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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Reboot of Juniper EX 4100-F switch may cause network disruption even though the other switch in the redundant pair is fully operational.

Technology

ASTRO® 25 - Juniper EX 4100-F switch

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

During a reboot of the Juniper EX 4100-F switch at a console site, audio to the console **will** be lost for up to 2 mins. If the Juniper EX 4100-F switch is located at the CORE site, the system may lose connection to the network management applications e.g. UEM for up to 2 mins.

During a reboot, the Juniper EX 4100-F switch enables Ethernet ports before being ready to accept frames. In the redundant pair of switches/switch stacks, this **will** cause disruption in applications detecting link status for link redundancy management, leading to temporary (up to 2mins) gap in communication, despite the redundant switch being fully operational. This behavior affects switch software 22.4R2-S2 (22.4R2-S2.6) which has not been patched.

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2020.x, A2021.1, A2022.x	Juniper EX4100-F switches version 22.4R2-S2 (22.4R2-S2.6) without patch 22.4R2-S2-J1.2 applied

When To Apply

During maintenance _X_

As instructed _X_

Test To Perform

To confirm if the patch 22.4R2-S2-J1.2 has been already applied log into EX via SSH with correct credentials and run the command **show version**. If the output shows selective update installed (see example below), upgrade is not required.

Example of output:

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```
motorola@z001lans02> show version
```

```
fpc0:
```

```
-----  
Hostname: z001lans02
```

```
Model: ex4100-f-48t
```

```
Junos: 22.4R2-S2.6
```

```
JUNOS Selective Update J1.2 (for: /usr/sbin/dc-pfe /usr/sbin/fxpc) [22.4R2-S2-J1.2]
```

NOTE: In stack configuration, when command is executed, it displays output for both nodes in the stack.

Workaround/Recovery

None

Resolution And Repair Procedure

Upgrade to the certified software version (if needed) and apply the patch included with the appropriate version as listed in the "[Software/Hardware Parts Required](#)" section below, based on the model.

To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - Reference MTN-0088A-24 in the 'Reason for Software/Hardware Change' section of the software order form.
 - List the part number (KC # as listed under "[Software Parts Required](#)" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

Order of upgrade:

1. Upgrade Juniper EX 4100-F JunOS for all switches/switch stacks in the system.
For every switch/switch stack:
 - Upgrade JunOS
 - Reboot switch/switch stack (after successful JunOS upgrade).

Time To Implement/System Impact

TIME TO IMPLEMENT/SYSTEM IMPACT - Juniper EX upgrade.

Estimated time to implement - 12-18 min. per switch/switch stack.

Medium - time consuming, non redundant devices connected to the device will not be available during upgrade operation

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Software Parts Required

System Release	Name / SW version	Details / Part Number
A2020.x, A2021.1, A2022.x	Juniper EX 4100-F JunOS 22.4R3-S2.12	KC147L01M000071722 or later

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

NOTE 1

Juniper EX4100-F JunOS 22.4R3-S2.12 does not require the installation of additional JSU patch 22.4R2-S2-J1.2 any longer.

NOTE 2

Juniper EX4100-F requires specific UNC and TNCT version. Before upgrade, confirm that your system runs the minimum UNC and TNCT version listed in the table below.

System Release	Name / SW version	Details / Part Number
A2020.x, A2021.1, A2022.x	TNCT Version: R26.120.00 or later	N/A
A2020.x, A2021.1	UNC-Astro-07.20.09.74-01 or later	KC877L0AT000200147
A2020.x, A2021.1	UNCDS-Astro-07.20.09.74-010 or later	KC877L0AT000200181
A2020.x, A2021.1	UPDATE-UNC-07.20.09.74-01 or later	KC877L0AT000200148
A2022.x	UNC-Astro-07.22.04.36-01 or later	KC877L0AT000220118
A2022.x	UNCDS-Astro-07.22.04.36-01 or later	KC877L0AT000220159
A2022.x	UPDATE-UNC-07.22.04.36-01 or later	KC877L0AT000220119

Reference The Following Documents/Processes For Installation Procedures

[Unified Network Configurator User Guide](#) - chapter Updating OS Images and Software on Devices.

[Private Network Management Servers \(for appropriate release\)](#) - chapter Upgrading Linux-Based Virtual Machines.

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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