switch	g1-g20
SG300-28	28-port Gigabit Managed Switch	g1-g28
SG300-28P	28-port Gigabit PoE Managed Switch	g1-g28
SG300-28PP	28-Port Gigabit PoE+ Managed Switch	g1-g28
SG300-28MP	28-port Gigabit Max PoE Managed Switch	g1-g28
SG300-28SFP	28-port Gigabit SFP Managed Switch	g1-g24, g25-g28 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SG300-52	52-port Gigabit Managed Switch	g1-g52
SG300-52P	52-port Gigabit PoE Managed Switch	g1-g52
SG300-52MP	52-port Gigabit Max PoE Managed Switch	g1-g52
SF300-08	8-port 10/100 Managed Switch	e1-e8
SF302-08	8-port 10/100 Managed Switch	e1-e8, g1-g2
SF302-08MP	8-port 10/100 PoE Managed Switch	e1-e8, g1-g2
SF302-08P	8-port 10/100 PoE Managed Switch	e1-e8, g1-g2
SF302-08PP	8-Port 10/100 PoE+ Managed Switch	e1-e8, g1-g2
SF302-08MPP	8-Port 10/100 PoE+ Managed Switch	e1-e8, g1-g2
SF300-24	24-port 10/100 Managed Switch	e1-e24, g1-g4
SF300-24P	24-port 10/100 PoE Managed Switch	e1-e24, g1-g4
SF300-24MP	24-port 10/100 Max PoE Managed Switch	e1-e24, g1-g4
SF300-24PP	24-Port 10/100 PoE+ Managed Switch	e1-e24, g1-g4
SF300-48	48-port 10/100 Managed Switch	e1-e48, g1-g4

Model	Description	Ports
SF300-48P	48-port 10/100 PoE Managed Switch	e1-e48, g1-g4
SF300-48PP	48-Port 10/100 PoE+ Managed Switch	e1-e48, g1-g4
SF500-24	24-port 10/100 Stackable Managed Switch	e1-e24, g1-g4 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SF500-24P	24-port 10/100 PoE Stackable Managed Switch	e1-e24, g1-g4 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SF500-24MP	24-port 10/100 PoE+ Stackable Managed Switch with 4-port GE	e1-e24, g1-g4 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SF500-48	48-port 10/100 Stackable Managed Switch	e1-e48, g1-g4 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SF500-48P	48-port 10/100 PoE Stackable Managed Switch	e1-e48, g1-g4 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SF500-48MP	48-port 10/100 PoE+ Stackable Managed Switch with 4-port GE	e1-e48, g1-g4 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SG500-28	28-port 10/100/1000 Stackable Managed Switch	g1-g28 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SG500-28P	28-port 10/100/1000 PoE Stackable Managed Switch	g1-g28 4 Gigabit Ethernet (2 combo* Gigabit Ethernet+ 2 1GE/5GE SFP)

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Model	Description	Ports
SG500-28MPP	28-port Gigabit PoE+ Stackable Managed Switch	g1-g28 4 Gigabit Ethernet (2 combo* Gigabit Ethernet+ 2 1GE/5GE SFP)
SG500-52	52-port 10/100/1000 Stackable Managed Switch	g1-g52 4 Gigabit Ethernet (2 combo* Gigabit Ethernet + 2 1GE/5GE SFP)
SG500-52P	52-port 10/100/1000 PoE Stackable Managed Switch	g1-g52 4 Gigabit Ethernet (2 combo* Gigabit Ethernet+ 2 1GE/5GE SFP)
SG500-52MP	52-Port Gigabit PoE+ Stackable Managed Switch	g1-g52 4 Gigabit Ethernet (2 combo* Gigabit Ethernet+ 2 1GE/5GE SFP)
SG500X-24	24-port 10/100/1000 Stackable Managed Switch	g1-g24, xg1-xg4 4 10 Gigabit Ethernet SFP+ (1/5/10GE SFP+ modules)
SG500X-24P	24-port 10/100/1000 PoE Stackable Managed Switch	g1-g24, xg1-xg4 4 10 Gigabit Ethernet SFP+ (1/5/10GE SFP+ modules)
SG500X-24MPP	24-Port 10/100/1000 POE+ Stackable Managed Switch with 4-Port 10G	g1-g24, xg1-xg4 4 10 Gigabit Ethernet SFP+ (1/5/10GE SFP+ modules)
SG500X-48	48-port 10/100/1000 Stackable Managed Switch	g1-g48, xg1-xg4 4 10 Gigabit Ethernet SFP+ (1/5/10GE SFP+ modules)
SG500X-48P	48-port 10/100/1000 PoE Stackable Managed Switch	g1-g48, xg1-xg4 4 10 Gigabit Ethernet SFP+ (1/5/10GE SFP+ modules)

