

S-Series Boot Code Upgrade

October 19, 2009



How To Use This Document

This document contains information only for upgrading the S-Series boot code (uBoot). This document does not include caveats, feature descriptions or other FTOS Release specific information. Refer to the Release Notes for your FTOS version for complete information related to that release.

For more information on hardware and software features, commands, and capabilities, refer to the documents on the Technical Publication CD-ROM or visit Force10 Networks, Inc. on the Web at www.force10networks.com.

Overview

A new boot code is available for the S-Series platform: **2.8.2.0**. Force10 strongly recommends performing this upgrade, but it is not mandatory for any specific FTOS version.

Key Issues Resolved

The following issue is addressed with this boot code version:

- S-Series units may reset when a large number of PoE ports are connected and drawing power.
 - Boot code 2.8.2.0 resolves this issue by disabling PoE controllers during the process of system bootup and enables them when the startup-configuration is applied.
 - Boot code 2.8.2.0 is compatible only with FTOS 8.2.1.2 or above. If you want to return to an earlier release (pre-8.2.1.2), Force10 recommends the boot code be downgraded to 2.8.1.2. If you do not downgrade the boot code in a pre-8.2.1.2 release, PoE will not be enabled.

Implementation Information

Boot code 2.8.2.0 is backward-compatible, but the Network Boot facility is only supported by booting from an FTOS 7.8.1.0 or later image. For details on using the Network Boot facility, see the “Recovering from a Failed Start” section of the Management chapter in the *FTOS Configuration Guide for the S-Series* .



Caution: Systems upgrading to FTOS 7.8.1.0 or above must be installed on the switch before installing the new boot code because these system images have a restriction on the size of the boot code that excludes boot code 2.8.2.0. Attempting to install the boot code first will result in messages similar to the following

```
% Error: Failed to save FTOS image release record to file.  
% Error: Upgrade Boot image failed.
```

The following lists the minimum boot code versions required for a particular FTOS release.

Table 1 Minimum Boot Code per FTOS Release

FTOS Release	Minimum Boot Code
8.2.1.2	2.8.1.2
8.2.1.0	2.8.1.2

Technical Support

iSupport provides a range of documents and tools to assist you with effectively using Force10 equipment and mitigating the impact of network outages. Through iSupport you can obtain technical information regarding Force10 products, access to software upgrades and patches, and open and manage your Technical Assistance Center (TAC) cases. Force10 iSupport provides integrated, secure access to these services.

Accessing iSupport Services

The URL for iSupport is www.force10networks.com/support/. To access iSupport services you must have a user identification (userid) and password. If you do not have one, you can request one at the website:

1. On the Force10 Networks iSupport page, click the **Account Request** link.
2. Fill out the User Account Request form, and click **Send**. You will receive your user identification and password by E-Mail.
3. To access iSupport services, click the **Log in** link, and enter your user identification and password.

Contacting the Technical Assistance Center

How to Contact Force10 TAC	Log in to iSupport at www.force10networks.com/support/ and select the Service Request tab.
Information to Submit When Opening a Support Case	<ul style="list-style-type: none">• Your name, company name, phone number, and E-mail address• Preferred method of contact• Model number• Serial Number• Software version number• Symptom description• Screen shots illustrating the symptom, including any error messages. These can include:<ul style="list-style-type: none">•Output from the show tech command or the show tech linecard command.•Output from the show trace command or the show trace linecard command.•Console captures showing the error messages.•Console captures showing the troubleshooting steps taken.•Saved messages to a syslog server, if one is used.
Managing Your Case	Log in to iSupport, and select the Service Request tab to view all open cases and RMAs.
Downloading Software Updates	Log in to iSupport, and select the Software Center tab.

Technical Documentation Log in to iSupport, and select the **Documents** tab. This page can be accessed without logging in via the **Documentation** link on the iSupport page.

Contact Information E-mail: support@force10networks.com
Web: www.force10networks.com/support/
Telephone:
US and Canada: 866.965.5800
International: 408.965.5800
