

PSN # PSN003988u

Original publication date: 29-May-13. This is Issue #02, published date: 05-Jun-13. Severity/risk level **High** Urgency **When convenient**

Name of problem ERS 8800 : Important Upgrade Note for upgrading systems with 8895 CPUs and Dual Input Power Supplies (8005DI 1170W/1492W 120/240V Dual AC-input Power Supply)

Products affected

ERS 8800

Problem description

- An I2C bus hung state can result in systems with 8895 CPUs and 8005 Dual Input (DI) Power supplies running pre-7.1.5.2 code. **The system will continue to function properly even with the I2C bus in a hung state.** However when system is rebooted, the reboot will fail due to “Chassis SEEPROM read error” and the device will remain in a software hung state and potentially become inaccessible.

- This issue is fixed in release 7.1.5.2 and higher software release versions and in release 7.2.1.1(*) and higher software release versions.

- While normal operation is not impacted by the I2C bus being in a hung state, switch initialization (reboot) IS impacted and additional steps need to be taken as part of the upgrade to ensure the switch recovers properly. Failing to follow the additional steps (see ‘special procedure’) below will result in a failed upgrade and the device will remain in a software hung state upon reboot and potentially become inaccessible.

Resolution

Upgrade to ERS 8800 release 7.1.5.2 or higher release/ERS 8800 release 7.2.1.1 (*) or higher release

Workaround or alternative remediation

Monitoring:

- The device can be monitored periodically using the “show sys info” (ACLI: show sys-info) command. Note: Only run this command on the Primary CPU.

- If the Fan temperature reading shows “0”, it is indicative of a hung I2C.

The system will continue to function properly without issue even with the I2C bus in a hung state and will only pose issues upon reboot & upgrades. See the ‘special procedure’ in the ‘Upgrade Instructions’ section below on how to deal with such a situation.

Remarks

(*) 7.2.1.1 will be released in June 2013.

Upgrade Notes

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

Before upgrading

Monitoring:

- The device can be monitored periodically using the “show sys info” (ACLI: show sys-info) command. Note: Only run this command on the Primary CPU.

- If the Fan temperature reading shows “0”, it is indicative of a hung I2C.

Download

ERS 8800 release 7.1.5.2 or higher/7.2.1.1 (*) or higher can be downloaded from: <https://support.avaya.com>

Upgrade instructions

Service-interrupting? **Yes**

- Ensure someone is physically present near the device, in case a power cycle is needed to recover the system.

- Download the 7.1.5.2 or higher software release onto the device and get all the pre-sets done as you would in a normal upgrade. However DO NOT issue the reset or reboot command.

- Run the “show sys info” command. If the Fan temperature reading shows “0”, it is indicative of a hung I2C. If this is the case, you need to follow **special procedure** below:

1. Once all pre-work is complete, power the chassis off
2. Remove ALL power supplies from chassis and hold them out for a minimum of 30 seconds. This allows the capacitors in the supply to discharge and ensure the supply has gone completely cold electrically. This step ensures the I2C bus will start clean on power-up.
3. Reinsert all the necessary power supplies into the chassis securely.

4. Power on the chassis

- a) Make sure you have at least one PC with working console access to CPU (start with CPU in slot 5 if only one console terminal available).
- b) (for chassis with dual CPUs): pull out CPU in slot 6
- c) Power up the chassis power supplies (all) and monitor console output
- d) hit <RETURN> repeatedly and stop the booting process at monitor mode
- e) at monitor mode, run command: ‘ **boot /flash/p80b<new_sw_load>.img** ’
 - Chassis will reboot again and this time do not hit any ENTER but just watch on console as CPU powers-up normally
 - If chassis has only one CPU, then go to step 5. If chassis has two CPUs then go to next step, f.
- f) connect console and terminal to console port on CPU-6
- g) insert spare CPU in slot-6
- h) repeat steps d – e on CPU-6 console.

5. The chassis should boot successfully with the 7.1.5.2 or higher or 7.2.1.1 or higher software that it was preconfigured to load.

- If fan temperature readings were normal, you do not need to do the above procedure. You can simply complete the upgrade using the normally outlined upgrade procedures.

Verification

The chassis should boot successfully with the 7.1.5.2 or higher or 7.2.1.1 or higher software that it was preconfigured to load.

Failure

If for any reason the chassis is hung during software initialization during this upgrade boot, you can recover it using the above noted ‘special procedure’ (see Upgrade instructions)

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

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.