

Polycom® KIRK® Wireless Server 8000

Replacement of shelves with HW edition PCS03A_ or PCS03__.

Unfortunately it has come to our attention that some KIRK Wireless Server 8000 solutions are experiencing start up problems with the interface cards (AB16, AB08, BIF08). This is reflected by a missing light in the green power LED on the interface card.

This issue is only experienced in the back plane on hardware revision “PCS03A_” or “PCS03__”, as the start up problems are solved in back planes with HW edition “PCS06__” and newer.

If you are unaware of the HW-revision in your system, please generate a configuration statistic file using the OAM program and find the hardware PCS of the back plane. If the edition of the backplane is “PCS03A_” or “PCS03__” you may experience the problem.

What to do to solve the problem

Running installations are not likely to experience problems before adding or changing interface cards, but to prevent problems in the future we strongly recommend that the shelves (with PCS03A_ or PCS03__ back planes) are replaced with a newer HW revision when convenient.

Stocked shelves should be replaced under any circumstance.

Polycom offers to swap any shelf with HW edition PCS03A_ or PCS03__ to a new HW edition PCS06__ free of charge.

Please contact Order Management Coordinator Helle Kvium for logistics regarding the replacement. (Please find contact details below)

Changing the shelves

When changing the shelves with HW edition PCS03A_ or PCS03__ , the role of the shelf must be considered.

A Master shelf is storing system data and the ARI of the entire system. Simply replacing a master shelf will require reprogramming of repeaters and re-subscription of handsets. A secondary shelf however can be replaced without any configuration changes.

The following options for changing shelves are available:

Master shelf option one (most complicated but with least on-site implications):

1. Read the ARI code in use on the installation.
2. Send the ARI code to Order Management Coordinator Helle Kvium (Please find contact details below)
3. Polycom will produce and send a new KIRK Wireless Server 8000 shelf with the received ARI code.
4. Make a back up of registrations from the current master shelf.
5. Replace the current master with the new KIRK Wireless Server 8000 shelf, but do not add link cables nor insert interface cards.
6. Restore registration into the new KIRK Wireless Server 8000.
7. Reboot the KIRK Wireless Server 8000.
8. Insert interface cards and connect the link cable (if any).
9. Subscribe handsets.

Master shelf option two (less complicated but with the need for reprogramming repeaters):

1. Make a back up of registrations from the current master shelf.
2. Replace the current master with a new KIRK Wireless Server 8000 shelf, but do not add link cables nor insert interface cards.
3. Restore registration into the new KIRK Wireless Server 8000.
4. Reboot the KIRK Wireless Server 8000.
5. Insert interface cards and connect the link cable (if any).
6. Re-program repeaters to the new ARI.
7. Subscribe handsets.

Secondary shelves:

1. Remove the current shelf from installation.
2. Mount a new KIRK Wireless Server 8000.
3. Move the interface cards and re-connect cables.

Technical description of the issue

The following issue may occur if the KIRK Wireless Server 8000 shelves is build on back planes HW edition PCS 03A_:

When the CPU card detects an interface card, it will read the small serial EEPROM on the interface card.

The address of the EEPROM is set with three resistors on the back plane for each card position.

The variation in input current of the EEPROM's address pin is relatively high from sample to sample.

The resistor value is too high on the back plane edition PCS 03A_, and new cards may therefore not be able to start up. If a card does start up, then it will continue to run and it will also start up when re-powered.

A new card may not start up when adding the card to an existing installation; it will depend on the leak current of the EEPROM of the new card.

Contact details

For ARI code and logistics regarding the replacement please contact:

Order Management Coordinator Helle Kvium

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