

C Series C3000 and C5000 Controller Release Notes

September 2010

These release notes accompany the release of the Juniper Networks C3000 and C5000 Controllers. 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 C3000 and C5000 Controllers

This topic lists outstanding hardware issues with C3000 and C5000 controllers. For information about software issues, see the *SRC PE Release Notes*.

- There are currently no outstanding issues for the C3000 and C5000 controllers.

Related Documentation

- Errata with the C3000 and C5000 Controller Documentation on page 2

Errata with the C3000 and C5000 Controller Documentation

This topic lists the outstanding issues with the documentation:

- There are currently no errata for the C3000 and C5000 controller documentation.

Related Documentation

- Outstanding Issues with the C3000 and C5000 Controller on page 2

SRC Documentation and Release Notes

For a list of related SRC documentation, see <http://www.juniper.net/techpubs/software/src/>.

If the information in the latest release notes differs from the information in the documentation, follow the *SRC 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/>
- 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

September 2010—First edition.

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