HP Branded Products May Have Problems Running Previous Versions of H3C Software

SUPPORT COMMUNICATION - CUSTOMER BULLETIN

Document ID: c03178011
Version: 3

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NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

Release Date: 2012-01-31
Last Updated: 2013-01-28

DESCRIPTION

Many 3Com and H3C products have been re-branded as HP products and retain the same product number (J number) they had when they still had their initial branding. Although the latest software for the product can run on any brand of the products, earlier H3C or 3Com software versions may not be able to run on HP branded products. This is because the products have a device code programmed into them during manufacture, and the new HP device codes are not recognized by the H3C software developed before the re-branding.

If an HP unit is downgraded to an earlier version of H3C code, the application software may fail to recognize the equipment it is running and may not operate correctly. The actual behavior of the product running older code varies depending on the product. Some products operate normally but may display the wrong software version or even the wrong product name and in this case they may continue to be used. Other products may fail to start during boot up resulting in an unusable unit. Recovery of a totally failing unit is possible using the BOOT menu from the console port and re-loading the original compatible application code.

SCOPE

The following re-branded HP products are affected by this issue.

- HP 5120 EI Switch Series
- HP 5120 SI Switch Series
- HP 5500 EI Switch Series
- HP 5500 SI Switch Series
- HP 5800 Switch Series
- HP 5820 Switch Series
- HP 6600 Router Series
- HP 7500 Switch Series
- HP MSR Router Series

RESOLUTION

HP recommends using the version of software on which the product shipped (or newer). If you have downgraded software versions, HP recommends updating to the latest HP software version.

If there is a compelling reason to run an older version of H3C or 3Com software (such as addition of a new product to a stack running older software), we recommend that you first upgrade to the latest available code from the HP website. This includes a new CLI `brand` command which can be used to change the branding of the product. Use this command to change the brand of the product to match the older software and then the downgrade to the older software will be successful.

The HP website to obtain the latest code can be accessed from the URL below. Look up your product and choose "Software Download".
www.hp.com/networking/support

HP regrets any inconvenience this may cause.

Hardware Platforms Affected: HP 1910 Switch Series, HP 5120 EI Switch Series, HP 5120 SI Switch Series, HP 5500 EI Switch Series, HP 5500 HI Switch Series, HP 5500 SI Switch Series, HP 5800 Switch Series, HP 5820 Switch Series, HP 6600 Router Series, HP 7500 Switch Series, HP 9500 Switch Series, HP MSR20 Series, HP MSR30 Series, HP MSR50 Series, HP MSR900 Series, JD272A(HP F1000-E VPN Firewall Appliance: Standard HP Product)
Components Affected: Not Applicable
Operating Systems Affected: Not Applicable
Software Affected: Not Applicable
Third Party Products Affected: Not Applicable
Support Communication Cross Reference ID: IA03142313

REVISION HISTORY
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