

## Product Correction Notice

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# NTDW59BAE6 Issue - Keycode Not Matching

### Background

Avaya has recently received reports of several sites getting a “keycode does not match the HW type” message when installing a new NTDW59BAE6 CPMG 128 processor. When this message is issued the switch will not boot up and stops at the keycode validation step. Shipment of this card from Avaya had been stopped temporarily for stock screening and rework.

### Analysis

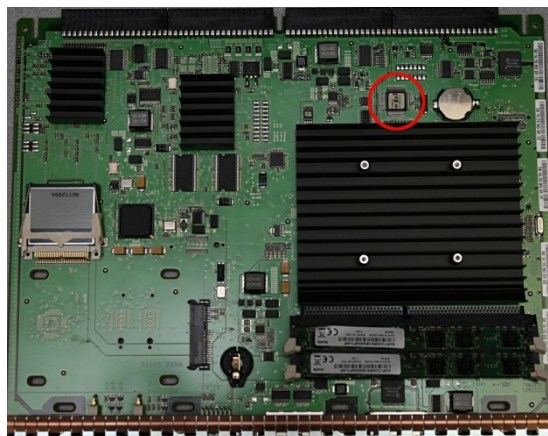
The root cause of the issue, is that during manufacture, the card was programmed with incorrect firmware. When the wrong firmware is loaded, the switch will not come up and will fail at the keycode validation step and print out a “keycode does not match the HW type” message.

Cards in Avaya stock and at the manufacturer have been screened and reworked. Shipments held while screening was being completed are resuming. Instructions on how to screen cards in the field or in partner locations follow.

### Corrective Action - Screening

There are two methods to determine if the card you have has the correct firmware:

1. The card can be screened in the box by checking the label on IC at location U26 (80 pin device beside the battery). The label should read: W58DA, R1.5, FEA3. The release will differ from R1.5 if the card has the wrong firmware



2. If the card is in the chassis and powered up, you can log into the MG terminal and type in: msp430VersionGet. A good card will return: value=6=0x6. A value other than 6 means the firmware is incorrect.
3. Alternatively, for partner stock, if the cards are still in sealed boxes, they can be sent back to Avaya for replacement. Contact your Avaya Order Management prime and request a closed box rotation for the cards in question.

## Corrective Action - Recovery

For NTDW59BAE6 cards with the incorrect firmware, the firmware can be upgraded on site by substituting the CPMG.BIN file. This file can be FTP'd to the compact flash using TTY0 to the MGC serial port only. The USB port does not connect to the MGC part of the board. Command instructions:

\*\*\*To invoke install menu or bypass loadware upgrade enter CONTROL-I\*\*\*

1. Enter: ctrl-I  
Control I detected. To change configuration enter mgcsetup  
> Init ISEC succeeded
2. ftp the CPMG.bin file to the CF on MG side (file attached)
3. issue below command under MG terminal, after the second command MG section should reboot.  
-> msp430FirmwareDownload "CPMG.bin"  
value = 0 = 0x0  
-> msp430UpgradeSwap  
value = 0 = 0x0
4. When MG section come up recheck the msp430 Version should be 6.  
-> msp430VersionGet  
value = 6 = 0x6

The CPMG.BIN file can be acquired by raising an SR with the Avaya Backbone Engineering Group

## Next Communication

N/A

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.  
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