

Appendix C

Return the Router or Its Components

This chapter discusses the following topics related to returning parts for repair or replacement:

Return Procedure on page 215

Locate Component Serial Numbers on page 216

Pack the Router for Shipment on page 220

Pack Components for Shipment on page 221

Return Procedure

When you need to return a component, follow this procedure:

1. Determine the part number and serial number of the component. For instructions, see "Locate Component Serial Numbers" on page 216.
2. Obtain a Return Materials Authorization (RMA) number from the Juniper Networks Technical Assistance Center (JTAC). You can send e-mail to support@juniper.net, or call 1-888-314-JTAC (within the United States) or (+ 1) 408-745-9500 (from outside the United States).

Provide the following information in your e-mail message or during the telephone call:

Part number and serial number of component

Your name, organization name, telephone number, and fax number

The shipping address for the replacement component, including contact name and phone number

Description of the failure

The support representative validates your request, and issues an RMA number for return of the component.

3. Pack the router or component for shipment, performing the procedure described in "Pack the Router for Shipment" on page 220 or "Pack Components for Shipment" on page 221.

Locate Component Serial Numbers

Your request for an RMA must include the component part and serial numbers. Issue the CLI `show chassis hardware` command to list the numbers for all components installed in the chassis:

```
user@host> show chassis hardware
Hardware inventory:
Item             Version  Part number  Serial number  Description
Chassis          REV 06   710-000073  AA2097         M40
Backplane        Rev A1   740-000234  000001         AC
Power Supply A   Rev A1   740-000234  000132         AC
Maxicab          REV 05   710-000229  AA4390
Minicab          REV 02   710-000482  AA4423
Display         REV 07   710-000150  AA4352
Routing Engine                                     RE-1.0
...
```

Most components also have a small rectangular serial number ID label (see Figure 96) attached to the component body.

Figure 96: Serial Number ID Label



The following sections describe the tag location on each type of component:

FPC Serial Number ID Label on page 217

PIC Serial Number ID Label on page 217

Power Supply Serial Number ID Label on page 218

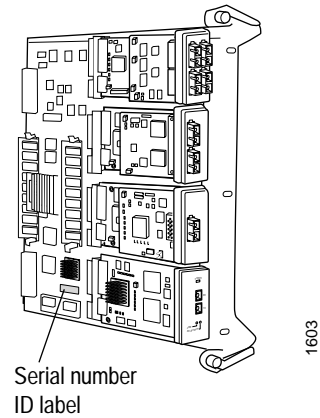
Routing Engine Serial Number Label on page 218

SCB Serial Number ID Label on page 219

FPC Serial Number ID Label

The serial number ID label on an FPC is located near the rear on the left side when the FPC is vertical, as it is when installed in the router (see Figure 97).

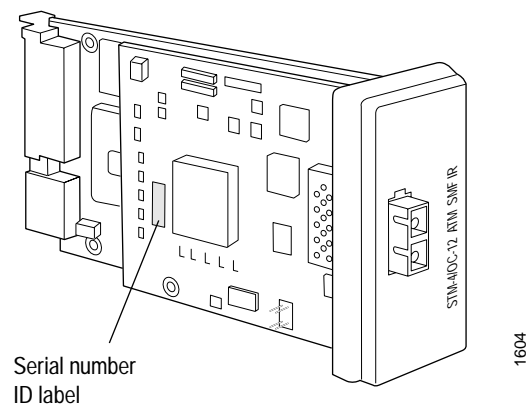
Figure 97: FPC Serial Number ID Label



PIC Serial Number ID Label

The serial number ID label on a PIC is located on the left side when the PIC is vertical, as it is when installed in the router (see Figure 98).

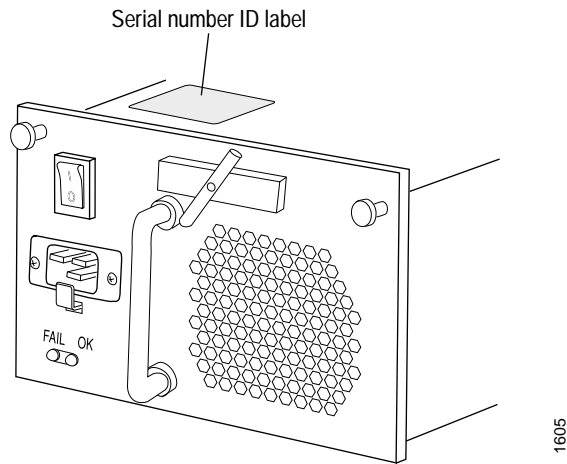
Figure 98: PIC Serial Number ID Label



Power Supply Serial Number ID Label

The serial number ID label on a power supply is located on the top (see Figure 99).

Figure 99: Power Supply Serial Number ID Label



Routing Engine Serial Number Label

The location of the serial number label depends on the type of Routing Engine (see Figure 100 and Figure 101). Some Routing Engines might have more than one serial number. Contact your Juniper support representative if you need assistance in determining which serial number to provide.