Model	Description	Ports
SG500X-48MP	48-Port 10/100/1000 POE+ Stackable Managed Switch with 4-Port 10G	g1-g48, xg1-xg4 4 10 Gigabit Ethernet SFP+ (1/5/10GE SFP+ modules)
SG500XG	16-Port 10-Gigabit Stackable Managed Switch	xg1-xg16 16 10GE ports (8 copper ports and 8 fiber ports) + 1GE port
ESW2-350G-52DC	52-port Gigabit Managed Switch	g1-g52
ESW2-550X-48DC	48-port 10/100/1000 Stackable Managed Switch	g1-g48, xg1-xg4 4 10 Gigabit Ethernet SFP+ (1/5/10GE SFP+ modules)

NOTE *For the Sx500 Series, each combo mini-GBIC port has one 10/100/1000 copper Ethernet port and one mini-GBIC/SFP Gigabit Ethernet slot, with one port active at a time.

TIP As with any firmware release, please read these release notes before upgrading the firmware. Cisco also recommends backing up your configuration before any firmware upgrade.

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Hardware Versions

This firmware runs on two different versions of hardware for the 200 Series Smart Switches, and the 300 Series Managed Switches. There is a single version of hardware for the 500 and ESW2 series switches. The number of supported MAC Addresses, Active VLANs, and Multicast Groups will be different depending on which version of hardware you are using. Refer to the following table for details:

V1 versus V2 Hardware	Total Number of MAC Addresses	Total Number of Active VLANs	Total Number of Multicast Groups
Sx200 in Firmware 1.0.x HW VID=01	8K	128	128
Sx200 in Firmware 1.1.x and above. HW VID=01	8K	256	256
Sx200 in Firmware 1.1.x and above. HW VID=02	8K	256	256
Sx300 in Firmware 1.0.x HW VID=01	8K	256	256

V1 versus V2 Hardware	Total Number of MAC Addresses	Total Number of Active VLANs	Total Number of Multicast Groups
Sx300 in Firmware 1.1.x and above. HW VID=01	8K	256	256
Sx300 in Firmware 1.1.x and above. HW VID=02	16K	4K	1K

Sx500, SG500X and ESW2 switches have a single version of HW, see the admin guide for details.

To determine which version of hardware you are using, click **Status > System Summary**. Look at the lower portion of the screen under the graphic representation of the switch for the PID VID. The descriptor will end in the VID number. The version information is also shown on the product label on the back of the switch. The PID VID is located at the bottom of the label.

New Features and Modifications

- Private VLAN – Allows layer-2 isolation between ports that share the same broadcast domain (e.g. VLAN). This way, several ports can share the same VLAN and access a single uplink port (e.g. internet connection) but still be isolated from other ports. Isolation can be either single host-mode ports which are isolated, or several ports grouped in community host-mode ports.
- Stack LAG – When several ports are connecting between two units, they are automatically added to a stack LAG, hence enabling higher bandwidth for traffic across the stack and providing stack link redundancy.
- IPv6 6-to-4 Tunnel support (SG500x and SG500XG product lines).
- Auto image update – In addition to the already-supported auto configuration update using parameters received by DHCP, the device image can also be automatically updated.
- Loopback detection – Detects network loops using non-BPDU frames, and usually used where spanning tree cannot be used.

