

MX480 3D Universal Edge Router Release Notes

August 2010

These release notes accompany the release of the Juniper Networks MX480 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 MX480 Router

This topic lists outstanding hardware issues with the MX480 3D Universal Edge router. For information about software issues, see the Junos OS Release Notes.

- In Junos OS Release 10.0R2, if a third AC supply is inserted in an empty slot (even though the power supply is turned off and the AC cord is not plugged in), the operational power supplies' output voltage reading in the Junos OS can show an inaccurate number (60-61V instead of 57V) under some conditions, such as when the load is nearly 100% and the operating temperature exceeds 40C.
- There is an input mode switch on each MX480 DC high capacity power supply, covered by a small plate. The input mode switch tells the system what capacity feed is connected (60A or 70A), which in turn 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 70A feeds or 60A feed with minimum voltage range 42V and up. The default setting is 1

In Junos OS Releases 10.0R3, 10.1R2, and 10.2R1, the MX480 DC high capacity power supply input mode switch is not operating as expected, though this has no effect on the power supply operations, it will generate alarms incorrectly. [PR532230]



NOTE:

- 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.

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- Juniper Networks strongly recommends that you install Junos OS Release 8.4R2 or later before deploying the MX480 router into service.
 - The XFP cages and optics on the MX480 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 MX480 router. Mixing of AC supplies and DC supplies may damage your chassis. [PR/233340]

Related Topics • [Errata with the MX480 Router Documentation on page 3](#)

Errata with the MX480 Router Documentation

This topic lists outstanding documentation issues:

- The shut-down voltage and start-up voltages as stated in the following note in the MX480 hardware guides and MX480 Quick Start are not correct under all circumstances: [PR/273771]



NOTE: If the input voltage from the DC power source drops below -36.5 to -38.5 VDC, the router automatically shuts down. During automatic shutdown, the circuit remains active. When the input voltage returns to -40.0 to -41.0 VDC, the router automatically starts up again and the system returns to normal operation within 30 minutes. No operator intervention is required.

- For the cooling system to function properly, the airflow around the chassis must be unrestricted. Allow at least 6 in. (15.2 cm) of clearance between side-cooled routers. Allow 2.8 in. (7 cm) between the side of the chassis and any non-heat-producing surface such as a wall. [PR/258887]
- When installing the router without a mechanical lift, remove and reinstall components from the chassis, first from the rear and then from the front. Components should be removed and reinstalled in the following order: power supplies, fan tray, SCBs, and DPCs.[PR/265034]
- Replace the air filter, located at the left rear of the router, every 6 months for optimum cooling system performance.
- Two threaded inserts (PEM nuts) are provided on the upper rear of the chassis for connecting the router to earth ground. The grounding points fit UNC 1/4–20 screws (American).
- The mounting shelf should be installed on the back of the rail as described in the *MX480 3D Universal Edge Router Hardware Guide*.
- After installing a DC power cable or AC power cord, route the power cable or power cord along the cable restraint towards the left or right corner of the chassis. If needed, thread plastic cable ties, which you must provide, through the openings on the cable restraint to hold the power cord or cables in place.
- Table 1 on page 3 describes the functions of the host subsystem **OFFLINE** LED.

Table 1: Host Subsystem OFFLINE LED

Label	Color	State	Description
OFFLINE	Red	On steadily	Host is installed but the Routing Engine is offline.
		Off	Host is not installed.

- Related Topics**
- Outstanding Issues with the MX480 Router on page 2

Junos Documentation and Release Notes

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/>.

Requesting Technical Support

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.

Self-Help Online Tools and Resources

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

August 2010—Minor updates.

June 2010—Added outstanding issue regarding the MX480 AC and DC high capacity power supplies.

January 2010—Removed documentation errata about MPCs.

December 2009—Added support for MPCs.

1 February 2008—530-020796-01. Revision 2.

12 September 2007—530-020796-01. Revision 1.

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