Figure 100: Routing Engine 333 Serial Number ID Label

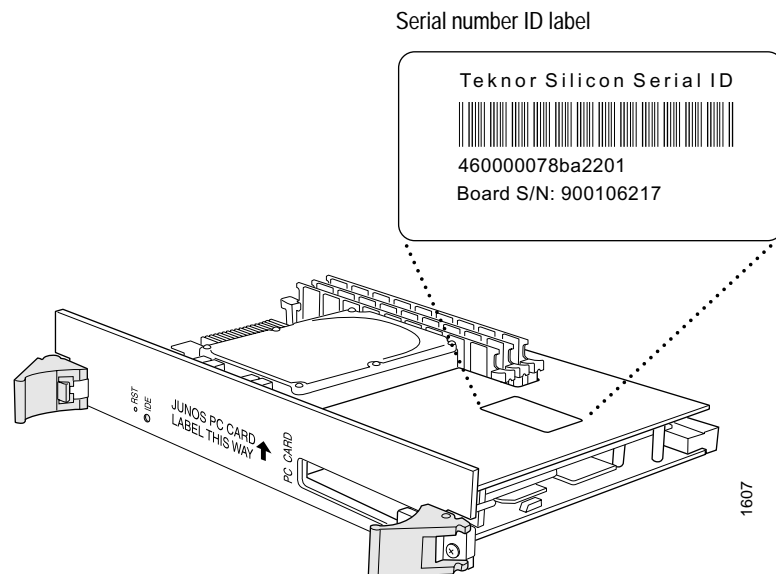
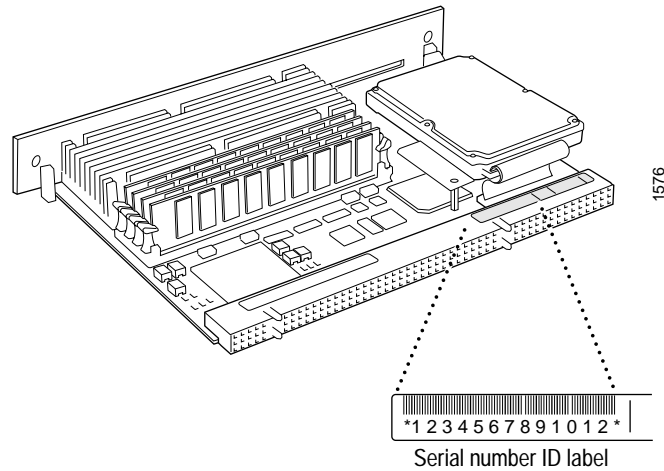


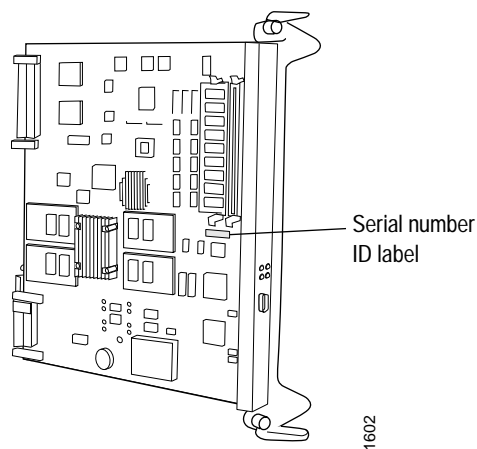
Figure 101: Routing Engine 600 Serial Number ID Label



SCB Serial Number ID Label

The serial number ID label on an SCB is located at the center front of the board panel (see Figure 102).

Figure 102: Serial Number Label on the System Control Board



4.

Pack the Router for Shipment

To pack the router for shipment, follow this procedure:

1. Retrieve the crate with bottom pallet and packing materials in which the router was originally shipped.
2. On the console or other management device connected to the Routing Engine, enter CLI operational mode and issue the following command to shut down the router software. For more information, see the *JUNOS Internet Software Operational Mode Command Reference: Protocols, Class of Service, Chassis, and Management*.

```
user@host> request system halt
```

Wait until a message appears on the console confirming that the operating system has halted.

3. Shut down power to the router by pressing the power switch on the faceplate of both power supplies to the OFF (O) position.
4. Disconnect the power cords or cables. For instructions, see “Disconnect AC Power from the Router” on page 140 and “Disconnect DC Power from the Router” on page 147.
5. Remove the cables from all PICs and external management and alarm devices. For instructions, see “Maintain and Replace Cables and Connectors” on page 181.
6. Remove the chassis from the rack.

If you are using a mechanical lift, place the lift under the chassis, unscrew and remove the mounting screws from the rack, and move the router to the pallet.

If you are moving the router manually, first remove components as described in “Remove Components from the Chassis” on page 100. Unscrew and remove the mounting screws from the rack, move the router to the pallet, then reinstall the components as described in “Reinstall Components into the Chassis” on page 111.

7. Place the chassis on the pallet and bolt it to the pallet.
8. Replace the packing foam on top of the chassis.
9. Place the crate cover over the chassis and foam.

Pack Components for Shipment

To pack and ship individual router components, follow these guidelines:

Protect the component with enough packing material to prevent movement inside the carton. Use the original shipping materials if they are available.

Place individual boards in electrostatic bags.



Caution

Do not stack any of the Packet Forwarding Engine components.

