AVAYA

Product Support Notice

PSN #	PSN003383u			
Original publication date: 21-Jul-11. This is Issue #1, published date: 21-Jul-11.		**Severity/risk level** High	**Urgency**	Immediate

Name of problem	NT4N39AAE5 CPPIV Dark Card Issue Update

Products affected

NT4N39AAE5 CPPIV processor card used on Communication Server 1000M: Releases 3.0, 4.0, 4.5, 5.0, 5.5, 6.0, 7.0, and 7.5

Problem description

This bulletin is an update to the NT4N39AAE5 CPPIV Dark Card issue described previously. This update advises that a fix has been developed to address those cards that have the dark card issue. Please note that the number of sites experiencing the issue still remains very low and continues to be restricted to specific sites. The issue can be thought of as being one where the NT4N39AAE5 cards are more susceptible to an issue on specific sites, but may function normally on other sites.

Previously, Avaya had several customer reports of an issue with the NT4N39AAE5 CPP IV processor cards used on CS1000M Single Group and Multi Group. The symptom that has been experienced on the sites that have seen the issue is that once the card is installed and functioning correctly, if the card is pulled out of the system and re-inserted immediately or after a short period, the card does not power up correctly and appears dead. Most cards do not exhibit this issue, but cards with the problem may have to wait an hour or more before re-inserting for the card to power up correctly and start functioning again.

Investigation by Avaya has revealed that although the majority of sites have never experienced the issue, sites with the problem can experience it repeatedly. The Avaya labs have since been able to duplicate the problem using cards from the sites experiencing the issue. The root cause of the issue has been narrowed down to a component within the on board power up circuitry. It has also been found that a bad card will exhibit the issue in CS1000M systems only. CS1000E systems using NT4N39 cards do not exhibit problems even with bad NT4N39AAE5 cards. Note that most CS1000E systems do not use the NT4N39AAE5.

The symptoms of the issue occurs as follows. Upon first insertion, the NT4N39AAE5 card power up with no issues. On removal and re-insertions, the card no longer powers up and the faceplate LED does not light up. If the card is left out and allowed to cool and is then re-inserted the card will power up correctly and will work with no incident. It may take an hour or more to cool the card sufficiently for re-insertion. Note that the issue is upon power up. If the card is already running, there is no issue.

Resolution

A fix to the issue has been developed and the manufacturer of the NT4N39AAE5 has converted new production units to the NT4N39BAE5. The new cards will be available for shipment from Avaya starting Aug 3, 2011. Any orders for the NT4N39BAE5 received prior to Aug 3, 2011 will be scheduled starting on that date. In parallel, repair processes at Avaya are being modified to ensure that all cards sent back for repair will get modified to the new NT4N39BAE5 code.

At this time, Avaya is still working on recommendations for cards currently installed in active systems. These recommendations will be announced via a bulletin update in the next few weeks.

Workaround or alternative remediation

For NT4N39AAE5 cards already installed, it is recommended not to remove the cards from the shelf unless it is to replace it with another card.

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch	
n/a	

Download	
n/a	

Patch install instructions	Service-interrupting?
n/a	No

Verification	
n/a	

Failure
n/a

Patch uninstall instructions
n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a

Avaya Security Vulnerability Classification
Not Susceptible

Mitigation
n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686