

Technical Bulletin CS-08-02

SpectraLink 6300 Cards not Operating – Rev A Infrastructure



Problem

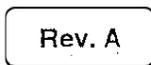
After installing a new System Controller, Expansion Shelf Controller or a T1 Remote Module card, it did not come back up and run correctly. The card will alarm, but not be recognized by the system. As a result, the port cards in that shelf would also not function and no calls would be allowed on those phones registered to that shelf.

System Affected

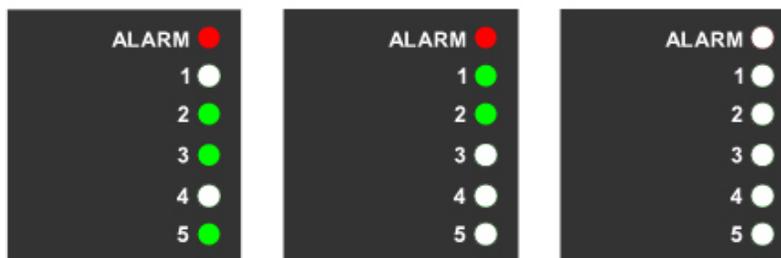
SpectraLink 6300 Controller Cards (CSx3xx) (Version .102 or below)
SpectraLink 6300 T1 Remote Cards (CRC300)

Description

There has been a hardware change that affects these specific Link3000 cards. The changes are due to component obsolescence, and will not add any new functions or features. For these cards to operate properly, a new software revision is needed. The cards can be identified by a revision label on the front panel. They will be labeled “Rev A” (see example below).



The LEDs on the front panel of the card that is not running would go through the following sequence: LEDs 2, 3, and 5 being lit (green) along with the red ALARM LED. Then LEDs 1 and 2 being lit (green) along with the red ALARM LED, followed by all LEDs turning off. This cycle is repeated five times then the card reboots.



If you are looking at the system via chk3000, you would see that the shelf would be stuck in “Startup”. See example below. You will notice the “!” next to that shelf as well, pointing out an error on that shelf.

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Effective Date: 01/15/08

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F1 - Supervisor State Display

 1 Running          0 0 0 ?      Date       : 1970/01/01
 2 Startup          0 0 0 ?      Time       : 00:24:29
 3 Running          0 0 0 R      SC Uptime  : 24:28
 4                  0 0 0 R      SC State   : Running
 5                  0 0 0 R      SC Port    : 1.02.01 CD
 6                  0 0 0 R      Lis Token  :
 7                  0 0 0 R      Lis Token Tin:
 8                  0 0 0 R      Lis Verify :
 9                  0 0 0 R      Lis Verify St:
10                  0 0 0 R      Lis Verify Re:
11                  0 0 0 R      DL Card/Page :
12                  0 0 0 R      DL Time     :
13                  0 0 0 R      Super Hi/Ovfl: 1/ 0
14                  0 0 0 R      Broad Hi/Ovfl: 1/ 0
15                  0 0 0 R      Fullest Queue: 0
16                  0 0 0 R      Sys Cfg Uer : 31/0e51
17                  0 0 0 R      Sys Cfg State:
18                  0 0 0 R      Sys Cfg Time:
19                  0 0 0 R      PC Cfg Uer : 34/08e5
20                  0 0 0 R      PC Cfg State:
                  0 0 0 R      PC Cfg Time :

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Resolution

If you have one of these cards that is not running, the system software will have to be updated to version .103 or greater. Please contact your support representative to request this update.