

Title

Strong recommendation to upgrade the AOS Software on OS6250 and OS6450 to prevent a potential boot-up issue after a power reset.

Summary

Through the analysis of equipment that was returned for boot issues, Alcatel-Lucent has identified that on some OS6250 and OS6450 devices that were shipped between February 2013 and July 2013 may have faced a factory programming anomaly. This programming anomaly may introduce a failure due to which these units do not successfully boot-up following a full power reset (not soft-reboot). This potential failure can be corrected by upgrading these devices to a software version equal to or higher than **AOS 6.6.3.509.R01 or AOS 6.6.4.197.R01**.

Solution

Software upgrade is a safe and simple process. During the upgrade, AOS software corrects the failure caused by this programming anomaly and therefore eliminates the risk of its occurrence. For more details on the issue, when it can occur, and how to identify if units are potentially affected, please see the FAQ below.

FAQ

- **What is the problem?**
 - During the boot sequence, the software may face the anomaly, where the boot sequence gets blocked causing the system to not boot up successfully. This issue can only be corrected in the factory. The maintenance software builds have a utility that transparently fixes the issue equivalent to the manufacturing capabilities.
- **When can it occur?**
 - This problem can only occur during a full power reset; it could be unplugging/plugging of the power cable or a power outage.
 - The issue cannot happen during soft reset (Issuing a reload or reboot command from any of the Management interfaces (SNMP, CLI, Webview)), as the software boot sequence is different than that of hard boot (complete power failure)
- **What are the generic symptoms in case of switch boot failure due to this factory programming anomaly?**
 - Switch fails to come up normally after a cold boot(power reset)
 - Nothing will be visible on the switch serial console
 - Only PWR LED might be lit solid green
 - In order to confirm if the device is affected by aforementioned anomaly refer to “How to verify if a device is impacted?”
- **How to verify if a device is impacted?**
 - By determining the manufacturing week of the unit and the symptoms stated above we can verify that the device may have encountered this problem. The week of manufacturing can be found by reading the Serial Number of the device. The manufacturing week is represented by the 2nd and 3rd digit of the Serial Number. If the unit's Serial numbers are in the range of P0680000 - P2889999, the device has been manufactured between February 2013 and July 2013 and is potentially concerned. All other SNs are not impacted.
 - An easy means to collect the list of SN on a network is by leveraging the “inventory” feature of the OmniVista 2500 NMS.

Of course, if the version of AOS software running on these devices is AOS 6.6.3.509.R01 or AOS 6.6.4.197.R01 or higher, there is no risk of the issue.

- **Does it require specific firmware upgrade (i.e. Uboot/Miniboot or FPGA)?**
 - No. Only the minimum requirements specified in AOS upgrade instructions must be satisfied.

Alcatel-Lucent Service & Support

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