

Reason S20

Advisory Notice on SFP Transceiver Copper RJ45

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BACKGROUND

Based on a recent quality analysis performed on the SFP Transceiver Copper RJ45 10/100/1000 Mbps supplied by GE Grid Solutions (order code SFP1GCU01K or interface module options J, K & L from S20), two issues were found:

1. The transceiver does not function at speeds other than 1000 Mbps with S20 firmware versions 06A00, 06A01, 06A02 and 07A00;
2. The performance of UltraRSTP with fault recovery time less than 5 ms per hop cannot be achieved when using the Part Number GLC-T-BI. The remaining functionalities from Spanning Tree Protocol such as STP, RSTP and MSTP are not affected.

RECOMMENDATION

GE Grid Solutions is committed to customer care and the support of our products. As part of this commitment, GE strives to design high quality products, provide knowledge support teams, and to communicate the availability of new features and products as well as advisory notices for issues found.

The recommended actions on affected devices by this advisory notice are:

1. Update the S20 firmware version to 07A01 (release in October/2018) or newer to allow the SFP Transceiver RJ45 to operate at 10/100/1000 Mbps speeds;
2. Contact GE Grid Solutions if the SFP Transceiver RJ45 (PN: GLC-T-BI) is being used in applications where UltraRSTP performance is expected. A substitute item (SFP1GCU02K) is available to achieve UltraRSTP performance.

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