Product Support Notice

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PSN# PSN000888u

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Name of problem G650 Gateways may reset when a 655A Power Unit is physically HOT inserted.

Products affected

Communication Manager, all releases
G650 Media Gateway

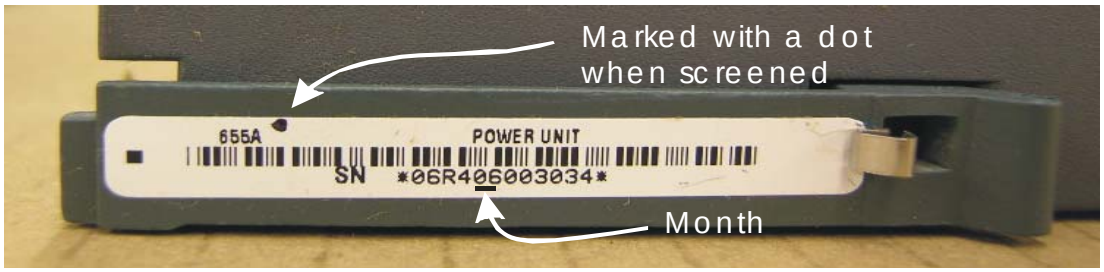
Problem description

Some 655A power units made between February and June of 2006 were assembled with reversed zener diodes. This can cause both power units and thus the G650 Gateway to be reset when a defective power unit is HOT inserted into a G650 Gateway. Having one or two defective units installed in a G650 Gateway will not cause any problems during normal operation, even during a power disruption to one or both of the units, unless a defective unit is physically reseated or a second defective unit is added into an operational gateway. Only the act of physically HOT inserting a defective power unit may cause a disruption. The G650 Gateway will automatically restart after the disruption. Any G650 Gateways with only a single 655A power unit will not have any problem unless a defective 655A is installed as a second power unit, even if the single unit might be defective. A known good unit can be added, without incident, to a G650 Gateway containing a defective 655A.

The defect can not be visually inspected and only be identified by serial numbers and special testing.

Resolution

Any 655A power units with a serial number from 06R40200XXXX to 06R40600XXXX, where the 5th and 6th digits indicates the month manufactured, has the potential to contain a reversed zener diode. Many units in this range have been screened for this issue and verified good units are marked with a black dot following the 655A on the latch label.



The shipping boxes that these screened units are in, have also been marked with a white label, next to the serial number label that say “DIODE TEST PASSED”. This label is placed on both 655A Power Unit boxes, as well as G650 Getaway boxes that contain a screened power unit.

Replace suspect units as needed with screened units as shown above or with units outside the serial number range. There is no need to replace 655A power units that are installed in G650 Gateways that only contain a single power unit with no plans to add a second power unit in the future.

655A power units manufactured after June 2006 with serial numbers of 06R40700XXXX or higher, have been tested by the manufacturer and do not have the special marking or labels.

G650 Gateways manufactured after July 10th with serial numbers of 061628XXXXXX and higher, or 06KC29XXXXXX and higher have verified good 655A power units, but do not have the outside box label.

Workaround or alternative remediation

Remarks

The serial number of any installed 655A can be displayed by Communication Manager SAT-command “list configuration power-supply XX”, where XX is the cabinet number containing G650 Gateways. In any G650 Gateways that contain 655A power units within the suspected serial number range, that power units should not be re-seated, and should be replaced as needed.

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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

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