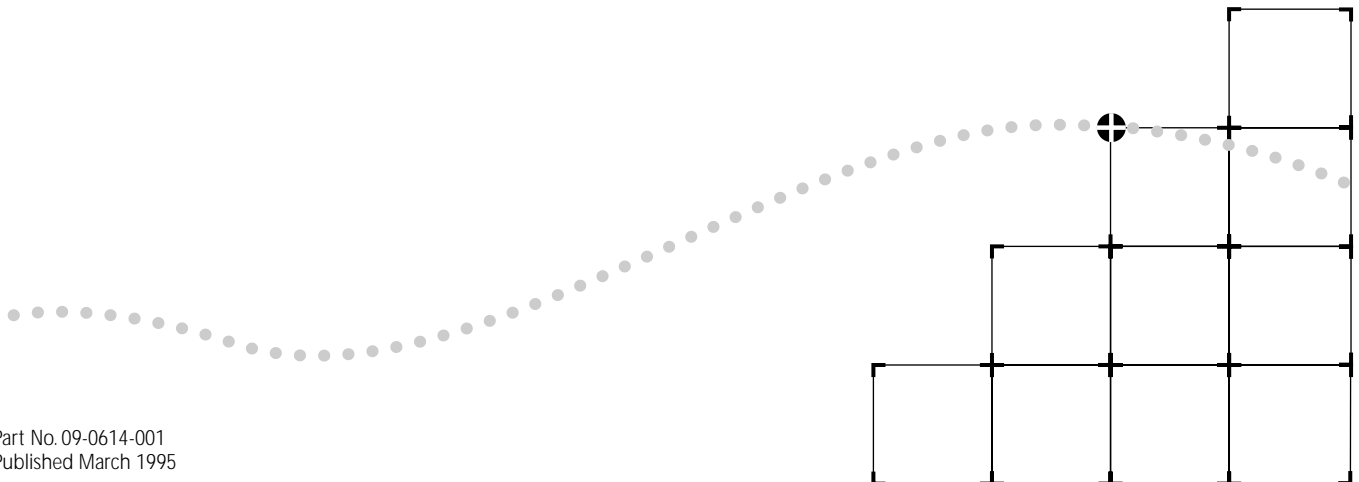




NETBUILDER II[®] CEC MEMORY EXPANSION INSTALLATION GUIDE

8 MB memory expansion for the CEC module



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Guide written by Ramona Boersma. Edited by Chris Dresden. Technical illustration and production by Ramona Boersma.

ABOUT THIS GUIDE

Introduction

This guide describes how to install the 8 MB memory expansion card into the Communications Engine Card (CEC) module. Refer to “Introduction” on page 1-1 for information on CEC module compatibility.



If the information in the release notes shipped with your product differs from the information in this guide, follow the release notes.

Conventions

Table 2 and Table 1 list conventions that are used throughout this guide.

Table 1 Notice Icons

Icon	Type	Description
	Information Note	Information notes call attention to important features or instructions.
	Caution	Cautions alert you to personal safety risk, system damage, or loss of data.
	Warning	Warnings alert you to the risk of severe personal injury.

Table 2 Text Conventions

Convention	Description
“Enter” vs. “Type”	When the word “enter” is used in this guide, it means type something, then press the Return or Enter key. Do not press the Return or Enter key when an instruction simply says “type.”
“Syntax” vs. “Command”	<p>When the word “syntax” is used in this guide, it indicates that the general form of a command syntax is provided. You must evaluate the syntax and supply the appropriate port, path, value, address, or string; for example:</p> <p>Enable RIIPI by using the following syntax:</p> <pre>SETDefault !<port> -RIPIP CONTROL = Listen</pre> <p>In this example, you must supply a port number for !<port>.</p> <p>When the word “command” is used in this guide, it indicates that all variables in the command have been supplied and you can enter the command as shown in text; for example:</p> <p>Remove the IP address by entering the following command:</p> <pre>SETDefault !0 -IP NETaddr = 0.0.0.0</pre> <p> <i>For consistency and clarity, the full form syntax (upper- and lowercase letters) is provided. However, you can enter the abbreviated form of a command by typing only the uppercase portion and supplying the appropriate port, path, address, value, and so forth. You can enter the command in either upper- or lowercase letters at the prompt.</i></p>

Text represented as screen display

This typeface is used to represent displays that appear on your terminal screen, for example:

```
NetLogin:
```

Table 2 Text Conventions (continued)

