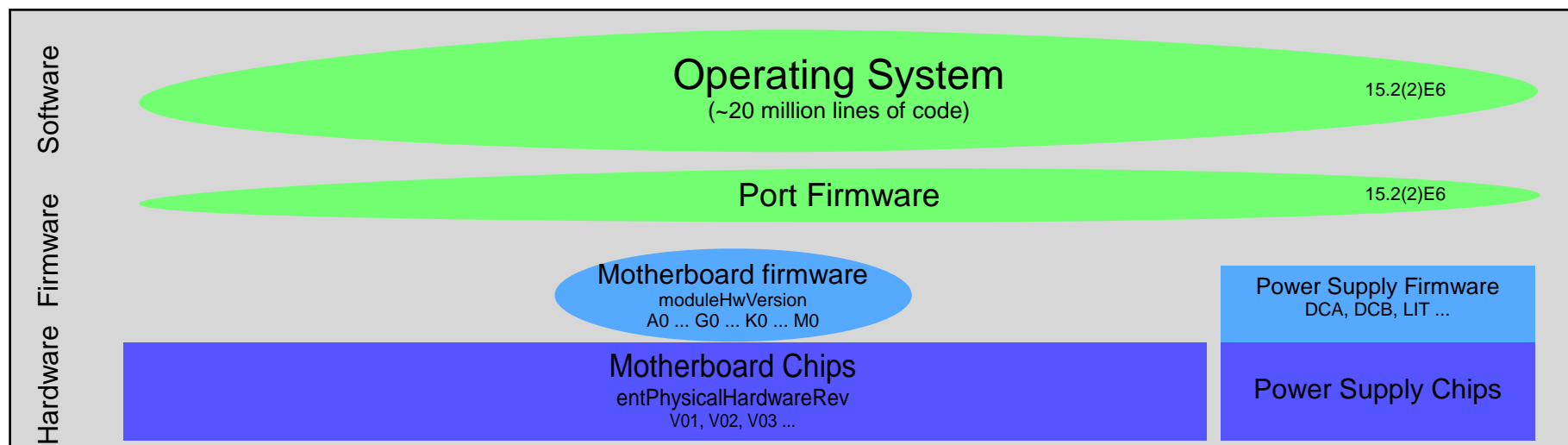


Ethernet Switch

Software / Firmware / Hardware



Green = Field-upgradeable

Manufacturer identifies bugs, fixes them, posts new versions to Web site; Operator downloads files, performs upgrade

Blue = Not field-upgradeable

Manufacturer identifies bugs, fixes them ... but pushing this fix to the field requires a hardware swap

Indigo = Not field-upgradeable

Manufacturer identifies bugs, fixes them ... but pushing this fix to the field requires a hardware swap

Rare

Most switch problems stem from Software bugs or Port Firmware bugs, which are fixable via field upgrades

Notice the labor-intensive nature of supporting Cat2960X (the model we use in the IDFs)

(1) power supply

Integrated (not field-removable)

Recall that in network gear, the most common hardware component to fail is the Power Supply

In 2016: we replaced (9) Cat2960X to fix a bug in Power Supply Firmware

we replaced (3) Cat2960X because of partially (PoE function only) failed Power Supplies

More typical Switches (and Servers and other IT gear) sport (2) Power Supplies, both of which are field-replaceable

Redundant, field-replaceable power supplies make a substantial dent in both downtime and IT staff operational time