

Product Advisory

Document Number:

Date: 25 March 2011

NTDW59BAE6 & NTDW56BAE6 Bios Update

Background

Avaya has recently received reports of a few sites having issues with the NTDW59BAE6 CPMG 128 card not rebooting when the reset button on the faceplate was pushed. The issue was could also be reproduced on these cards after a power interruption. The reboot issue has only been seen on a few sites and the reboot failure was intermittent.

Analysis

Investigation has revealed an issue with the new Avant DDR2 memory modules used on the CPMG card. On some cards the memory module will not reset properly, interrupting the boot sequence, leaving the card unable to boot. This may occur after the first power up when the card is reset. The issue does not fail 100% even on a card with the issue and the card may reset a few times then fail to reboot.

Corrective Action

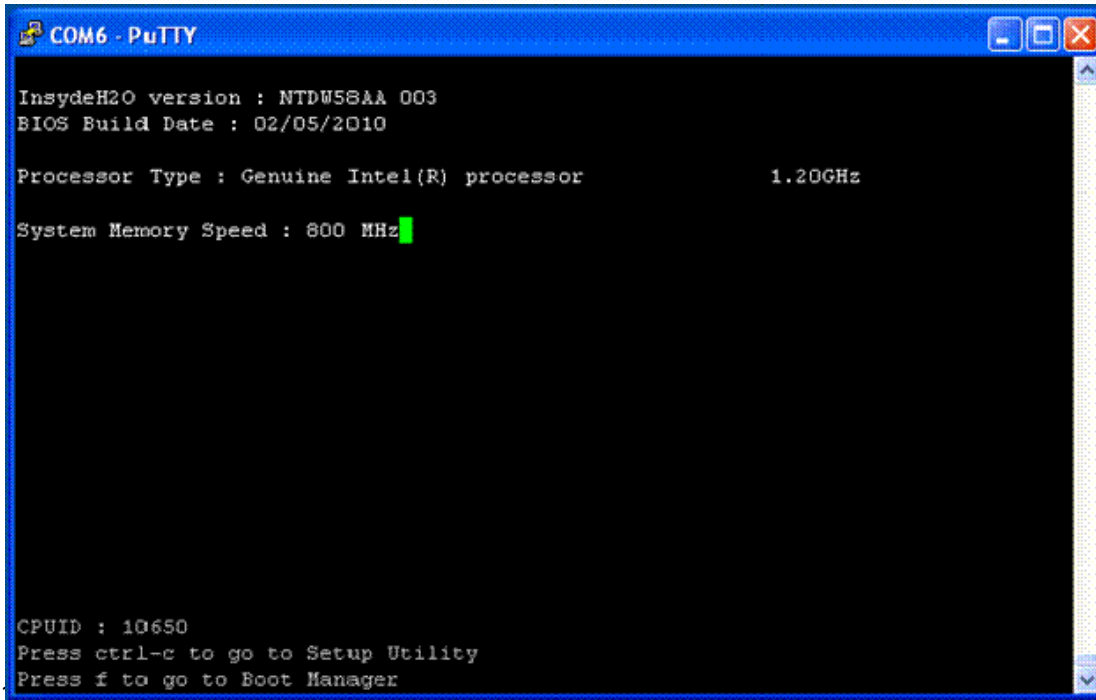
A modification has been developed to optimize the BIOS setting on the card to address the issue. The BIOS modification is in the process of being launched on new production cards. The completion date for all Avaya stock to be modified is still being worked and will be advised through an up-issue of this bulletin.

Corrective Action - Field Population

Avaya is recommending the following actions to be taken at the next maintenance opportunity in order to modify the BIOS on installed cards, eliminating possible reboot issues. The BIOS modifications result in bringing the memory settings to a level compatible with the rest of the card.