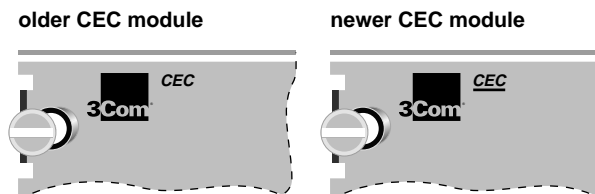
Convention	Description
Text represented as commands	This typeface is used to represent commands that you enter, for example: SETDefault !0 -IP NETaddr = 0.0.0.0
Keys	When specific keys are referred to in the text, they are called out by their labels, such as “the Return key” or “the Escape key,” or they may be shown as [Return] or [Esc]. If two or more keys are to be pressed simultaneously, the keys are linked with a plus sign (+), for example: Press [Ctrl]+[Alt]+[Del].
<i>Italics</i>	<i>Italics</i> are used to denote <i>new terms</i> or <i>emphasis</i> .

1

INSTALLATION

Introduction

The 8 MB memory expansion card increases the total memory of the CEC module to 20 MB. You must have the newer CEC module to install the 8 MB memory expansion card. The newer CEC module has connectors on the right half of the connector/LED panel as well as a line under the word "CEC," as shown in the following figure:



CAUTION: *If you install the memory card and then remove it from your system after startup, you will need to reload the system software using the procedures described in your software manual.*

Each CEC 8 MB Memory Expansion Kit includes:

- 8 MB memory expansion card
- Software diskette
- Upgrade label
- 2 support posts
- *NETBuilder II CEC Memory Expansion Installation Guide*

Installation

Complete the following steps to install the 8 MB memory expansion card.

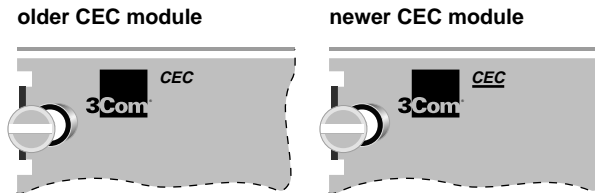
- 1 Observe appropriate electrostatic discharge (ESD) precautions.
 - Keep the module in its antistatic shielded bag until you are ready to install.
 - Do not touch pins, leads, or solder connections on the module.
 - Handle the module by the edges only.
 - Use a foot strap and grounded mat, or wear a grounded static discharge wrist strap.

- 2 If you have already installed the CEC module in your NETBuilder II system, remove it by doing the following:

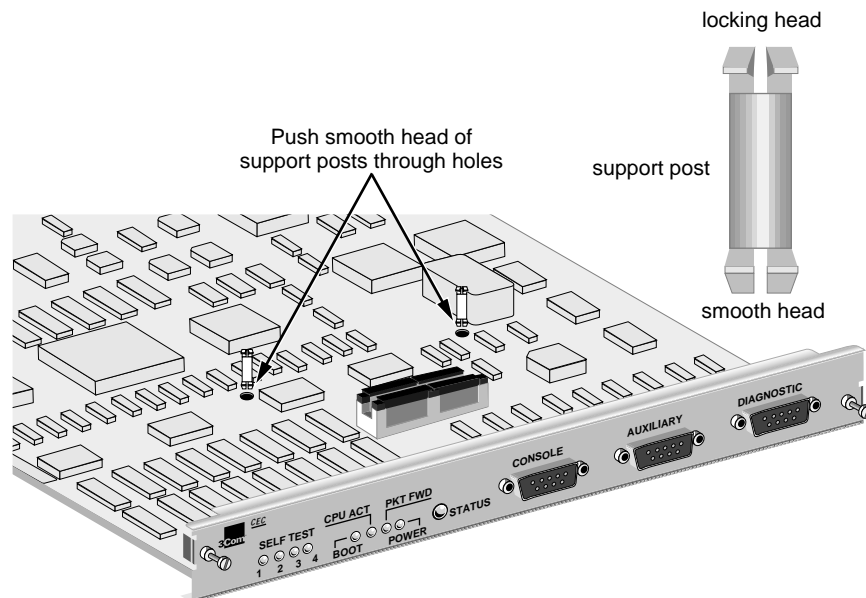
You will need a small, flatblade screwdriver.

- a Turn off the NETbuilder II system.
- b Prevent ESD-related damage to the module by following the ESD guidelines above.
- c Disconnect any cables.
- d Loosen the two captive screws with a flatblade screwdriver.
Do not loosen the center screw of the NETBuilder II Extended Chassis card carrier.
- e Press outward firmly and evenly on the ejector tabs.
The CEC module will eject from the slot.

- 3 Remove the plastic cap, if present, from the memory connector on the CEC module.

