

Locating an EX-series Switch or Switch Component Serial Number

If you are returning a switch or hardware component to Juniper Networks for repair or replacement, you must locate the serial number of the switch or component. You must provide the serial number to the Juniper Networks Technical Assistance Center (JTAC) when you contact them to obtain Return Materials Authorization (RMA).

If the switch is operational and you can access the command-line interface (CLI), you can list serial numbers for the switch and for some components with a CLI command. If you do not have access to the CLI or if the serial number for the component does not appear in the command output, you can locate the serial number ID label on the physical switch or component (see Figure 1 on page 2 and Figure 2 on page 2).



NOTE: If you have to find the serial number on the physical switch component, you will need to remove the component from the switch chassis, so you must have the required removal tools and parts available.

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Listing the Switch and Switch Components Details with the CLI

To list the switch and switch components and their serial numbers, enter the following command-line interface (CLI) command:

```
user@switch> show chassis hardware
Hardware inventory:
Item          Version  Part number  Serial number  Description
Chassis
FPC 0         REV X1   711-021265  AL0207391164  EX3200-48T, 8 POE
  CPU         BUILTIN BUILTIN     BUILTIN       FPC CPU
  PIC 0       BUILTIN BUILTIN     BUILTIN       48x 10/100/1000 Base-T
Fan Tray
```

For information about the **show chassis hardware** command, see the *JUNOS Software System Basics and Services Command Reference* at <http://www.juniper.net/techpubs/software/junos/junos90/index.html>

Locating EX 3200 and EX 4200 Chassis Serial Number ID Labels

EX 3200 and EX 4200 switches have serial number ID labels located on the rear panel of the chassis (see Figure 1 on page 2 and Figure 2 on page 2).

Figure 1: Location of the Serial Number ID Label on EX 3200 Switches

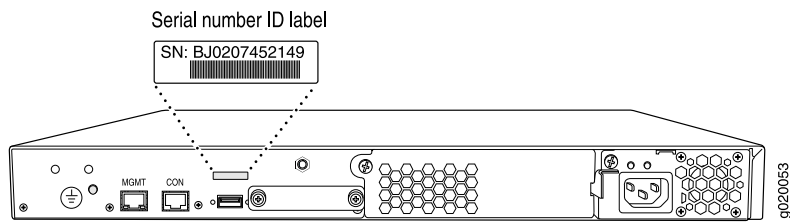
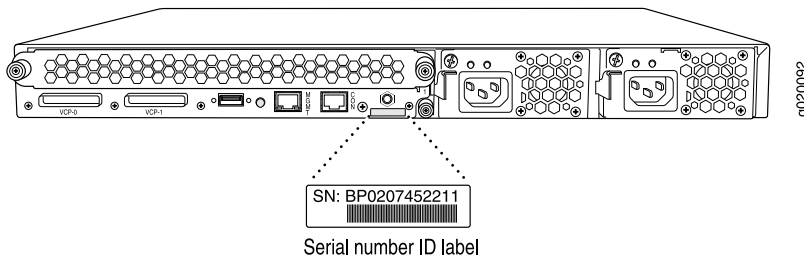


Figure 2: Location of the Serial Number ID Label on EX 4200 Switches



Locating Switch FRU Component Serial Numbers

The power supplies, fan trays, and uplink modules installed in EX-series switches are field-replaceable units (FRUs).

For each of these FRUs, you must remove the FRU from the switch chassis to see the FRU's serial number.

- **Power Supply**—The serial number is on the top of the power supply. See *Removing a Power Supply from an EX-series Switch*.
- **Fan tray**—The serial number is on the back of the fan tray. See *Removing a Fan Tray from an EX-series Switch*.
- **Uplink module**—The serial number is on the circuit board. See *Removing an Uplink Module from an EX-series Switch*.

- Related Topics**
- *Contacting Customer Support to Obtain Return Materials Authorization*
 - *Returning an EX-series Switch or Component for Repair or Replacement*