



Global Technical Engineering Solutions

Bulletin No: 2008-01
Product: GL3000 Equipment
Subject: Net 060 & Net 360 cards
Effective Date: July 10, 2008

GL3000 NET060 and NET360 Card Losing MAC Address

A GL3000 Network card uses a timeclock battery chip to store its MAC address. Due to age-related failure of the battery in the chip, the card can lose its MAC address.

Cards Effected

2000.00347	Net360
140.2193	Net060
2000.257	Net060

Card Failure Mode

After battery chip failure, the network card reverts to its default MAC address of 55-55-55-55-55-55. The board will also revert to serial number 55555555. In theory, the board should still function and when accessed locally seems to exhibit normal operation, however, most networks do not allow the card to function on their LAN with this MAC address.

System Failure Mode

This issue will not directly cause problems as long as a system is operational. However, problems can occur for an operational system in two ways.

- 1) If the network card in an operational system fails and needs to be replaced with a spare card, the spare card may not work.
- 2) If the operational system is powered down for any reason, the battery backup on the network card may fail causing the MAC address to revert to 55-55-55-55-55-55. When the system is powered back on the network card will then not communicate properly.

GTES Recommendation

Spare Cards: GTES recommends that customer spare network cards be returned to GTES for repair or replacement. GTES shall replace the timeclock battery chip, reprogram the MAC address and reset the real-time clock.

Operational Cards: GTES recommends that operational network cards be exchanged with updated cards. Once a good spare card has been obtained, the operational card(s) can be swapped and returned to GTES for repair or replacement.

For customers with a GTES hardware maintenance agreement, the cost of the repair or replacement is covered at no additional charge.

For customers without a GTES hardware maintenance agreement, standard repair rates will apply. Please contact Debbie Schlipman at +1-251-445-6826 or email: debbie.schlipman@gtesinc.com.

If you require assistance or have questions, please contact customer service at (800) 663-5996 or +1-972-801-0590 or email cs@gtesinc.com.