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- Spanning Tree Loopback detection – When spanning tree is enabled and discover a loopback (a port that sent spanning tree packet received its own packet from the same port), it shutdown this port.
- 802.1X Open Access – Allows access to the network even if the Radius server response is failure. Accounting of users (Radius/TACACS+ start/stop) is enabled and allows the administrator to review the list of connected devices.
- ACE logging – When traffic is permitted or denied due to ACE match, display hit per interface and generation of syslog messages.
- Multicast Routing based on IGMP/MLD Proxy – Allows simple replication of multicast traffic without need to support complicated multicast routing protocols such as Protocol Independent Multicast (PIM) or Distance Vector Multicast Routing Protocol (DVMRP). Including support for IGMP/MLD router on downstream interfaces (SG500X and SG500XG product lines)
- MLD querier – Used in the absence of a multicast router in the network.
- AAA authentication – Added a control for authorization so the user can decide whether to do authentication-only or authentication + authorization. When upgrading from previous versions, the default becomes authentication-only.
- First Hop Security enhancements - Added the following:
 - IPv6 Source Guard
 - Destination Guard
 - Static/Dynamic neighbor binding integrity
 - Prefix Validation

Change in Flash File System

In versions 1.3.5 and later, the Flash file system has been upgraded. This has implications when upgrading from previous releases to version 1.3.5, and when downgrading from 1.3.5 or later to previous versions as described below.

Upgrading from Versions Earlier than 1.3.5

When upgrading the device from version prior to 1.3.5, you first need to upgrade the device image to image version 1.3.5 or 1.3.7 and the latest boot file (1.4.0.x).

During the first boot of the new version, the flash file system is upgraded and:

- This process takes a few minutes. “...” progress in the Console will be displayed during this process (not relevant to Sx200).
- The syslog file is deleted during this process.
- The original image file is deleted. The two images on the Flash after the upgrade will have the same version (1.3.5/1.3.7).

After the device is upgraded to 1.3.5/1.3.7, you can upgrade the device to version 1.4.

Boot Time when Upgrading to 1.4.0

This information is relevant to the following SKUs:

- SG300-52P, SG300-52MP
- SF500-24MP, SF500-48MP
- SG500X-24MP, SG500X-48MP

Software version 1.4 includes upgraded firmware to the PoE controller. The PoE controller is upgraded automatically when the device is first booted, which makes the boot time longer (~7 minutes). During this time, the device is not responsive; however if a terminal is connected to the console port, the upgrade progress in percentage is displayed. If the upgrade process is interrupted (e.g. device is shutdown during this process), the upgrade will be restarted when the device is booted next.

Downgrading from 1.4.0 to Versions Earlier than 1.3.5

The downgrade copy operation process takes a few minutes, as the file system must be converted before the copy operation itself. The user is notified (using “.....” progress on CLI or a message on the WEB GUI) that the conversion process is ongoing. When the conversion process is complete, the image download begins automatically. The device will automatically reboot after the copy is complete.

When a stacking system is downgraded, only the master is downgraded, and after the master comes up again, it loads the image to the other stack members.

Powering off the device during this process might damage the file system. In such cases, booting might require connecting to the device using the console cable (not relevant to Sx200) and loading the image file using XMODEM.

After the downgrade, only downloaded image file will remain on the Flash (the 1.4.0.x image is deleted during this process). Note that there's no need to downgrade the boot file, the boot file supports both file systems. The boot file cannot be downgraded while 1.4.0.x is active.