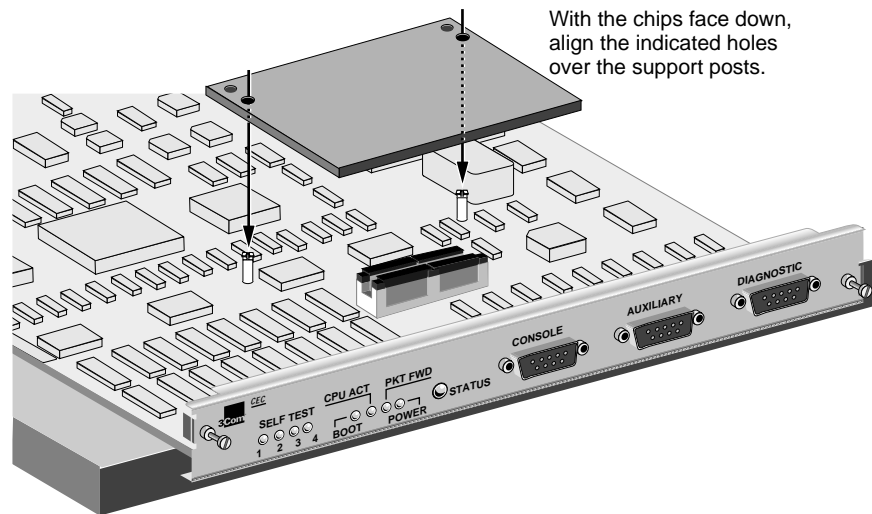


- 4 Insert support posts into the CEC module.

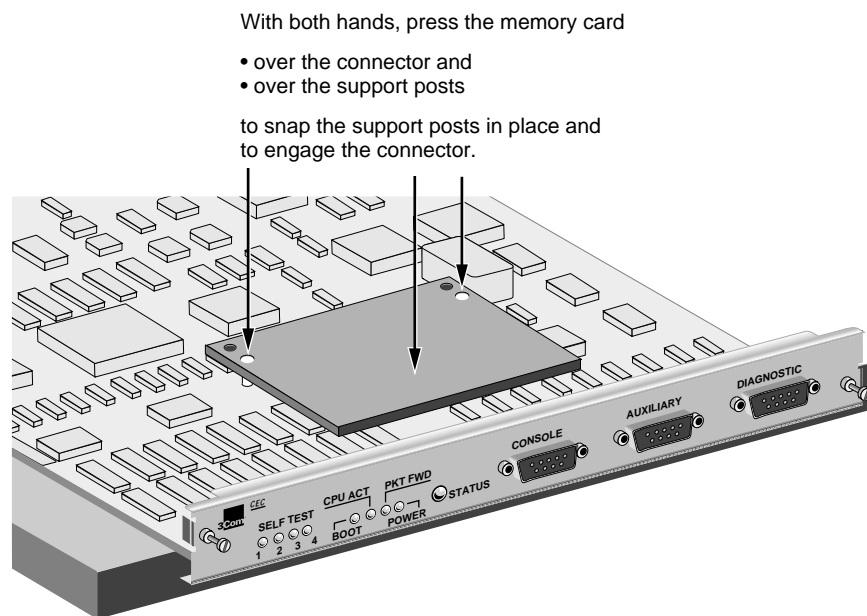


- 5 Place the CEC module on a flat surface so the connector/LED panel just extends over the edge.
The component section will rest flat against the table.

- 6 Align the memory card over the support posts on the CEC module.



7 Engage the connector and support posts.



8 Place the upgrade label over the 3Com logo on the far left of the CEC module's connector/LED panel.



9 Install the CEC module as described in the *NETBuilder II Communications Engine Card (CEC) Module Installation Guide*.

Software Installation

After you have attached a terminal or modem as described in the *NETBuilder II Communications Engine Card (CEC) Module Installation Guide*, you must initially boot from the enclosed software diskette to update the memory information of your system. Complete the steps in the appropriate section that follows to boot from the memory upgrade diskette.

If you have a new system or are booting from the floppy...

- 1 Insert the memory expansion diskette and turn on the system.

- 2 Your monitor will display the following:

```
Do you want to enter the monitor? (Y/N)
```

a Enter **y**.

b Enter one of the following at the prompt:

- If you have a flash memory drive, enter **bt b:memupgrd.29k**.
- If you have only a floppy drive, enter **bt a:memupgrd.29k**.

The NETBuilder II system will reboot from the floppy.

The monitor will display `Upgrade Complete` when it has finished updating the memory information.

