

Juniper Networks TX Matrix Release Notes

August 2010

These release notes accompany the release of the Juniper Networks TX Matrix. 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/>.

Contents

Outstanding Issues with the TX Matrix	2
Errata with the TX Matrix Documentation	3
Junos OS Documentation and Release Notes	4
Requesting Technical Support	4
Self-Help Online Tools and Resources	4
Opening a Case with JTAC	5
Revision History	5

Outstanding Issues with the TX Matrix

This section lists outstanding hardware issues with the Juniper Networks TX Matrix. For information about software issues, see the *Junos Release Notes*.

- There are currently no outstanding hardware issues for the TX Matrix.

Related Topics • [Errata with the TX Matrix Documentation on page 3](#)

Errata with the TX Matrix Documentation

There are no outstanding issues with the TX Matrix router documentation.

- Related Topics**
- Outstanding Issues with the TX Matrix on page 2

Junos OS Documentation and Release Notes

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/>.

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—Corporate rebranding.

August 2009—Updated product names.

6 October 2006—530-011961-01 Revision 6. Removed sections that exist in the TX Matrix Platform Hardware Guide, T640 PIC Guide, and Junos OS Release Notes.

10 December 2004—530-011961-01 Revision 5. Corrected URLs and filenames in “Upgrade and Downgrade Instructions” section.

9 December 2004—530-011961-01 Revision 4. Removed “Errata” section.

3 December 2004—530-011961-01 Revision 3. Updated for Junos OS Release 7.0R1.

8 October 2004—530-011961-01 Revision 2. Updated for Junos OS Release 7.0B3.

10 September 2004—530-011961-01 Revision 1.

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