Issues Addressed in Version 1.4.0

- When authenticating using WBA, if too many HTTP sync packets are received within a short time, the WBA service is interrupted and the login window is not displayed. The HTTP packets that arrive at the authenticated port are not taken into account. The higher the number of HTTP sync packets received at the same time, the more difficult it is to open the login window. (CQ149646, CSCui73779)
- Sometimes the LAG port cannot be up when using 1G SFP. This issue is observed on SG500XG-8F8T and 10G SFP port. (CQ150142, CSCuj37498)
- Using the web GUI to edit the default port in the Neighbor Discovery Inspection Policy table takes more than 10 seconds. (CQ150135, CSCuj37395)
- MAC-Based ACE fails when ACE Entry Ethertype value is set to 8100. This is because the MAC ACL configured to permit ethertype 8100 packets, blocks packets with ethertype 8100. (CQ146317, CSCuj46199)
- The IPv6 Management and Interfaces web page moves to the Administration > Management Interface menu when users reset to default from the advanced hybrid stacking mode. (CSCum85709)
- Users are unable to modify the management VLAN using the web GUI. (CSCum85721)
- The Port Management > POE > Settings web page takes long to respond, sometimes more than 50 seconds. This issue is not faced by stand-alone switches. (CSCum16983)
- CPU loading is up to 100% when receiving high speed STP BPDU packets. (CSCum85731)

- The Show Inventory command does not display information about SG500X-24MPP, when SG500X-24MPP is the backup unit. (CSCum47439)
- When configuring the DHCP file name option (67) through the web GUI, users are unable to use the '.' (period or full-stop) character. (CSCum85760)
- In versions 1.3.5.58 and later, the maximum allowed IPv4 entry TCAM resource for a Sx300 switch is 454, and not 481 as in earlier versions. (CSCum59161)
- Configure Ports in General mode is not allowed in VLAN 1 (default VLAN) via the web GUI. The configuration appears in the CLI but not in the web GUI. (CSCum82505)
- When users modify the ISATAP tunnel configuration, the changes are not effective till the tunnel interface is restarted. (CQ146071, CSCuj52323)
- For SX500 and SG500X switches, when users manually assign the unit ID, and at the same time force units 1 or 2 to be the stack master, the unit shuts down. (CQ150107, CSCuj46520)
- Using the web GUI to edit the default port in the Neighbor Discovery Inspection Policy table takes more than 10 seconds. This issue is specific to stacked switches only. (CQ150135, CSCuj37395)
- When Maximal Router Preference is set to No Verification on the web GUI, Minimal Router Preference cannot be configured and the message "Maximal router preference verification level must be higher than or equal to the minimal router preference verification level" is displayed. This issue is specific to the web GUI only. (CQ150108, CSCuj46567)
- When multiple resolved host names exist in the web GUI, usually, users are unable to delete the last one or two entries. (CQ149930, CSCuj46576)
- The VRRP Master and Backup status are switched when the Master VRRP preempt is turned-off. (CQ148375, CSCuh50815)
- UDLD does not work when a port channel is configured on the Fiber port. This issue is specific to Fiber ports only. (CQ147285, CSCuj46296)
- When MAC-Based authentication or WEB-Based authentication is used, and the RADIUS server is configured to authentication methods (Multi auth-protocols) other than MD5 as the default method, authentication may fail. (CQ148263, CSCuh40196)
- SG500XG-8F8T does not support cable test on 10G and Gigabit ports. (CQ148165, CSCuj46301)

