



Product Support Notice

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PSN# PSN001451u

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Severity/risk level High

Urgency Immediately

Name of problem Some S8400 Server's internal 2GB Compact Flash Card / Solid State Drive (SSD) can fail.

Products affected

Communication Manager, All
S8400 Server

Problem description

Some 2GB Compact Flash (CF) cards have a bit-retention problem. These cards are Simple Tech models AVYCF2GBJ-F and AVYCF2GBJU-F (J-controller) in S8400 servers. The cards have a date code prior to August 10th, 2006. The date code is printed on the back of the card, on the bottom line in the format YYMMDD-, where YY is the year, MM is the month, and DD is the day. This implies that the affected cards have date code prior to 060810-xxx-xxx.

Resolution

To identify whether the server contains a defective flash card, apply patch 14410.

When patch 14410 is applied, the output will inform you whether the card is good or it should be replaced. This information is also saved in a file in the server's /var/home/ftp/pub directory in a file name starting with "FlashCard_" followed by a time stamp of when the patch was applied. At the end of the file is the information about the flash card and whether further action is required or not.

This patch is non-service affecting and should be activated without de-activating or removing any existing patch on the system. Once the patch has been activated, it can be de-activated and removed.

All affected J-controller CF cards should be replaced with new STEC model AVYCF2GBM1U-F (M-controller) cards or Silicon Systems model SSD-C02G-3500. Any Simple Tech J-controller cards with date codes after 060810 do not have this problem.

Replacement CF card can be ordered with Comcode 700450539. Also, you need to reference PCN 1616B.

Workaround or alternative remediation

n/a

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

Not required.

Download

Download from www.avaya.com/support or contact Technical Support and request the patch

Patch install instructions

Contact Technical Support

Service-interrupting?

No

Verification

Contact Technical Support

Failure

Contact Technical Support

Patch uninstall instructions

Contact Technical Support

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

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