The following are the instructions to access and modify the BIOS settings on the NTDW59BAE6 CPMG 128 and NTDW56BAE6 CPMG 32 cards

1. Connect serial port to faceplate TTY1 (CP Side). Let system boot to the initial BIOS screen:



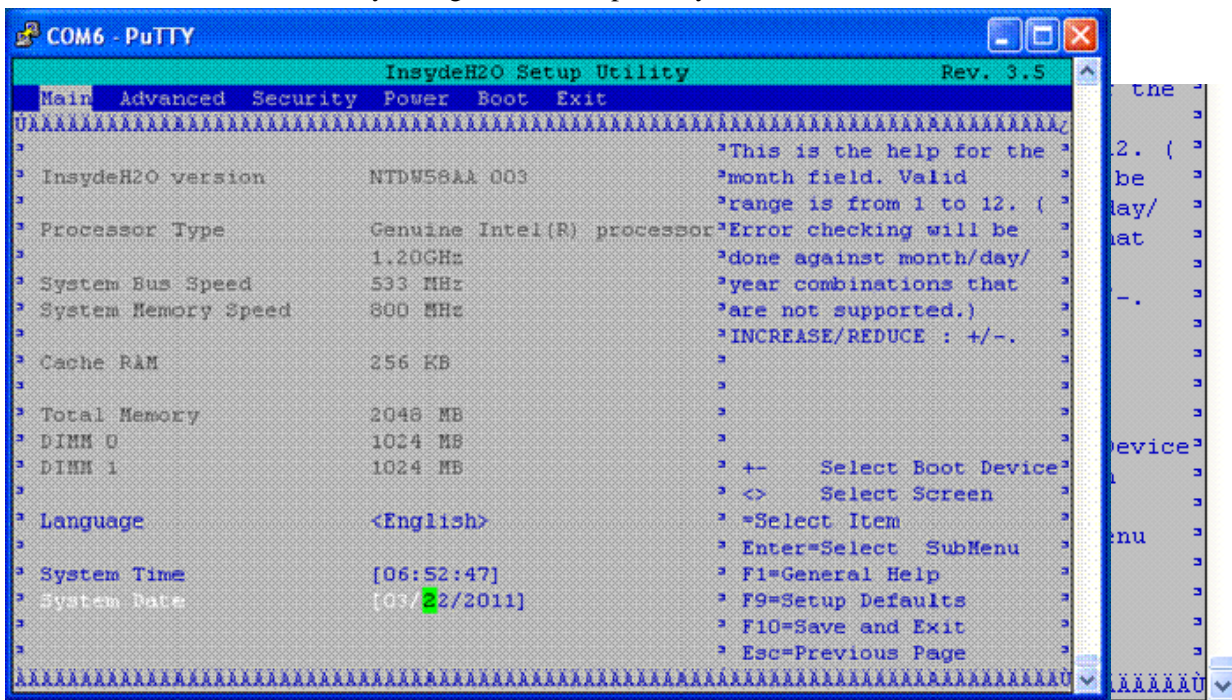
```
COM6 - PuTTY
InsydeH2O version : NTDW58AA 003
BIOS Build Date : 02/05/2010

Processor Type : Genuine Intel(R) processor      1.20GHz

System Memory Speed : 800 MHz

CPUID : 10650
Press ctrl-c to go to Setup Utility
Press f to go to Boot Manager
```

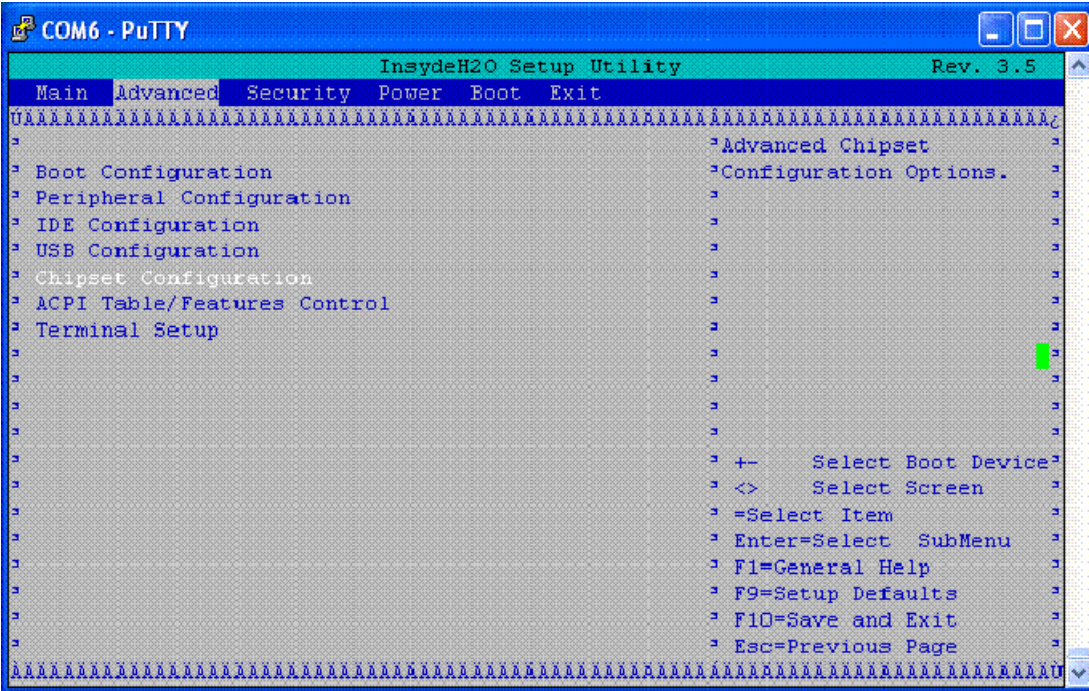
2. Press ctrl-c and wait for the system go to the Setup Utility:



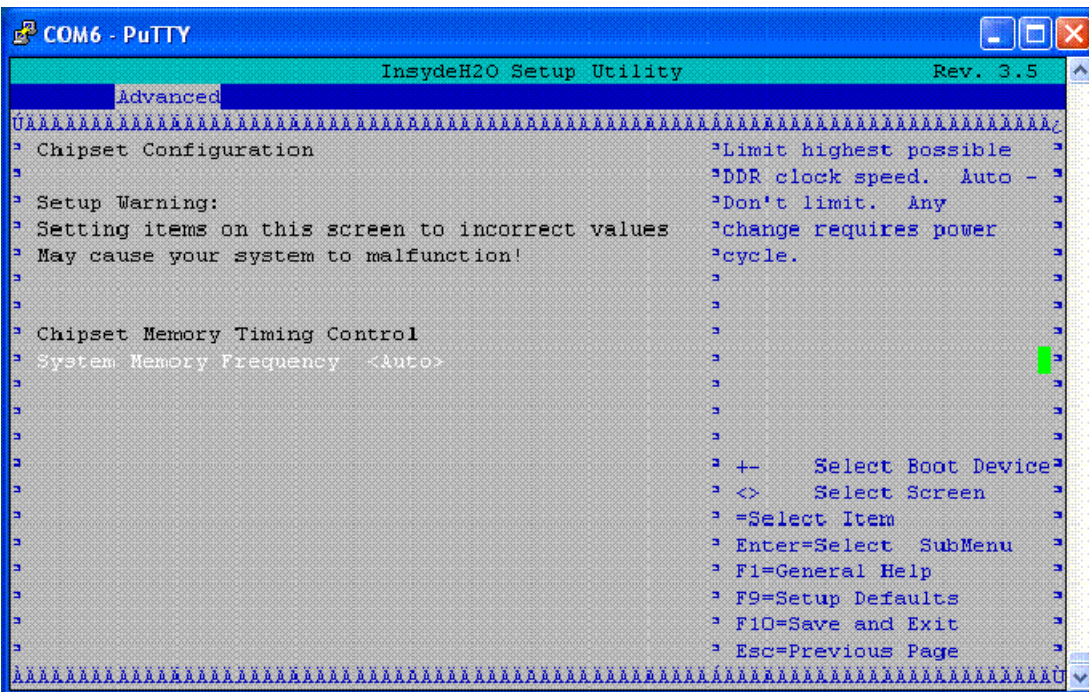
```
COM6 - PuTTY
InsydeH2O Setup Utility Rev. 3.5
Main Advanced Security Power Boot Exit
=====
InsydeH2O version      NTDW58AA 003
Processor Type        Genuine Intel(R) processor
System Bus Speed      1.20GHz
System Memory Speed   800 MHz
Cache RAM             256 KB
Total Memory          2048 MB
DIMM 0                 1024 MB
DIMM 1                 1024 MB
Language              <English>
System Time           [06:52:47]
System Date           [02/22/2011]

+-- Select Boot Device
<> Select Screen
=Select Item
Enter=Select SubMenu
F1=General Help
F9=Setup Defaults
F10=Save and Exit
Esc=Previous Page
```