- When storm control is enabled on a port, and the port speed is reduced to a lower speed, storm control is displayed as disabled, on the web GUI. (CQ149542, CSCui59739)
- Although users can bind a non-existent ACL and a key chain to a Layer3 interface via the web GUI, they cannot edit or delete the entry. (CQ148424, CSCuh56676)
- Enable password authentication does not work with ACS 5.4 TACACS+. (CQ146266, CSCue93645)
- SG500XG-8F8T and SG500X can not be stacked together if using 1G SFP stack cable, and if the stack ports are configured at AUTO speed. (CQ149496, CSCui54965)
- On SG500XG-8F8T, if the user enables Short Reach and Green-Ethernet, the Short Reach operation always remains off. (CQ147929, CSCuj46182)
- When two features are enabled on the same port, IP ACL blocks DHCP, DNS or HTTP traffic and web-based authentication does not work. (CQ148890)
- It is impossible to configure more than 255 multicast groups on an Sx500 switch in Router Mode. The stated limit in the documentation is 1k multicast groups. (CQ143282)
- When configuring a manual IPv6 tunnel with EUI-64 format, the Global IPv6 address is not created. (CQ140132)
- You cannot configure ipv6 tunnel parameters if you previously did not define the mode type. (CQ140919)
- On the SX500 and SG500X switches, when users modify the unit ID, and force master selection at the same time, the stack master shuts down. (CQ150148, CSCuj38655)

Limitations and Restrictions

The following caveats are acknowledged in firmware version 1.4.0.x:

Problem: When Sx500 devices are connected in a ring topology, the IP mroute entry, learned through IGMP proxy, flaps. (CSCun67979)

Solution: There is no workaround.

Problem: VLAN1 cannot be configured as the secondary private VLAN. (CSCup22443)

Solution: There is no workaround.

Problem: MLD snooping does not work for Source Specific Multicast, if IPv6 is enabled on the VLAN interface. (CSCuq13229)

Solution: There is no workaround

Problem: DHCP relay stops working if the DHCP relay interface IP address is reassigned. (CSCuq13199)

Solution: Disable DHCP relay and then enable it again.

Problem: On Sx300 devices, the ISATAP tunnel configuration is lost after a firmware upgrade. This issue was noticed when firmware was upgraded to version 1.4.0. (CSCuq01246)

Solution: There is no workaround.

Problem: On Sx500 devices, the ISATAP tunnel type changes to Manual after the firmware upgraded to version 1.4.0, if the tunnel source is IP address or a physical port. (CSCuq01297)

Solution: There is no workaround.

Problem: After restart, the device is unable to send trap notifications to notification recipients, if the notification version is SNMPv2. (CSCuq00828)

Solution: There is no workaround.

Problem: LAG member port flaps if more than 4000 VLANs are added to the LAG at a time. (CSCuq00892)

Solution: Add fewer VLANs each time.

Problem: The ISATAP client can send RS packets only after the tunnel interface is restarted. (CSCuq03628)

Solution: There is no workaround.

Problem: Users are unable to set loop back interface IPv4 address as 192.168.1.x /24.

Solution: There is no workaround.

The following caveats are acknowledged in release 1.3.7.18:

Problem: During SF500-24MP/48MP reset, the port GS4/S4 link is up for 5 seconds. (CSCum85751)

Solution: None.

The following caveats are carried forward from release 1.3.5.58:

Problem: Sometimes on the SG500XG-8F8T, the 10G copper port goes up and down continuously if it is configured to a speed of 1G, and hence the Lion stack performance have Losses of around 3% of frame loss. (CQ147378, CSCuj46317)

Solution: Configure Nikola switch ports in 1G speed to Auto-negotiation preferred master.

Problem: When setting a new key chain for RIP using the WEB GUI, if it does not include an accept-lifetime, it does not take effect, and only Key 1 takes effect with accept-lifetime. (CQ148403, CSCUh54765)

Solution: Use the CLI for entering the key chain, or enter both accept-lifetime and send-lifetime. Only use Key 1 with accept-lifetime.

Problem: WRR will lose efficacy after it is configured to egress shaping rate. (CQ146677, CSCuf82588)

Solution: Configure the WRR again.

Problem: When user tries to Telnet some other devices from switch, it takes a long time to logout. The user either needs to double click enter button or wait a long time to logout from the device and return to the switch. (CQ146113, CSCuj46177)

Solution: The only option is to either double click enter key or wait for a long time to logout.