- c** Remove the memory expansion diskette and put in your normal boot diskette.

See the *NETBuilder Family Bridge/Router Getting Started Guide* for more information about boot sources.

- 3 Verify the memory size by doing the following:

a Enter **si** at the prompt.

b Enter **2** for `Display Repair Data.`

The following display indicates 20 MB of RAM:

```
RAM MEMORY
instruction memory : 0x80000000, 0x00800000
data mermory : 0xF0000000, 0x00800000
shared memory : 0x00400000, 0x00400000
```

- 4 Reboot the system by entering **rs** at the prompt.

If you are booting from a source other than the floppy...

- 1 Insert the memory expansion diskette and turn on the system

- 2 Enter **mon** at the prompt.

Your monitor will display:

```
WARNING: Monitor mode halts normal operations. Confirm (Y/N)?
```

a Enter **y**.

b Enter one of the following at the prompt:

- If you have a flash memory drive, enter **bt b:memupgrd.29k**.

- If you have only a floppy drive, enter **bt a:memupgrd.29k**.
The NETBuilder II system will reboot from the floppy.
The monitor will display `Upgrade Complete` when it has finished updating the memory information.
 - c Remove the memory expansion diskette.
- 3 Verify the memory size by doing the following:
- a Enter **si** at the prompt.
 - b Enter **2** for `Display Repair Data.`
The following display indicates 20 MB of RAM:
- ```
RAM MEMORY
instruction memory : 0x80000000, 0x00800000
data memory : 0xF0000000, 0x00800000
shared memory : 0x00400000, 0x00400000
```
- 4 Reboot the system by entering **rs** at the prompt.

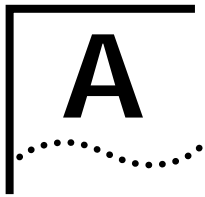
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## Troubleshooting

Contact your network supplier if any of the following occurs:

- The monitor does not display `Upgrade Complete` after booting from the memory expansion diskette.
- Any error message appears on the monitor.
- The `Repair Data` display in the `si` command indicates only 12 MB of RAM:

```
RAM MEMORY
instruction memory : 0x80000000, 0x00400000
data memory : 0xF0000000, 0x00400000
shared memory : 0x00400000, 0x00400000
```



# TECHNICAL SUPPORT

3Com provides easy access to technical support information through a variety of services. This appendix describes these services.

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## On-line Technical Services

3Com offers worldwide product support seven days a week, 24 hours a day, through the following on-line systems:

- 3Com Bulletin Board Service (3ComBBS)
- World Wide Web site
- Ask3Com<sup>SM</sup> on CompuServe<sup>®</sup>
- 3ComFacts<sup>SM</sup> automated fax service

## 3Com Bulletin Board Service

3ComBBS contains patches, software, and drivers for all 3Com products, as well as technical articles. This service is available via modem seven days a week, 24 hours a day. To reach the service, set your modem to 8 data bits, no parity, and 1 stop bit. Call the telephone number nearest you:

| Country              | Baud Rate                          | Telephone Number                             |
|----------------------|------------------------------------|----------------------------------------------|
| Australia            | up to 14400 baud                   | (61) (2) 955 2073                            |
| France               | up to 14400 baud                   | (33) (1) 69 86 69 54                         |
| Germany              | up to 9600 baud<br>up to 9600 baud | (49) (89) 627 32 188<br>(49) (89) 627 32 189 |
| Hong Kong            | up to 14400 baud                   | (852) 537 5601                               |
| Italy (fee required) | up to 9600 baud                    | (39) (2) 273 00680                           |
| Japan                | up to 14400 baud                   | (81) (3) 3345 7266                           |
| Singapore            | up to 14400 baud                   | (65) 534 5693                                |
| Taiwan               | up to 14400 baud                   | (886) (2) 377 5838<br>(886) (2) 377 5840     |
| U.K.                 | up to 14400 baud                   | (44) (144) 227 8278                          |
| U.S.                 | up to 14400 baud                   | (1) (408) 980 8204                           |

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Access the latest networking information on 3Com's World Wide Web site by entering our URL into your Internet browser:

<http://www.3Com.com/>

This service features news and information about 3Com products, customer service and support, 3Com's latest news releases, selected articles from 3TECH<sup>™</sup>, 3Com's award-winning technical journal, and more.

**Ask3Com on CompuServe**

Ask3Com is a CompuServe-based service containing patches, software, drivers, and technical articles about all 3Com products, as well as an interactive forum for technical questions. To use Ask3Com, you need a CompuServe account.