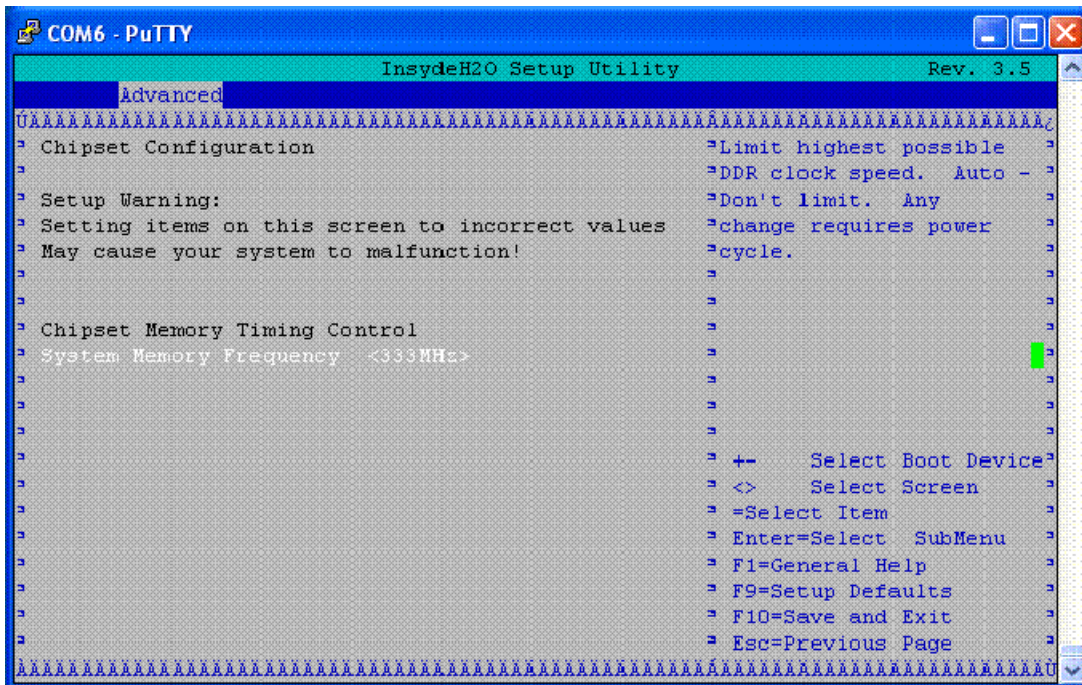
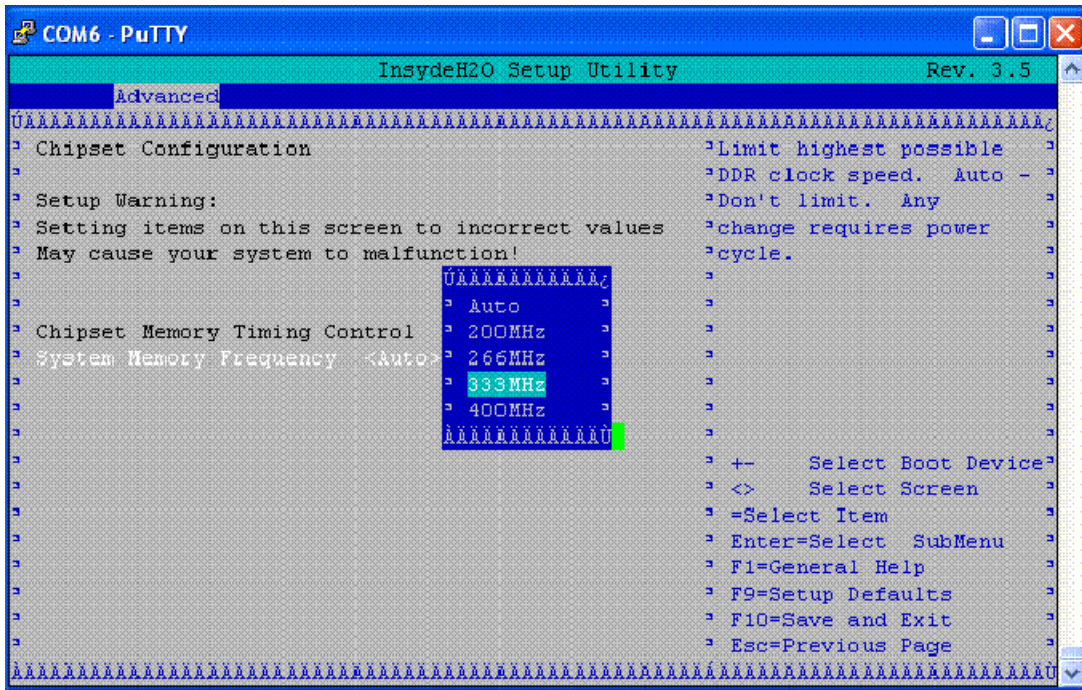
3. Move to the Advanced menu using the cursor right key:



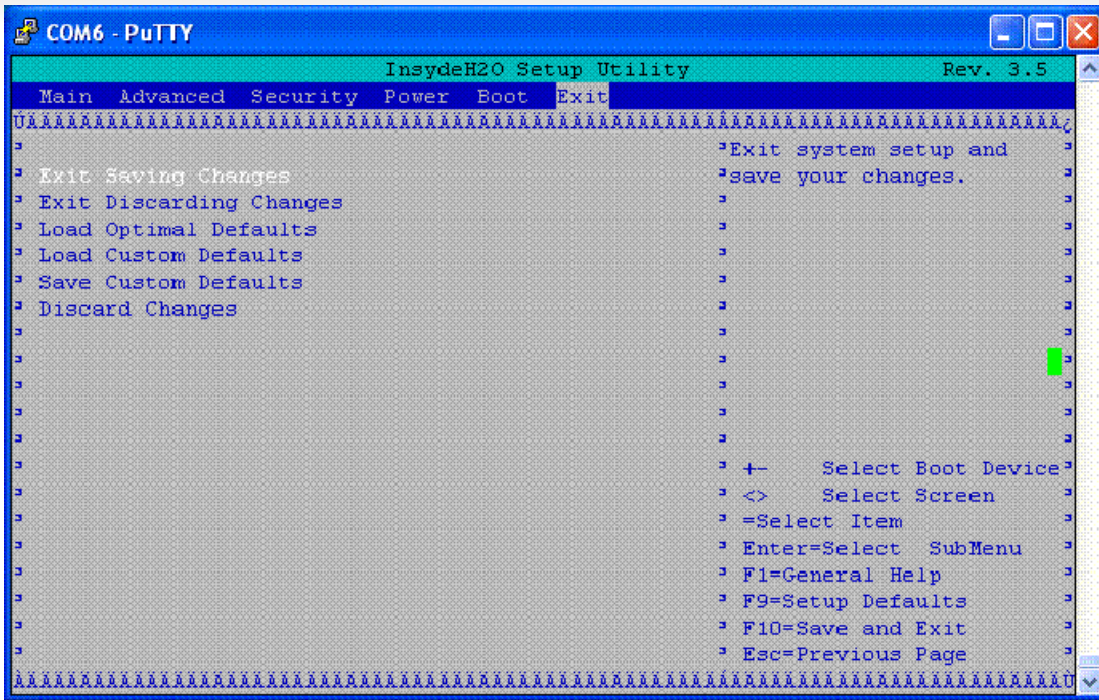
4. Select the Chipset Configuration sub-menu using the cursor down key and press enter:



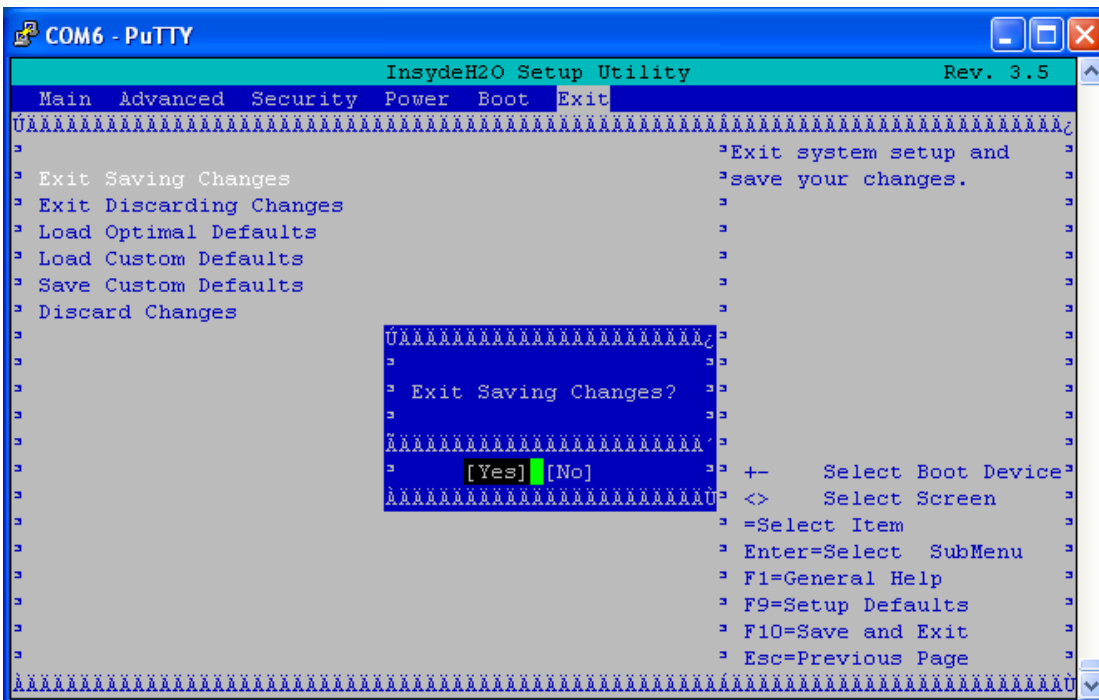
5. Here the System Memory Frequency is “Auto”, select System Memory Frequency to popup the speed select menu. Change from Auto to fixed frequency of 333MHz and press Enter.