Problem: On SG500XG-8F8T or SG500X, changing the stack mode from native to advanced-hybrid-xg causes the start-up configuration to be lost. (CQ148932, CSCui08988)

Solution: Backup startup-config file before changing the stack mode.

Problem: When the switch is used as a DHCP server, it always assigns its IP address as default router option (option 3), even if this option is not configured in the DHCP pool. Even if any other IP address is configured, the switch will still continue to provide option 3 as the configured IP to the client. (CQ149277, CSCui34225)

Solution: There is no workaround.

Problem: When the firmware is downgraded from 1.3.5.39 to 1.3.0.62, only the image for 1.3.0 exists in flash. This happens on all platforms. (CQ148803, CSCuj46205)

Solution: Copy the required image to flash again.

Problem: On stacking, some WEB GUI pages respond slowly. If 8 switches are stacked and 200 devices are connected, some WEB GUI pages take more than 10 seconds to respond. (CQ137261, CSCuj46218)

Some examples of such WEB GUI pages are:

- LLDP Neighbor Information.
- VLAN Management Interface Settings
- 802.1X Port Authentication
- Quality of Service Bandwidth
- Quality of Service Egress Shaping Per Queue

Solution: Wait until the web GUI pages respond or use CLI commands.

Problem: On SG500XG-8F8T switches, 1000BASE-T and 100BASE-TX modes only support frame sizes up to 9000 bytes. If the 10G copper port is configured in the 1G or 100M mode, and oversized frames are sent, the port drops the link. Shutting and then opening this port can bring up this port again. (CQ149642, CSCuj46378)

Solution: Limit frame size to 9000 bytes or less in 1000BASE-T mode.

Problem: For SX500 stacking, when the stack mode is changed from native to basic hybrid using the command: `stack basic-hybrid auto unit-id-auto reboot`, and the stack is reloaded then restarted with the default configuration, the startup configuration file is removed. (CQ150131, CSCuj37279)

Solution: Backup startup-config file before changing the stack mode.

Problem: When the Chinese localization file is installed on the SX500 stack master from TFTP on the web GUI, and the stack cable between master and backup unit is removed, the localization file is not installed on the backup unit. If CLI is used, or if the file is copied through http, this issue is not observed. (CQ150000, CSCuj46533)

Solution: Use HTTP to install localization file.

Problem: When the firmware is upgraded from 1.3.0 to 1.3.5, both firmware images (active and non active) are saved as 1.3.5 in the flash memory. (CQ148800, CSCuj46557)

Solution: There is no workaround.

Problem: When multiple different class PDs are connected to SF300-48PP, sometimes two or three ports are not delivered power although there is still power budget. This happens when Consumed Power is about 324 watt (86%) or more. (CQ147622, CSCuj46584)

Solution: There is no workaround.

Problem: The Stack Port LED on the System Summary page of the web GUI is inconsistent with front panel of SG500XG-8F8T. (CQ150109, CSCuj46594)

Solution: There is no workaround.

Problem: Users are unable to open IPv6 HTTP/HTTPS sessions on Apple Safari. (CQ147760, CSCuj46288)

Solution: Use Chrome or Internet Explorer.

Problem: In switch mode although multiple default gateways can be configured through CLI, only the gateway with lowest value can be active. Hence, switches should not allow the CLI to configure multiple default gateways. (CQ147302)

Solution: When modifying the default gateway through CLI, delete the old one first.

Problem: Some of the pages in the web-based interface require the Java Runtime Environment (JRE) to be installed, otherwise they may display incorrectly.

Solution: Install the latest JRE.

