

# MX960 Ethernet Services Router Release Notes

**13 October 2008**  
**Part Number: 530-017575-01**  
**Revision 6**

These release notes accompany the release of the Juniper Networks MX960 Ethernet Services 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 <https://www.juniper.net/techpubs/>.

## Contents

|                                                  |   |
|--------------------------------------------------|---|
| Outstanding Issues with the MX960 Router .....   | 2 |
| Errata with the MX960 Router Documentation ..... | 3 |
| JUNOS Documentation and Release Notes .....      | 4 |
| Requesting Technical Support .....               | 4 |
| Revision History .....                           | 5 |

## Outstanding Issues with the MX960 Router

---

This topic lists outstanding hardware issues with the MX960 Ethernet Services router. For information about software issues, see the JUNOS software release notes.

- Juniper Networks strongly recommends that you install JUNOS Release 8.2R2 or later before deploying the MX960 Ethernet Services router into service.
  - JUNOS Release 8.2R1 does not allow you to complete an install from the USB dongle. Use JUNOS Release 8.2R2 instead. [PR/98563]
  - In JUNOS Release 8.2R1, a condition can exist where both fan trays are shut down by the system, but the system continues to operate. This can potentially result in serious overheating and damage to the DPCs. Use JUNOS Release 8.2R2 instead. [PR/94692] [PR/289154]
- The XFP cages and optics on the MX960 Ethernet Services router are industry standard parts which 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]
- Although the MX960 Ethernet Services router can support any combination of 11 DPCs and the redundant third SCB, the power supply cannot support all 12 DPCs if an Enhanced Queuing DPC is inserted into any slot of a fully loaded chassis. The Enhanced Queuing DPCs exhibit the following behavior:
  - When you insert an Enhanced Queuing DPC into slot 6 of a powered-on MX960 router, the DPC will not power on.
  - When you insert a DPC into slot 6 of an MX960 router containing an Enhanced Queuing DPC in any slot, the DPC will not power on.
  - When you insert an Enhanced Queuing DPC into any slot of an MX960 router containing a DPC already powered on in slot 6, the Enhanced Queuing DPC will not power on.

These scenarios raise an **FPC misconfiguration** red alarm due to the DPC's high power consumption. To clear the alarm, perform one of the following actions:

- To temporarily take the DPC offline, use the **request chassis fpc slot *slot-number* offline** command from the CLI.



**NOTE:** The router does not preserve the state after a reboot.

---

- To take the DPC offline and preserve the state after a reboot, use the **set chassis fpc *slot-number* power off** command from configuration mode.
- Remove the powered-off DPC from the MX960 router.

Juniper Networks also recommends the following best practices:

- Use all other slots before using slot 6.

- Remove any unused DPCs plugged into the MX960 chassis.

## **Errata with the MX960 Router Documentation**

---

There are no outstanding documentation issues at this time.

## 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 Software 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/customers/support/downloads/710059.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 located at <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

---

13 October 2008—530-017575-01. Revision 6.

24 February 2008—530-017575-01. Revision 5.

1 February 2008—530-017575-01. Revision 4.

19 October 2007—530-017575-01. Revision 3.

6 April 2007—530-017575-01. Revision 2.

22 November 2006—530-017575-01. Revision 1.

Copyright © 2009, Juniper Networks, Inc. All rights reserved.

Juniper Networks, the Juniper Networks logo, JUNOS, NetScreen, ScreenOS, and Steel-Belted Radius are registered trademarks of Juniper Networks, Inc. in the United States and other countries. JUNOSE is a trademark of Juniper Networks, Inc. All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owners.

Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

Products made or sold by Juniper Networks or components thereof might be covered by one or more of the following patents that are owned by or licensed to Juniper Networks: U.S. Patent Nos. 5,473,599, 5,905,725, 5,909,440, 6,192,051, 6,333,650, 6,359,479, 6,406,312, 6,429,706, 6,459,579, 6,493,347, 6,538,518, 6,538,899, 6,552,918, 6,567,902, 6,578,186, and 6,590,785.