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# Cisco Redundant Power System (RPS) Release Notes

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**July 7, 1997**

These release notes describe the caveats for the Redundant Power System (RPS). They provide information regarding the use of the RPS with the following products:

- Catalyst 1900 Series Switch (WS-C1900, WS-C1900C, and WS-C1912)
- EtherSwitch 1220 (CPW1220)
- HP 10Base-T Hub-16M
- Catalyst 2820 Series Switch (WS-C2822 and WS-C2828)
- FastHub 316T (CPW316T) and FastHub 316C (CPW316C) repeaters

Product documentation related to these RPS caveats is as follows:

- *Cisco RPS Hardware Installation Guide*
- *Catalyst 2820 Series and Catalyst 1900 Series Installation and Configuration Guide*
- *Catalyst 1200 Series Switch User Guide*
- *FastHub 300 Series Installation and Configuration Guide*

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**Corporate Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA

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### Current Caveats

This section lists possibly unexpected device behavior as a result of RPS use.

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**Note** In the following sections, the acronym RMA represents a Return Merchandise Authorization.

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#### Catalyst 1900 Series Switch and EtherSwitch 1220

Some Catalyst 1900 Series switches and all Etherswitch 1220 switches do not operate when connected to an RPS. To recover from this problem, connect the RPS to the switch using a Cisco Systems cable with the part number CAB-RPS-2218A=.

#### HP 10Base-T Hub-16M

Due to a status sensor error, the serial port on HP 10Base-T Hub-16M hubs might not function when the hub is connected to an RPS. To recover from this problem, contact Cisco Customer Service for an RMA number and to exchange the RPS.

This problem has been fixed for RPS hardware revisions 9U and above. The hardware revision level is printed on a label on the bottom of the RPS.

#### Catalyst 2820 Series Switch

To prevent a Catalyst 2820 switch from resetting, when the Catalyst 2820 contains an eight-port repeater module and is powered by an RPS, do not use hot-swapping to install a second eight-port repeater module into the switch.

#### FastHub 316T and FastHub 316C Repeaters

The FastHub RPS LED might not be lit and the network management software might indicate that an RPS is not connected when a FastHub is powered by an RPS and is otherwise operating correctly. To recover from this problem, contact Cisco Customer Service for an RMA number and to exchange the FastHub.

## Obtaining Service and Support

For service and support for a product purchased from a reseller, contact the reseller. Resellers offer a wide variety of Cisco service and support programs, which are described in the section “Service and Support” in the information packet that shipped with your product.

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**Note** If you purchased your product from a reseller, you can access Cisco Connection Online (CCO) as a guest. CCO is Cisco Systems’ primary, real-time support channel. Your reseller offers programs that include direct access to CCO’s services.

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For service and support for a product purchased directly from Cisco, use CCO.

## Cisco Connection Online

Cisco Connection Online (CCO) is Cisco Systems’ primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco’s customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- WWW: <http://www-europe.cisco.com>
- WWW: <http://www-china.cisco.com>
- Telnet: [cco.cisco.com](http://cco.cisco.com)
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact [cco-help@cisco.com](mailto:cco-help@cisco.com). For additional information, contact [cco-team@cisco.com](mailto:cco-team@cisco.com).

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**Note** If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or [tac@cisco.com](mailto:tac@cisco.com). To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or [cs-rep@cisco.com](mailto:cs-rep@cisco.com).

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