



## Product Support Notice

© 2014 Avaya Inc. All Rights Reserved.

PSN # PSN004369u

Original publication date: 24-Nov-14. This is Issue #01, published date: 24-Nov-14.

Severity/risk level

Medium

Urgency

Immediately

Name of problem Power supply FRU for IPO Expansion Modules

Products affected

700479645 IPO/B5800 PWR SUPP 24V 2.5A EARTH

Problem description

The currently provisioned back up power supply from Sparkle used for Field Replaceable Units (FRU) or provisioned as replacement/backup power supply is being updated with a new vendor, Powersolve. When the FRU is installed with older Digital Station Module DS30s (700426216), the Sparkle power supply may fail during a reboot when the expansion unit is fully loaded. This does not impact the power supplies shipped with the DS30 modules, it only impacts the FRU.

The FRU for the Sparkle power supply is PCS02. The updated Powersolve FRU will be PCS03

Resolution

The power supply will be provisioned using product from Powersolve. This process will take approximately three weeks to replace stock and source replacement vendor power supply. There will be a temporary ship hold at distribution while this is completed.

Workaround or alternative remediation

None

Remarks

This issue does not affect Digital Station DSB30 RJ45s (700501586) or DSA RJ21 (700500698)

### Patch Notes

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

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

Yes

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

**If you require further information or assistance please contact your Authorized Service Provider, or visit [support.avaya.com](http://support.avaya.com). There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).**

**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.