

# MX240 3D Universal Edge Router

## Release Notes

### August 2010

These release notes accompany the release of the Juniper Networks MX240 3D Universal Edge router. They describe known issues with the hardware and hardware documentation errata.

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 MX240 Router

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This topic lists outstanding hardware issues with the MX240 3D Universal Edge router. For information about software issues, see the Junos OS Release Notes.

- On the MX240 DC high capacity power supplies, the input mode switch tells the system what capacity feed is connected (60A or 70A). This is used for power inventory management. When the input mode switch is set to '0' (zero): expect 60A feeds, with a voltage range of -39V to -72VDC. When the input mode switch is set to '1' (one), expect either a 70A feed or a 60A feed with minimum voltage of 42V and up. The default setting of the input mode is 1 (e.g. 60A with voltages above 42VDC, or 70A).

Known bug: In Junos OS Releases 10.0R3, 10.1R2, and 10.2R1, the MX240 DC high capacity power supply input mode switch status is not properly reflected in the power inventory management, generating alarms incorrectly. This does not have any effect on the operation of the supply. [PR532230]

Important notes:

- All supplies should have the same feed setting.
- Correct usage of the feed setting is required for all supplies in order to get the desired power inventory management.

The XFP cages and optics on the MX240 router are industry standard parts that have limited tactile feedback for insertion of optics and fiber. You need to insert the optics and fiber firmly until the latch is securely in place. [PR/98055]

- Do not mix AC and DC power supplies on an MX240 router. Mixing of AC supplies and DC supplies may damage your chassis. [PR/233340]

**Related Topics** • [Errata with the MX240 Router Documentation on page 2](#)

## Errata with the MX240 Router Documentation

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This topic lists the outstanding issues with the documentation:

- In the low-line (110 V) AC power configuration (nonredundant), two AC power supplies should be located horizontally at the rear of the chassis in slots **PEMO** and **PEM1** (left to right).

**Related Topics** • [Outstanding Issues with the MX240 Router on page 2](#)

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## Junos Documentation and Release Notes

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For a list of related Junos 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 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—Minor updates.

June 2010—Added errata about MX240 high capacity DC power supply.

January 2010—Removed errata about MPCs.

December 2009—Added support for MPCs.

1 February 2008—530-022142-01. Revision 1.

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