Problem: Granularity of traffic shaping on the following Uplink ports starts with 2Mbps and not with 64Kbps. When configuring traffic shaping on these ports to rates lower than 2Mbps, the actual traffic shaping rate will be 2Mbps. (CQ123397, CQ130715, CQ133170)

- Sx200/Sx300 HW 1.0

- SF500 ports GE1-GE4
- SG500 ports GE-49 - GE52
- SG500X ports XG1 - XG4

Solution: Use the specified ports when traffic shaping is not required (for example, uplink or stack ports), or when the required traffic shaping rate is at least 2Mbps.

Problem: When the link on the SG500X ports XG1 - XG4 uplink ports comes up, the link may go up and down a few times then stabilize on the up state. (CQ135073)

Solution: There is no workaround.

Problem: After frequent changes of the stack topology from ring to chain and vice versa, one of the stack links might become non-operational (stuck in a state where even if the stack topology is ring, it will function as a chain). If the remaining operational stack link goes down, the stack might become non-operational. (CQ135108)

Solution: Wait for the stack to stabilize before changing its topology.

Problem: Copper SFP MGBT1 is not supported as stack port due to packet loss and bad CRC. (CQ135473)

Solution: Use Cisco approved SFPs.

Problem: When a PoE switch is connected to another PoE switch, one of the switches overcomes the internal power supply of the other PoE switch, so the other PoE switch cannot provide PoE power to powered devices. If the connection between these switches is removed, the switch that received power from the other switch will momentarily lose its power and reboot. (CQ135360, CQ138875)

Solution: Disable PoE on the ports connecting the two PoE switches.

Problem: Given a stack configuration with the stack master as unit #2. On the Port Vlan Membership page of the web-based interface, changing the value on the Interface Type drop-down, the drop-down returns to unit #1. The information displayed on the rest of the page belongs to the ports of the unit that was selected using the drop-down. (CQ141909)

Solution: There is no workaround.

Problem: The routing resource “Used number of hosts” is not displayed correctly. This is just a display issue, there is no user impact. (CQ133802)

Solution: There is no workaround.

Problem: In Layer 3 mode, SNTP Broadcast can only be operated from the CLI.

Solution: There is no workaround.

Problem: The EEE operational status should become disabled when Auto Negotiation is disabled. (CQ132106)

Solution: When the speed on a port is 1 Gigabit, auto negotiation has no effect on the EEE functioning state.

Problem: The Voice VLAN should be prevented from being set as Guest VLAN, and the user should receive a warning. This is not happening. (CQ132684)

Solution: Avoid setting the Voice VLAN as guest VLAN and vice-versa.

Problem: When the Mrouter learning mode is changed between “user defined” to “auto” and vice-versa, the IGMP Querier election process does not start. (CQ132805)

Solution: Disable IGMP Snooping and re-enable again, every time the Mrouter learning mode is changed to start the Querier election process.

Problem: Some WEB GUI pages require full version compatibility of JRE, Browser and JRE-Browser applets. For XML compatibility reasons, MSXML DLL Version 6 is required for IE browser users.

Solution: For download and installation information, refer to the following link: www.microsoft.com/downloads/details.aspx?FamilyID=993C0BCF-3BCF-4009-BE21-27E85E1857B1&displaylang=en

Problem: Notification Recipients table entry becomes un-editable with an incorrect or missing parameter. (CQ133316)

Solution: There will be an asterisk by any values for a table entry which are incorrect. This can be caused by the deletion of users, views, etc. If any of these values are incorrect, then the entry will be un-editable. First add the missing user, view, and so on, in order to edit the entry. The delete button still works regardless of whether the values are correct or not.

Problem: The result of cable length test for 100 meters is incorrect. It will show between 110 to 140 meters. (CQ132941)

Solution: There is no workaround.

Problem: The maximum number of IPv6 ACEs that can be applied on an interface is 244, not 512 as documented. The user receives the message “Cannot apply because of a lack of hardware resources.” (CQ130161)

Solution: There is no workaround.

