

# M10i Multiservice Edge Router Release Notes

## August 2010

These release notes accompany the release of the Juniper Networks M10i Internet router. They describe the documentation for the router and known issues with the hardware and accompanying software.

You can also find these release notes on the Juniper Networks Technical Publications Web page, which is located at <http://www.juniper.net/techpubs/>.

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## Outstanding Issues with the M10i Router

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This section lists outstanding issues with the documentation.

- The default configuration of the Routing Engine does not include an CompactFlash card, which affects which media are available to the Routing Engine as it accesses the Junos operating system (Junos OS) at boot time. For more information about the Routing Engine's use of boot media, see "Installation Overview" in the *Junos System Basics Configuration Guide*.
- The long haul (LH) small form-factor pluggable transceiver (SFP) conforms to Class A emissions standards on the M10i router when it is installed in the 1-port Gigabit Ethernet SFP Physical Interface Card (PIC).

- Related Topics**
- Errata with the M10i Router Documentation on page 2
  - M10i Routing Engine Description

## Errata with the M10i Router Documentation

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There are currently no outstanding issues for the M10i router documentation.

- Related Topics**
- Outstanding Issues with the M10i Router on page 2

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## Junos OS Documentation and Release Notes

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For a list of related Junos OS documentation, see <http://www.juniper.net/techpubs/software/junos/> .

If the information in the latest release notes differs from the information in the documentation, follow the *Junos OS Release Notes*.

To obtain the most current version of all Juniper Networks® technical documentation, see the product documentation page on the Juniper Networks website at <http://www.juniper.net/techpubs/>.

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## Requesting Technical Support

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Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or JNASC support contract, or are covered under warranty, and need postsales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the JTAC User Guide located at <http://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf> .
- Product warranties—For product warranty information, visit <http://www.juniper.net/support/warranty/> .
- JTAC Hours of Operation —The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

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## Self-Help Online Tools and Resources

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For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Find CSC offerings: <http://www.juniper.net/customers/support/>
- Search for known bugs: <http://www2.juniper.net/kb/>
- Find product documentation: <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review release notes: <http://www.juniper.net/customers/csc/software/>
- Search technical bulletins for relevant hardware and software notifications: <https://www.juniper.net/alerts/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <http://www.juniper.net/cm/>

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: <https://tools.juniper.net/SerialNumberEntitlementSearch/>

## Opening a Case with JTAC

You can open a case with JTAC on the Web or by telephone.

- Use the Case Management tool in the CSC at <http://www.juniper.net/cm/> .
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, visit us at <http://www.juniper.net/support/requesting-support.html>

## Revision History

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August 2010—Corporate rebranding.

10 April 2009—530-009907-01. Revision 3. Revised into modular topics for easier customer navigation.

19 April 2004—530-009907-01. Revision 2. Second edition.

22 September 2003—530-009907-01. Revision 1. First edition.

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