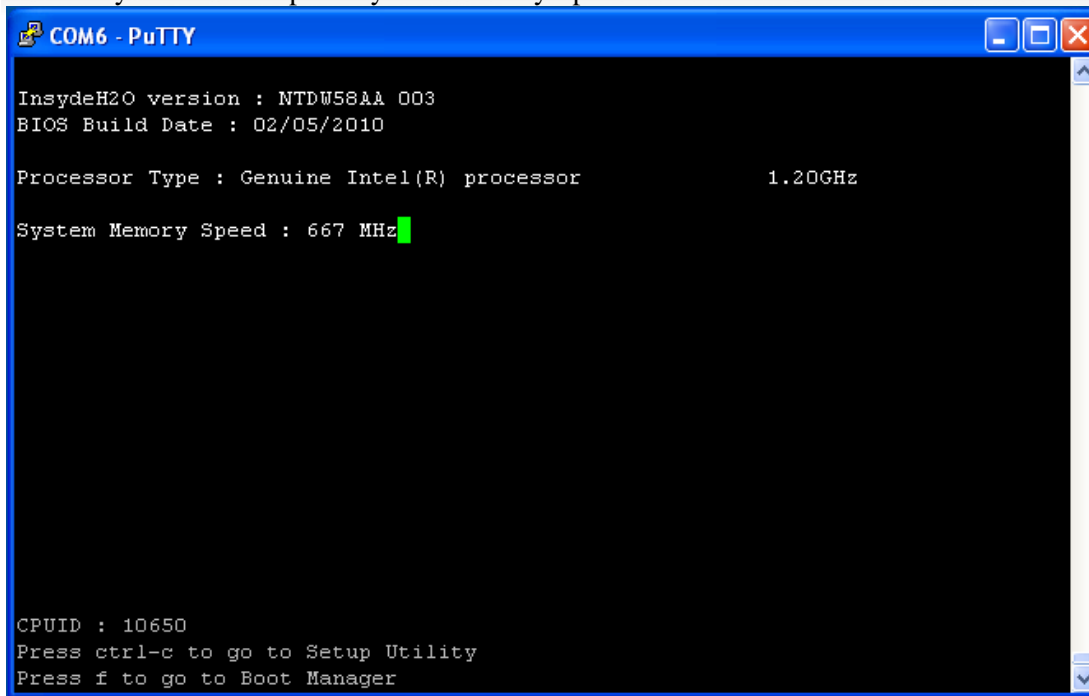
5. Press ESC to go back to main menu. Then using the cursor keys select the Exit menu and select Exit Saving Changes.



6. Select Yes to save the changes. The screen will refresh and the system will stop at this point.



7. Remove and re-insert the CPMG card or cycle power on the shelf.
After the system comes up the System Memory Speed will now show 667MHz.



The image shows a PuTTY terminal window titled "COM6 - PuTTY". The terminal displays the following text:

```
InsydeH2O version : NTDW58AA 003
BIOS Build Date : 02/05/2010

Processor Type : Genuine Intel(R) processor           1.20GHz

System Memory Speed : 667 MHz █

CPUID : 10650
Press ctrl-c to go to Setup Utility
Press f to go to Boot Manager
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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

02/10