Problem: If changing the active image with the menu CLI, the active image after reboot field is not updated. If you change the image number and reboot, then the image does change, but the display in the menu CLI is incorrect. (CQ132211)

Solution: There is no workaround.

Problem: When using the CLI, any time that DNS is used, the user is blocked from interacting with the CLI until the DNS lookup has completed. (CQ133234)

Solution: The user must wait until the DNS lookup has completed before issuing another command.

Problem: Egress rate shaping does not work as expected. Configuring egress shape on Gigabit ports or on Combo ports between 64k to 5000k, will always result in 2 Million Bits. This is resolved with the new hardware release 1.1.1.8. It still exists on HW V01. It also does not work on SG300-52/52P & SG200-52/52P switches and all uplink ports of Sx500 and SG500X. (CQ123397 and CQ130715)

Solution: There is no workaround.

Problem: SNTP synchronization error messages are not logged when an incorrect MD5 key leads to the loss of synchronization. (CQ132636)

Solution: There is no workaround for broadcast messages. For Unicast servers, in the SNTP server table the status message will either say "In process" or "Down" for those servers that have failed authentication.

Problem: PoE ports on certain Nikola switches might not power the connected powered devices (PD) when used along with Cisco IP Phone 7960 with PID=68-0808-xx. This issue impacts the following switch models:
Switch SKUs: SG200-26P, SG200-50P, SG300-28P, SG500-28P, SG500-52P, SG500X-24P and SG500X-48P.

Solution: Use CAT 5 cables with 2 pair pins 1, 2, 3, and 6.

Problem: When configuring egress shaping rates on port 1, and enable flow control on port2, the whole vlan port egress rates will be the same. Flow control uses the whole buffer management scheme. When one port is configured to FC ALL ports are applied by the new scheme. QoS function on other ports will be effected also. (CQ144583)

Solution: When using QoS, disable the flow control function.

Problem: When managing a switch through the web-based interface, the loading time on some of the web pages can take a long time, approximately 3-10 seconds depending on the content in the tab. (CQ143850)

Solution: Use the command line interface instead.

Problem: When managing stacking switches through the web-based interface, the loading time on the following web pages is more than 10 seconds: (CQ14385 1)

- Status and Statistics
- Port Management
- VLAN Management
- Access Control
- Quality of Service

Solution: Use the command line interface instead.

Problem: If you modify an IPv6 tunnel configuration, the change will not take effect until you perform a *shut* then *no shut* on the tunnel interface. (CQ14607 1)

Solution: You must perform a *shut* then *no shut* the tunnel interface for it to take effect.

Problem: When a 10G DAC (Direct Attached Cable) is connected to the copper port of the SG500 using the last two ports (combo ports), the fiber link status display might be up even when the link is not active.

Solution: There is no workaround.

Problem: When enabling IPv6 unicast-routing, the interface cannot get an ipv6 address via auto-config. (CQ146156)

Solution: Configure the interface using a static IPv6 address.

Japanese language files and firmware version compatibility guideline

Users will see a mismatch in the features between the English language and the Japanese language when running certain combinations of firmware and language files. Users will see new features added since version 1.1.1.6 in English instead of Japanese in the GUI when running firmware version 1.1.2.0 and higher subject to the following restriction:

- Japanese language files version 1.1.1.6 and older are forward compatible up to Firmware version 1.1.2.0. For example: loading a version 1.1.1.6 language file onto a device running firmware version 1.2.7.76 and up will fail.
- Japanese language files version 1.1.1.10 and newer are only compatible with firmware version 1.2.7.76 and newer.

Where to Find Support

For current support information, visit the following URLs:

www.cisco.com/cisco/web/solutions/small_business/products/routers_switches/500_series_switches/index.html

www.cisco.com/cisco/web/solutions/small_business/products/routers_switches/300_series_switches/index.html

www.cisco.com/cisco/web/solutions/small_business/products/routers_switches/200_series_switches/index.html

www.cisco.com/go/smallbizsupport

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