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Introduction

This document describes a problem when Supervisor Engine 8E on Catalyst 4500 is being used with legacy line cards like

WS-X4248-RJ45V or WS-X4548-GB-RJ45V. Please read this document in its entirety to determine if any action is required.

Problem

If you are using a Supervisor 8-E running rommon version 15.1(1r)SG4 or earlier with WS-X4248-RJ45V or WS-X4548-GB-RJ45V with hardware revision older than 4.2 one or both of following issues may be seen.

1) WS-X4248-RJ45V or WS-X4548-GB-RJ45V modules may experience following failure when inserted in a Catalyst 4500 chassis. Line cards will not come up after this issue is hit.

2) If there are Power over Ethernet (PoE) devices connected on these modules they may occasionally experience PoE reset causing the devices to reboot. Following log is seen on the Catalyst 4500 when this happens.

This issue is documented at [CSCuq25144](#) and [CSCun21714](#)

Solution

Prior to installing WS-X4248-RJ45V or WS-X4548-GB-RJ45V modules in a Catalyst 4500 chassis with Supervisor Engine 8E, please ensure that Supervisor Engine 8E is upgraded to ROMMON version 15.1(1r)SG5 or higher. If supervisor engine 8E is running ROMMON version 15.1(1r)SG5 or higher, both issues discussed above will not be encountered.

Note: Rommon upgrade on Supervisor 8E must be done with all the WS-X4248-RJ45V and WS-X4548-GB-RJ45V out of the chassis to ensure they do not get corrupt during the upgrade.

You can verify current ROMMON version using the show module command.

```
Cat4500#show module
Chassis Type : WS-C4507R+E
```

Power consumed by backplane : 40 Watts

Mod	Ports	Card Type	Model	Serial No.
1	48	10/100/1000BaseT EEE (RJ45)	WS-X4748-RJ45-E	CAT1512L2FV
3	8	Sup 8-E 10GE (SFP+), 1000BaseX (SFP)	WS-X45-SUP8-E	CAT1943L64N

M	MAC addresses	Hw	Fw	Sw	Status
1	0026.0b79.e4ee to 0026.0b79.e51d	0.1			Ok
3	5c83.8fe6.1b40 to 5c83.8fe6.1b47	1.3	15.1(1r)SG4	03.03.01XE	Ok

<snip>

ROMMON upgrade steps can be found here - [Guideline for Upgrading the ROMMON](#). As mentioned above, please remember to pull out WS-X4248-RJ45V and WS-X4548-GB-RJ45V modules from the chassis before upgrading ROMMON on Supervisor 8E.

If you have accidentally inserted WS-X4248-RJ45V or WS-X4548-GB-RJ45V module in a Catalyst 4500 chassis with Supervisor Engine 8E running an older ROMMON version and have run into issue # 1 described above, there is no way to recover the line card, RMA is the only way. Please contact Cisco TAC for next steps.

It has been seen that WS-X4248-RJ45V or WS-X4548-GB-RJ45V modules with hardware revision 4.2 or higher are not affected by this issue irrespective of ROMMON version on supervisor engine 8E. It is still recommended that supervisor engine ROMMON is upgraded to version 15.1(1r)SG5 or higher to prevent accidental damage in case a legacy line card with older hardware revision is installed.

Note: There could be a rare corner case where some WS-X4248-RJ45V or WS-X4548-GB-RJ45V modules get corrupt and show symptoms mentioned above despite being installed with Supervisor 8E running ROMMON version 15.1(1r)SG5 or higher. Please contact Cisco TAC if you encounter this situation.