NORTEL NETWORKS™

2005006286	3
DOCUMENT ID	VERSION

TECHNICAL BULLETIN
TECHNICAL

LEGACY REF ID	
STATUS	**ACTIVE**
PRIORITY	**MAJOR**
ACTIVE DATE	**2006-05-11**

FAMILY	LINE	PRODUCT
Enterprise VoIP	Core	CS 1000M Chassis/Cabinet
Enterprise VoIP	Core	CS 1000S
Enterprise VoIP	Core	MG 1000B
Enterprise VoIP	Core	MG 1000T
Meridian	Core	Option 11C - Cabinet
Meridian	Core	Option 11C - Chassis

SOFTWARE AFFECTED RELEASE	4.50W
SW FIXED REL	
PREREQUIRED PATCH	
PATCH ID	
REFERENCE ID	
REGION	All
REPLACES	2005006286.2
REPLACED BY	
FUNCTION	Technical
AUTHOR	HAYWARD, BARB (BKIRKPAT)

CS 1000 RELEASE 4.5 SOFTWARE UPDATE TO CORRECT SECURITY DEVICE ERROR MESSAGES

BACKGROUND

This updated bulletin (replacing 2005006286.2) is to communicate the software update now available to correct the error messages being experienced with some new security devices shipped with CS 1000S; MG 1000T; MG 1000B; and CS 1000M / Option 11C Cabinet and Chassis Systems (SSC card systems).

ANALYSIS

This bulletin communicates the updated Release 4.5 software available for CS 1000 systems (per Product listing) in order to correct the error messages reported with some new security devices shipped,

To identify this issue, the following error messages would be seen during the software installation menus prior to the keycode installation or anytime during the software installation process.

SRPT4589 APIF: System security device is not functioning or has been removed
In certain cases, there is a message which immediately follows this, which states "SRPT4590 APIF: System security device problem has been resolved".

This issue is reported only on new security devices shipped with new systems or system upgrades.

RECOMMENDATIONS

The updated software to correct this issue will be shipped with all new and upgrade software orders effective immediately. The software will also be posted to the Nortel Software portal for download replacing the current version.

The pre-programmed software daughterboard and PCMCIA card will be identified on the release label to identify this update as follows:

Applicable Market	Communication Server 1000S / 1000T	Communication Server 1000 Media Gateway 1000B (Global)	Communication Server 1000M Cabinet/Chassis and Meridian 1 Option 11C Cabinet/Chassis
North America / CALA regions	NTM400AF R17	NTMP50AF R14	NTSK01AC R17
Asia Pacific / EMEA regions	NTM410AF R15	NTMP50AF R14	NTSK40AC R16
DSN Market	NTSK14AG R11	N/A	NTSK14AG R11

The Loadware Version Number has been updated to identify this version on your system via the ISSP printout - Loadware Version: PSWV 122

If you have received a new system prior to this bulletin update and you experience the error messages noted above, you can download the updated version of Release 4.5 software from the web and install to your software daughterboard.

If further assistance is required, please contact your Service Representative.

REQUIRED ACTIONS

Also to note: If an RMA order was placed for a defective security device, please reference the new Security Device I.D. for future orders or using KRS tool. The Serial Number/Aux. I.D. has been changed in history to match the new Secuirty Device I.D. since the original number has not been used. The original Serial Number will be retired in history. It is important to ensure your Keycode Sheet and System match this information accordingly.

ATTACHMENTS

Click here to access attachments (1 attachments)

FOOTER INFORMATION

REISSUE REASON

This bulletin is to advise Channel Partners of the software update to correct this issue.

NORTH AMERICA
1 800 4-NORTEL
(1 800 466-7835)

EUROPE, MIDDLE EAST & AFRICA
00800 8008 9009
+44 (0)870-907-9009

ASIA PACIFIC
+61 2-8870-8800

http://www.nortel.com