

Topic: Snap-In Corrects Issue with e100 XPe I/Port MAC Address
Component(s) Affected: e100 I/Port XPe, ezRemote Manager
Date: April 26, 2006

OVERVIEW / ENVIRONMENT

Under some circumstances, the MAC address of an e100 XPe I/Port may appear malformed in ezRemote Manager. A snap-in is available to correct this issue.

Note: Do not use this snap-in on I8800 or I8010 I/Ports.

DETAILED DESCRIPTION

Under some circumstances, the MAC address of an e100 XPe I/Port may appear malformed in ezRemote Manager. Instead of being displayed as normal ASCII characters, the characters of the MAC address are replaced by squares. The I/Port continues to be correctly identified by ezRemote Manager. This issue does not prevent ezRemote Manager from pushing snap-ins to the affected I/Port, but it prevents pushing or pulling operating system images to or from the I/Port.

Grid Center and other ClearCube Management Suite (CMS) applications are unaffected by this issue.

RESOLUTION

If you see this issue, contact ClearCube technical support to download the snap-in that corrects this issue, and install it with ezRemote Manager.

For more information, please contact ClearCube technical support.

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