

M40e Multiservice Edge Router

Release Notes

August 2010

These release notes accompany the release of the Juniper Networks M40e Multiservice Edge 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 M40e Router

This section lists outstanding issues with the documentation.

- Combinations of PICs—On Juniper Networks routers, you can typically install any combination of Physical Interface Cards (PICs) on a single Enhanced Flexible PIC Concentrator (FPC). With Junos OS Release 6.3, on M5, M10, M20, M40, M40e, and M160 routers, there are some combinations of PICs that cannot be installed together on the same Enhanced FPC. If you are upgrading to Junos OS Release 6.3 on one of the systems mentioned above and have different PIC types on a single FPC, please consult Technical Bulletin PSN-2004-04-005 on the Juniper Networks Support Web site <http://www.juniper.net/support/>.
- When inserting the power supply for the M40e router, be extremely careful to ensure that the power supply is fully seated into the midplane.

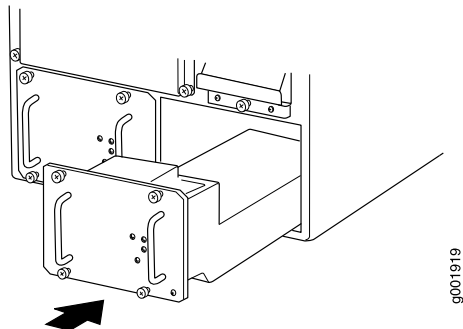


CAUTION: Forcing the power supply into the midplane when the connectors are not aligned will break or bend the connectors.

To properly install the power supply, follow this procedure:

1. Attach an electrostatic discharge (ESD) grounding strap to your bare wrist and connect the strap to one of the ESD points on the chassis.
2. Verify that the power switch for each power supply is in the OFF (O) position. On an AC-powered router, the switch for each power supply is on the power supply faceplate. On a DC-powered router, the switches are on the circuit breaker box.
3. Place one hand under the power supply and grasp a handle on the faceplate with the other hand.
4. Slide the power supply into the chassis until it reaches the upward curve on the bottom.

Figure 1: Installing the Power Supply



5. Carefully push the power supply in to the connectors on the midplane until it is seated securely.

- Related Topics**
- [Errata with the M40e Router Documentation on page 3](#)
 - [M40e PICs Supported](#)
 - [M40e Power System Description](#)

[Errata with the M40e Router Documentation](#)

This section lists outstanding issues with the documentation.

- In order to take the Miscellaneous Control Subsystem (MCS) offline, first take the corresponding routing engine offline. Then, press the MSC offline button to take it offline.

- Related Topics**
- [Outstanding Issues with the M40e Router 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.

July 2009—Updated product names.

25 May 2004—Third revision.

19 April 2004—Second revision.

5 February 2002—Initial release.

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