To use Ask3Com:

- 1 Log on to CompuServe.
- 2 Enter **go threecom**
- 3 Press [Return] to see the Ask3Com main menu.

**3ComFacts Automated Fax Service**

3Com Corporation's interactive fax service, 3ComFacts, provides data sheets, technical articles, diagrams, and troubleshooting instructions on 3Com products 24 hours a day, seven days a week. Within this service, you may choose to access CardFacts® for adapter information, or NetFacts<sup>SM</sup> for network system product information.

- **CardFacts** provides adapter installation diagrams, configuration drawings, troubleshooting instruction, and technical articles.

Document 9999 provides you with an index of adapter documents.

- **NetFacts** provides data sheets and technical articles on 3Com Corporation's hub, bridge, router, terminal server, and software products.

Document 8888 provides you with an index of system product documents.

Call 3ComFacts using your touch-tone telephone. International access numbers are:

**Table A-1**

| Country   | Fax Number          |
|-----------|---------------------|
| Hong Kong | (852) 537 5610      |
| U.K.      | (44) (144) 227 8279 |
| U.S.      | (1) (408) 727 7021  |

Local access numbers are available within the following countries:

**Table A-2**

| Country   | Fax Number   | Country     | Fax Number  |
|-----------|--------------|-------------|-------------|
| Australia | 800 123853   | Italy       | 1678 99085  |
| Denmark   | 800 17319    | Netherlands | 06 0228049  |
| Finland   | 98 001 4444  | Norway      | 800 11062   |
| France    | 05 90 81 58  | Sweden      | 020 792954  |
| Germany   | 0130 8180 63 | U.K.        | 0800 626403 |

## Support from Your Network Supplier

If additional assistance is required, contact your network supplier. Many suppliers are authorized 3Com service partners who are qualified to provide a variety of services, including network planning, installation, hardware maintenance, application training, and support services.

When you contact your network supplier for assistance, have the following information ready:

- Diagnostic error messages
- A list of system hardware and software, including revision levels
- Details about recent configuration changes, if applicable

If you are unable to contact your network supplier, see the following section on how to contact 3Com.

## Support from 3Com

If you are unable to receive support from your network supplier, technical support contracts are available from 3Com.

In the U.S. and Canada, call **(800) 876-3266** for customer service.

If you are outside the U.S. and Canada, contact your local 3Com sales office to find your authorized service provider:

| Country            | Telephone Number     | Country              | Telephone Number   |
|--------------------|----------------------|----------------------|--------------------|
| Australia (Sydney) | (61) (2) 959 3020    | Mexico               | (525) 531 0591     |
| (Melbourne)        | (61) (3) 653 9515    | Netherlands          | (31) (3) 402 55033 |
| Belgium            | (32) (2) 7164880     | Singapore            | (65) 538 9368      |
| Brazil             | (55) (11) 241 1571   | South Africa         | (27) (11) 803 7404 |
| Canada             | (905) 882 9964       | Spain                | (34) (1) 3831700   |
| France             | (33) (1) 69 86 68 00 | Sweden               | (46) (8) 632 91 00 |
| Germany            | (49) (89) 6 27 32 0  | Taiwan               | (886) (2) 577 4352 |
| Hong Kong          | (852) 868 9111       | United Arab Emirates | (971) (4) 349049   |
| Italy              | (39) (2) 273 02041   | U.K.                 | (44) (1628) 897000 |
| Japan              | (81) (3) 3345 7251   | U.S.                 | (1) (408) 492 1790 |

## Returning Products for Repair

A product sent directly to 3Com for repair must first be assigned a Return Materials Authorization (RMA) number. A product sent to 3Com without an RMA number will be returned to the sender unopened, at the sender's expense.

To obtain an RMA number, call or fax:

| Country                         | Telephone Number         | Fax Number         |
|---------------------------------|--------------------------|--------------------|
| U.S. and Canada                 | (800) 876 3266, option 2 | (408) 764 7120     |
| Europe                          | (44) (1442) 278000       | (44) (1442) 236824 |
| Outside Europe, U.S. and Canada | (1) (408) 492 1790       | (1) (408) 764 7290 |

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|                                                                        |                                        |
|------------------------------------------------------------------------|----------------------------------------|
| Internetworking products                                               | One year                               |
| Network adapters                                                       | Lifetime                               |
| Ethernet stackable hubs and<br>Unmanaged Ethernet fixed port repeaters | Lifetime* (One year if not registered) |
| *Power supply and fans in these stackable hubs and unmanaged repeaters | One year                               |
| Other hardware products                                                | One year                               |
| Spare parts and spares kits                                            | 90 days                                |

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