

Technical Bulletin #: TM-C1-0145A

Date Issued: May 16, 1996

Audience: Customers Running Generic V3.3

Product(s) Affected: SDSs and VCO/80

Purpose of Bulletin

There is a possibility of database corruption when users perform certain database changes. If this should occur, check the following screens:

- In the Resource Group Summary screen (most common) and the Resource Group Configuration screens: the "Port Count" in the Summary screen will not match the number of actual ports shown in the Configuration screen.
- In the Card Configuration screen under "Card Summary": you might see the incorrect information or no display for some of the port fields.

Corrective Action

To avoid database corruption

When you delete a port from a resource group, make sure the "pos" field on the screen shows the correct position. Avoid the "-" position. If you enter a "-" position DO NOT PRESS ENTER, exit this screen and then bring the screen up again. The "-" position will corrupt the database if you press ENTER.

When you change the timing parameters in the Timing Configuration screen for the 4xT1/4xE1 card, use "Y" to propagate the value if all the ports require the same value.

- For 4xT1 cards, if some of the ports need to have their timing parameters changed, change the values for *all* the ports. Then go back and set the parameters for those ports that did not have to change, to their original values. This is the only way to avoid database corruption.
- For 4xE1 cards, even if the first port is the signaling port, it is *very* important that you use "Y" to propagate the changed value for every port on that span. The database will be corrupted otherwise. As with the 4xT1 cards, change the values for all the ports, and then go back and reset the parameters for those ports that did not have to change, to their original values.

If you discover a corrupted database

Report the problem to Summa Four Tech Support immediately at 1-800-9SUMMA4. Do not attempt to fix the corruption problem yourself.

You will be requested to send the corrupted database to Tech Support for repair. This process takes about two hours.

To avoid this problem, customers running V3.3 FSR03, and those running V3.3 FSR04, should upgrade to V3.3 FSR 04, patch release FSR106 (which will be available shortly). Customers who will be upgrading to V3.3 FSR05 when it becomes available, should contact Tech Support for a patch release that contains this fix.

Related Documents

None