Ethernet Routing Switches: SysUpTime approaching 497 days can cause the switch or stack to behave in some unexpected way.

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Background:

Nortel has found that when the SysUpTime on the above mentioned Ethernet Switches approaches its maximum number of day's (497) the Management IP address will not respond for between 2-15 minutes and may also exhibit stack instability.

To correct this issue the current sysUpTime from the CLI can be seen by typing in the following:

>en
show sys-info

And to see the current sysUpTime from JDM the following can be typed in:

Edit > chassis >System

Analysis:

For all the below specified products when the switch or stack approaches 497 days and the system uptime nearing it's rollover, during this period communication with the management IP address can be lost and stack can exhibit instability. The exact cause of this is not known at this time.

Internal investigations lead us to believe that when the 32 bit counter used for the system uptime approaches to zero, one or more of the internal processes takes a longer time to synchronize their operations. Investigations are still in progress.

Recommendations:

To avoid this issue in the field, customers should reset the switch/stack prior to the 497 day rollover. This can be done during the Regular/yearly maintenance of the switches to run the latest patches/GA code.

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SWITCH OR STACK TO BEHAVE IN SOME UNEXPECTED WAY.

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Reset of the switch/stack can be done from either CI menu or CLI

To do so from CI menu,

Press "Reset"

To do so from the CLI menu,

```
>en
# copy config nvram          // This will save a copy of the config to NVRAM.
# boot                 // This will bring the sysUpTime to 0 days.
```

Required Actions:
Please follow the guidelines as mentioned above.

Attachments:
There are no attachments for this bulletin

Products and Releases:
The information in this bulletin is intended to be used with the following products and associated releases:

PRODUCT	RELEASE
Ethernet Rtng Switch-Ethrnt Rtng Swt 5000-Ethernet Rtng Swt 5510-24T	
Ethernet Rtng Switch-Ethrnt Rtng Swt 5000-Ethernet Rtng Swt 5510-48T	
Ethernet Rtng Switch-Ethrnt Rtng Swt 5000-Ethernet Rtng Swt5530-24TFD	
Ethernet Rtng Switch-Ethrnt Rtng Swt 5000-Ethrnt Rtng Swt5520-24T PWR	
Ethernet Switch-BPS 2000-Business Policy Switch 2000	
Ethernet Switch-470-Ethernet Switch 470-24T	

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PRE-REQUIRED PATCH:
PATCH ID: