

Tekelec 1000 Application Server

Hardware Manual

910-0095-001 Revision K

June 2009



**Copyright 2007 Tekelec
All Rights Reserved
Printed in USA**

Notice

Information in this documentation is subject to change without notice. Unauthorized use, copying, or translation of this documentation can result in civil or criminal penalties.

Any export of Tekelec products is subject to the export controls of the United States and the other countries where Tekelec has operations.

No part of this documentation may be reproduced, translated, or transmitted in any form or by any means, electronic or mechanical, including photocopying or recording, for any purpose without the express written permission of an authorized representative of Tekelec.

Other product names used herein are for identification purposes only, and may be trademarks of their respective companies.

RoHS 5/6 - As of July 1, 2006, all products that comprise new installations shipped to European Union member countries will comply with the EU Directive 2002/95/EC "RoHS" (Restriction of Hazardous Substances). The exemption for lead-based solder described in the Annex will be exercised. RoHS 5/6 compliant components will have unique part numbers as reflected in the associated hardware and installation manuals.

WEEE - All products shipped to European Union member countries comply with the EU Directive 2002/96/EC, Waste Electronic and Electrical Equipment. All components that are WEEE compliant will be appropriately marked. For more information regarding Tekelec's WEEE program, contact your sales representative.

Trademarks

The Tekelec logo, EAGLE, G-Flex, G-Port, IP7, IP7 Edge, and IP7 Secure Gateway are registered trademarks of Tekelec. TekServer, A-Port, EAGLE 5 ISS, and V-Flex are trademarks of Tekelec. All other trademarks are the property of their respective owners.

Patents

This product is covered by one or more of the following U.S. and foreign patents:

U.S. Patent Numbers:

5,732,213; 5,953,404; 6,115,746; 6,167,129; 6,324,183; 6,327,350; 6,456,845; 6,606,379; 6,639,981; 6,647,113; 6,662,017; 6,735,441; 6,745,041; 6,765,990; 6,795,546; 6,819,932; 6,836,477; 6,839,423; 6,885,872; 6,901,262; 6,914,973; 6,940,866; 6,944,184; 6,954,526; 6,954,794; 6,959,076; 6,965,592; 6,967,956; 6,968,048; 6,970,542; 6,987,781; 6,987,849; 6,990,089; 6,990,347; 6,993,038; 7,002,988; 7,020,707; 7,031,340; 7,035,239; 7,035,387; 7,043,000; 7,043,001; 7,043,002; 7,046,667; 7,050,456; 7,050,562; 7,054,422; 7,068,773; 7,072,678; 7,075,331; 7,079,524; 7,088,728; 7,092,505; 7,108,468; 7,110,780; 7,113,581; 7,113,781; 7,117,411; 7,123,710; 7,127,057; 7,133,420; 7,136,477; 7,139,388; 7,145,875; 7,146,181; 7,155,206; 7,155,243; 7,155,505; 7,155,512; 7,181,194; 7,190,702; 7,190,772; 7,190,959; 7,197,036; 7,206,394; 7,215,748; 7,219,264; 7,222,192; 7,227,927; 7,231,024; 7,242,695; 7,254,391; 7,260,086; 7,260,207; 7,283,969; 7,286,516; 7,286,647; 7,286,839; 7,295,579; 7,299,050; 7,301,910; 7,304,957; 7,318,091; 7,319,857; 7,327,670

Foreign Patent Numbers:

EP1062792; EP1308054; EP1247378; EP1303994; EP1252788; EP1161819; EP1177660; EP1169829; EP1135905; EP1364520; EP1192758; EP1240772; EP1173969; CA2352246

Ordering Information

Your Tekelec Sales Representative can provide you with information about how to order additional discs.

Table of Contents

Chapter 1: About This Manual.....	1
Introduction.....	2
Where to Find Information in This Manual.....	2
Where to Find Other Information.....	3
Installation Documents.....	5
Related Publications.....	6
Documentation Availability, Packaging, and Updates.....	6
Locate Product Documentation on the Customer Support Site.....	6
Documentation Admonishments.....	7
Customer Care Center.....	7
Problem Report (PR).....	10
Emergency Response.....	11
Hardware Repair and Return.....	11
Repair and Return Shipping Instructions.....	12
Returning a Crate.....	14
How to Locate T1000 AS Part Numbers.....	14
Chapter 2: Safety and Pre-Installation Requirements.....	31
Introduction.....	32
Safety Information.....	32
Regulatory Compliance and Certification.....	34
Pre-Installation Site Requirements.....	35
Generic Site Requirements.....	35
Grounding and power requirements.....	37
Chapter 3: T1000 AS Hardware System Overview.....	41
Introduction.....	42
T1000 AS Hardware System in a DC Environment.....	42
T1000 AS Hardware System in an AC Environment.....	44
T1000 AS Hardware Features.....	45
Breaker Panels.....	50
Ethernet Switches or Hubs.....	52
Console Servers.....	52
Rectifier.....	52

Chapter 4: How to Install a T1000 AS Frame.....	55
Introduction.....	56
How to Unpack the T1000 AS Frame and Conduct Inventory.....	56
How to Install a T1000 AS Frame.....	56
Recommended Tools.....	57
How to Prepare the Floor for Heavy Duty Frames.....	57
How to Anchor the HD Frame to the Floor.....	59
How to Anchor to Overhead Rack of HD Frame.....	68
How to Cable a T1000 AS Frame.....	69
Chapter 5: How to Install Hardware in an Existing	
Frame.....	71
Introduction.....	72
How to Unpack and Conduct Inventory.....	72
How to Unpack a T1000 AS Unit and Conduct Inventory.....	72
How to Unpack a Rectifier and Conduct Inventory.....	73
How to Install an Individual T1000 AS Unit.....	74
How to Install the Rectifier.....	85
How to Cable Components Added to Existing Frames.....	85
How to Cable a T1000 AS Unit Added to an Existing Heavy Duty	
Frame.....	85
How to Cable a T1000 AS and Rectifier Installed in	
Customer-Provided Frame.....	85
Chapter 6: Post Installation Procedures.....	87
Introduction.....	88
How to Connect Frame Ground and Logic Ground.....	88
How to Ground in a DC Environment.....	89
How to Ground in an AC Environment.....	96
Post-Installation Checklist.....	99
How to Power Up.....	101
How to Power Up a T1000 AS Unit in an AC Environment.....	101
How to Change Passwords.....	102
Chapter 7: Field Replaceable Units.....	103
Introduction.....	104
Tools Required.....	105

How to Replace a Console Server, Router, or Ethernet Switch or Hub.....	106
How to Replace a Rectifier Module.....	107
How to Replace a Rectifier.....	107
How to Access T1000 AS FRUs.....	108
How to Slide T1000 AS Chassis Out from Frame.....	108
How to Slide T1000 AS Chassis Back into Frame.....	110
How to Remove T1000 AS Chassis from a Frame.....	110
How to Return a T1000 AS Chassis to the Frame.....	114
How to Replace T1000 AS FRUs.....	117
How to Replace an Air Filter.....	117
How to Replace a Fan Assembly.....	118
How to Replace Hard Disk Drive Assemblies.....	121
How to Replace Removable Media Disk Drives.....	129
How to Replace PCI Cards.....	131
How to Replace a T1000 AS Chassis FRU.....	136

Appendix A: T1000 AS Hardware Feature Information.....139

Introduction.....	140
Hardware Components.....	140
Interfaces.....	140
Electrical Features.....	142
Mechanical Design.....	142
T1000 AS Diagnostics.....	144

Appendix B: ELAP or EPAP Network Integration.....145

Introduction.....	146
Network Overview.....	146
Customer-Supplied Information.....	147
IP Address Assignment.....	148
Netmask and Broadcast.....	150
Network Interface Functions.....	151
Network Assumptions.....	152
Network Configuration.....	153
Firewall and Router Filtering Considerations.....	153
Serial Communication.....	155
Modems	156
Printers.....	157
Tip Utility (EAGLE Only).....	157

Glossary.....159

List of Figures

Figure 1: Fan Assembly Part Label.....	15
Figure 2: T1000 AS Chassis Front View.....	16
Figure 3: T1000 AS Front Top Cover.....	17
Figure 4: Removable Media Disk Drive Assembly Part Label.....	18
Figure 5: T1000 AS Chassis Front View.....	19
Figure 6: T1000 AS Front Top Cover	21
Figure 7: T1000 AS Chassis Label Locations.....	22
Figure 8: Base Unit/Hard Disk Label on T1000 AS Chassis.....	22
Figure 9: T1000 AS Chassis Front View.....	23
Figure 10: T1000 AS Chassis Label Locations.....	24
Figure 11: PCI Slots Label on T1000 AS Chassis.....	24
Figure 12: T1000 AS Chassis Front View.....	25
Figure 13: Frame Identification Label.....	26
Figure 14: T1000 AS Chassis Label Locations.....	27
Figure 15: T1000 AS Chassis Front View	28
Figure 16: Base Unit/Hard Disk Label on T1000 AS Chassis.....	29
Figure 17: Memory Label on T1000 AS Chassis.....	29
Figure 18: PCI Card Label on T1000 AS Chassis.....	30
Figure 19: European Directives CE Mark.....	34
Figure 20: Combined UL and GS Mark.....	34
Figure 21: UL-Demko Mark.....	34
Figure 22: Combined UL Mark for the United States and Canada.....	34
Figure 23: Door Grounding Strap Placement.....	38
Figure 24: T1000 AS Hardware System in DC Environment.....	43
Figure 25: T1000 AS Hardware System in AC Environment.....	45
Figure 26: Tekelec 1000 Chassis.....	45
Figure 27: Exploded View of T1000 AS Chassis.....	46
Figure 28: Rear I/O Panel.....	47
Figure 29: T1000 AS Status Indicators.....	48
Figure 30: T1000 AS with Side Cable Management Arms.....	49
Figure 31: Front of Breaker Panel.....	50
Figure 32: Breaker Panel LEDs.....	51
Figure 33: Rectifier.....	52
Figure 34: Floor Marking Template for HD Frame.....	58
Figure 35: Anchor Assembly for Slab Floors.....	59
Figure 36: Anchor Installation of HD Frame into Slab Floor.....	61
Figure 37: Anchor Assembly for Raised Floor Over Concrete.....	62

Figure 38: Anchoring on Raised Floor Over Concrete Slab.....	63
Figure 39: Anchor Assembly for Use with Support Channel.....	65
Figure 40: Anchoring Frame to Raised Floor with Support Channel.....	66
Figure 41: Anchor Assembly for Support Channel with Spring Nut.....	67
Figure 42: Anchoring Frame Using Support Channel/Spring Nut.....	67
Figure 43: HD Frame with Overhead Rack.....	68
Figure 44: Slide Assembly.....	73
Figure 45: Slide Assembly Extended View.....	75
Figure 46: Slide Assembly Inner Member Roller Side View	76
Figure 47: Frame Adapter Bracket Expanded.....	77
Figure 48: Frame Adapter Brackets and Slide Assemblies.....	77
Figure 49: Slide Assembly Outer Member.....	78
Figure 50: Slide Assembly Detail Left Side From Rear.....	78
Figure 51: Slide Assembly Inner Member Mounting	79
Figure 52: Detail of a Side Cable Management Arm.....	80
Figure 53: Side Cable Management Arm Installation.....	81
Figure 54: Rear Cable Management Arm Installation.....	82
Figure 55: T1000 AS Rear Detail.....	83
Figure 56: Frame Mounting Detail.....	84
Figure 57: Frame Ground Cable Routes in DC Environment.....	90
Figure 58: Frame Ground Cable Attachment Locations in DC Environment	91
Figure 59: Chassis Ground Cable Attachment Location in DC Environment.....	92
Figure 60: Logic Ground Cable Routes in DC Environment.....	94
Figure 61: Frame and Logic Ground Cable Attachment Locations.....	94
Figure 62: Ground Cable Attachment Locations for T1000 AS in AC Environment.....	96
Figure 63: Logic Ground Cable Route in AC Environment.....	97
Figure 64: T1000 AS Chassis Front View.....	109
Figure 65: Rear Cable Management Arm.....	111
Figure 66: T1000 AS Chassis Rear View.....	112
Figure 67: Chassis Retention Hardware.....	113
Figure 68: Right Slide Assembly Mounting and Retention Bracket.....	115
Figure 69: T1000 AS Chassis Rear View.....	116
Figure 70: T1000 AS Front Fascia Fasteners.....	117
Figure 71: T1000 AS Front Top Cover.....	119
Figure 72: Fan Assemblies and Connectors.....	119
Figure 73: T1000 AS Front Top Cover.....	122
Figure 74: Chassis Front View Top Cover Open.....	123
Figure 75: Front Cover With Drive Mounting Brackets.....	124
Figure 76: Hard Disk Drive Jumper Pins and Settings.....	126
Figure 77: T1000 AS Chassis Label Locations.....	126
Figure 78: Hard Disk Drive Label on T1000 AS Chassis.....	127

Figure 79: Hard Disk Drives.....	127
Figure 80: T1000 AS Front Top Cover.....	130
Figure 81: Removable Media Disk Drive Adapter Assembly.....	130
Figure 82: PCI Card Part Label.....	132
Figure 83: PCI Slots Label.....	132
Figure 84: Chassis Rear Cover Views.....	133
Figure 85: PCI Cards and Slot Assignments.....	134
Figure 86: Left Slide Member Mounting.....	137
Figure 87: MPS Network Connections, Netra.....	146
Figure 88: MPS Network Connections, T1000 AS, T1000 AS.....	147

List of Tables

Table 1: Manual Organization.....	2
Table 2: Admonishments.....	7
Table 3: Basic RMA Types.....	11
Table 4: RMA Reasons for Return.....	12
Table 5: Space Requirements.....	36
Table 6: Tekelec 1000 Chassis Dimensions.....	49
Table 7: Post-Installation Checklist.....	99
Table 8: T1000 AS Field Replaceable Units (FRUs).....	105
Table 9: Basic Interfaces.....	141
Table 10: Optional Interfaces (on PCI Cards).....	141
Table 11: IP Address for the DSM Network.....	148
Table 12: IP Address for the Sync Network.....	149
Table 13: EAGLE 5 ISS IP Addresses.....	149
Table 14: Interface Functions Required for MPS.....	151
Table 15: Interface Functions Required for MPS.....	153
Table 16: Serial Port Assignments for MPS Servers A and B.....	156

Chapter 1

About This Manual

Topics:

- *Introduction.....2*
- *Where to Find Information in This Manual.....2*
- *Where to Find Other Information.....3*
- *Related Publications.....6*
- *Documentation Availability, Packaging, and Updates.....6*
- *Locate Product Documentation on the Customer Support Site.....6*
- *Documentation Admonishments.....7*
- *Customer Care Center.....7*
- *Hardware Repair and Return.....11*

This chapter describes how to use the manual, where to find other information about this product, and how to contact the *Customer Care Center* on page 7.

Introduction

This manual is a generic manual that describes common components of Tekelec 1000 Applications Server (AS) hardware systems and describes how to install them and replace them. A T1000 AS hardware system consists of one or more Tekelec 1000 platforms (with applications loaded) and any additional hardware (such as hubs, switches, or power distribution equipment) needed to support the applications.

Note: This manual includes links to documents that are specific to a given product, depending on which product CD this manual is viewed. Although the manual is the same on CDs for various products, the linked documents are different on different product CDs. For more information about linked documents, see [Where to Find Information in This Manual](#) on page 2.

T1000 AS hardware systems are delivered with applications already loaded.

- Most applications run on T1000 AS hardware systems installed in a Direct Current (DC) environment.
- Some applications may run on T1000 AS hardware systems installed in a Alternating Current (AC) environment, in which the T1000 AS hardware system contains a rectifier to convert AC power to DC used by the T1000 AS platform.

For more information about T1000 AS hardware systems in AC and DC environments, see [Introduction](#) on page 42

Each time this manual is published, the revision level is changed. For example, the first time this manual is published, it uses Revision A; the second time it is published, it uses Revision B.

Where to Find Information in This Manual

[Table 1: Manual Organization](#) on page 2 shows how this manual is organized.

Table 1: Manual Organization

Chapter Number and Title	Description
About This Manual on page 1	Describes how to use the manual, where to find other information, how to obtain a Return Material Authorization, find part numbers on labels, and ship returned equipment, and how to contact Technical Services.
Safety and Pre-Installation Requirements on page 31	Lists general safety instructions that readers should be familiar with, and lists site requirements that should be verified before installing T1000 AS hardware systems.

Chapter Number and Title	Description
T1000 AS Hardware System Overview on page 41	Presents an overview of the various hardware components that can be included in T1000 AS hardware systems.
How to Install a T1000 AS Frame on page 55	Describes how to install a heavy duty frame which is delivered from manufacturing with T1000 AS units mounted in a heavy-duty frame for use in a DC environment.
How to Install Hardware in an Existing Frame on page 71	Describes how to install an individual T1000 AS unit into a frame that has already been installed. This chapter covers both: <ul style="list-style-type: none"> • Adding a T1000 AS unit into a heavy duty frame that already contains from 1 to 4 T1000 AS units in a DC environment • Installing a single T1000 AS unit into a customer's frame in an AC environment.
Post Installation Procedures on page 87	Presents a post-installation checklist and instructions on how to verify voltage and to power-up the system.
Field Replaceable Units on page 103	Describes the components of a T1000 AS hardware system that can be replaced in the field, and includes procedures for replacing each type of field-replaceable unit (FRU).
T1000 AS Hardware Feature Information on page 139	Describes in greater detail some of the hardware features of the T1000 AS chassis.
ELAP or EPAP Network Integration on page 145	Describes ELAP and EPAP network connections to allow interaction with DSMs, other MPS Servers, and the remote provisioning system.

Where to Find Other Information

This manual is delivered on a compact disk (CD) that also contains the following documentation (these documents can also be accessed from the introductory page of the documentation CD):

- The CD contains linked documents shown in the following sections. To display one of these documents from within this document, click anywhere in the highlighted area. For information

about software needed to open these links, see [Programs Needed to View Linked Documents](#) on page 4.

- Optionally, the CD may also contain application documentation, which describes the environment in which the T1000 AS hardware system runs as well as provides information about the application.

Note: Documentation about T1000 AS hardware components (such as breaker panels or Ethernet switches) that are supplied by other companies is shipped with the T1000 AS hardware system. When unpacking a frame or individual components, be sure to obtain this documentation and store it where it can be accessed later.

Programs Needed to View Linked Documents

To view the linked documents, the workstation on which this manual is being viewed needs to have the following programs:

- Most of the linked documents are in Portable Document Format (PDF), which has a file type of .pdf. PDF is also the format of this manual. When a PDF link is clicked, the linked document is opened in the same window as this manual. To return to this manual, click the Back button on the PDF display window.
- A document with a .doc file type can be viewed with Microsoft® Word. The linked document may open in a minimized window.
- A document with an .mpg file type can be viewed with a variety of video programs. Two commonly used programs are:
 - Microsoft Windows® Media Player (this program is usually included with Microsoft Internet Explorer)
 - RealOne™ Player

Documents That Show How to Perform a Procedure

The following documents illustrate how to perform procedures. The first document uses a Word format; the others are videos with sound that can be opened with most video programs.

- [822-0094-02.pdf](#), WORK INSTRUCTIONS, UNPACKING, VERTICAL SHIPPING CRATE, HEAVY DUTY, EAGLE
- [access_in_frame.mpg](#), video that shows how to slide T1000 AS chassis out from frame and open lid (also see [How to Slide T1000 AS Chassis Out from Frame](#) on page 108)
- [replace_filter.mpg](#), video that shows how to replace a filter (also see [How to Replace an Air Filter](#) on page 117)
- [replace_fans.mpg](#), video that shows how to replace a fan assembly (also see [How to Replace a Fan Assembly](#) on page 118)
- [replace_disk_drives.mpg](#), video that shows how to replace a hard disk drive assembly (also see [How to Replace Hard Disk Drive Assemblies](#) on page 121)
- [replace_main_unit.mpg](#), video that shows how to replace a T1000 AS chassis (also see [How to Replace a T1000 AS Chassis FRU](#) on page 136)

Installation Documents

This section contains links to assembly drawings, interconnect diagrams, and related installation documents.

Note: A given application or set of applications might support only a DC environment or only an AC environment. For information about which environment is supported, refer to the application documentation. If the environment is not supported by the application, the link will open a document that states that the drawing is not available.

Linked Documents For DC Environments

The following documents provide information about T1000 AS hardware systems in DC environments:

- [DC_AssemblyDrawing.pdf](#), a drawing of the maximum configuration possible in a frame in a DC environment
- [DC_InterconnectDiagram.pdf](#), a diagram that shows how the elements in a frame should be connected
- [DC_CableList.pdf](#), a list of the cables shown in the system interconnect drawing. The list contains links to drawings of each cable used in the [DC_InterconnectDiagram](#) .
- [DC_BreakerSettings.pdf](#), information that shows mapping of breakers to hardware components.

Linked Documents For AC Environments

The documents in this section provide information about T1000 AS hardware systems in AC environments.

Note: Some applications and application sets do not support installation of T1000 AS hardware systems in AC environments. When installation in an AC environment is not supported, the links shown in this section will open documents that state “This application set does not support installation in AC environments.”

- [AC_PowerSystem.pdf](#), a detailed drawing of the rectifier used to convert AC to DC power
- [AC_InterconnectDiagram.pdf](#), a diagram that shows how the elements in a customer-provided frame should be connected in an AC environment
- [AC_CableList.pdf](#), a list of the cables shown in the system interconnect drawing. The list contains links to drawings of each cable used in the [AC_InterconnectDiagram.pdf](#).

Applications Documents

T1000 AS units support a variety of applications. For more information, refer to application documentation.

Note: Application documentation may also contain information about additional hardware.

Related Publications

For information about additional publications that are related to this document, refer to the *Related Publications* document. The *Related Publications* document is published as a part of the *Release Documentation* and is also published as a separate document on the Tekelec Customer Support Site.

Documentation Availability, Packaging, and Updates

Tekelec provides documentation with each system and in accordance with contractual agreements. For General Availability (GA) releases, Tekelec publishes a complete EAGLE 5 ISS documentation set. For Limited Availability (LA) releases, Tekelec may publish a documentation subset tailored to specific feature content or hardware requirements. Documentation Bulletins announce a new or updated release.

The Tekelec EAGLE 5 ISS documentation set is released on an optical disc. This format allows for easy searches through all parts of the documentation set.

The electronic file of each manual is also available from the Tekelec Customer Support site (support.tekelec.com). This site allows for 24-hour access to the most up-to-date documentation, including the latest versions of Feature Notices.

Printed documentation is available for GA releases on request only and with a lead time of six weeks. The printed documentation set includes pocket guides for commands and alarms. Pocket guides may also be ordered separately. Exceptions to printed documentation are:

- Hardware or Installation manuals are printed without the linked attachments found in the electronic version of the manuals.
- The Release Notice is available only on the Customer Support site.

Note: Customers may print a reasonable number of each manual for their own use.

Documentation is updated when significant changes are made that affect system operation. Updates resulting from Severity 1 and 2 PRs are made to existing manuals. Other changes are included in the documentation for the next scheduled release. Updates are made by re-issuing an electronic file to the customer support site. Customers with printed documentation should contact their Sales Representative for an addendum. Occasionally, changes are communicated first with a Documentation Bulletin to provide customers with an advanced notice of the issue until officially released in the documentation. Documentation Bulletins are posted on the Customer Support site and can be viewed per product and release.

Locate Product Documentation on the Customer Support Site




Access to Tekelec's Customer Support site is restricted to current Tekelec customers only. This section describes how to log into the Tekelec Customer Support site and locate a document. Viewing the document requires Adobe Acrobat Reader, which can be downloaded at www.adobe.com.

1. Log into the Tekelec **new** Customer Support site at support.tekelec.com.
Note: If you have not registered for this new site, click the **Register Here** link. Have your customer number available. The response time for registration requests is 24 to 48 hours.
2. Click the **Product Support** tab.
3. Use the Search field to locate a document by its part number, release number, document name, or document type. The Search field accepts both full and partial entries.
4. Click a subject folder to browse through a list of related files.
5. To download a file to your location, right-click the file name and select **Save Target As**.

Documentation Admonishments

Admonishments are icons and text throughout this manual that alert the reader to assure personal safety, to minimize possible service interruptions, and to warn of the potential for equipment damage.

Table 2: Admonishments

	DANGER: (This icon and text indicate the possibility of <i>personal injury</i> .)
	WARNING: (This icon and text indicate the possibility of <i>equipment damage</i> .)
	CAUTION: (This icon and text indicate the possibility of <i>service interruption</i> .)

Customer Care Center

The Tekelec Customer Care Center is your initial point of contact for all product support needs. A representative takes your call or email, creates a Customer Service Request (CSR) and directs your requests to the Tekelec Technical Assistance Center (TAC). Each CSR includes an individual tracking number. Together with TAC Engineers, the representative will help you resolve your request.

The Customer Care Center is available 24 hours a day, 7 days a week, 365 days a year, and is linked to TAC Engineers around the globe.

Tekelec TAC Engineers are available to provide solutions to your technical questions and issues 7 days a week, 24 hours a day. After a CSR is issued, the TAC Engineer determines the classification of the trouble. If a critical problem exists, emergency procedures are initiated. If the problem is

not critical, normal support procedures apply. A primary Technical Engineer is assigned to work on the CSR and provide a solution to the problem. The CSR is closed when the problem is resolved.

Tekelec Technical Assistance Centers are located around the globe in the following locations:

Tekelec - Global

Email (All Regions): support@tekelec.com

- **USA and Canada**

Phone:

1-888-FOR-TKLC or 1-888-367-8552 (toll-free, within continental USA and Canada)

1-919-460-2150 (outside continental USA and Canada)

TAC Regional Support Office Hours:

8:00 a.m. through 5:00 p.m. (GMT minus 5 hours), Monday through Friday, excluding holidays

- **Central and Latin America (CALA)**

Phone:

USA access code +1-800-658-5454, then 1-888-FOR-TKLC or 1-888-367-8552 (toll-free)

TAC Regional Support Office Hours (except Brazil):

10:00 a.m. through 7:00 p.m. (GMT minus 6 hours), Monday through Friday, excluding holidays

- **Argentina**

Phone:

0-800-555-5246 (toll-free)

- **Brazil**

Phone:

0-800-891-4341 (toll-free)

TAC Regional Support Office Hours:

8:30 a.m. through 6:30 p.m. (GMT minus 3 hours), Monday through Friday, excluding holidays

- **Chile**

Phone:

1230-020-555-5468

- **Columbia**

Phone:

01-800-912-0537

- **Dominican Republic**

Phone:

1-888-367-8552

- **Mexico**

Phone:

001-888-367-8552

• **Peru**Phone:

0800-53-087

• **Puerto Rico**Phone:

1-888-367-8552 (1-888-FOR-TKLC)

• **Venezuela**Phone:

0800-176-6497

• **Europe, Middle East, and Africa**• **Signaling**Phone:

+44 1784 467 804 (within UK)

TAC Regional Support Office Hours:

8:00 a.m. through 7:00 p.m. (GMT), Monday through Friday, excluding holidays

• **Software Solutions**Phone:

+33 3 89 33 54 00

TAC Regional Support Office Hours:

8:00 a.m. through 7:00 p.m. (GMT), Monday through Friday, excluding holidays

• **Asia**• **India**Phone:

+91 124 436 8552 or +91 124 436 8553

TAC Regional Support Office Hours:

10:00 a.m. through 7:00 p.m. (GMT plus 5 1/2 hours), Monday through Saturday, excluding holidays

• **Singapore**Phone:

+65 6796 2288

TAC Regional Support Office Hours:

9:00 a.m. through 6:00 p.m. (GMT plus 8 hours), Monday through Friday, excluding holidays

Problem Report (PR)

The assigned Technical Support engineer opens a problem report (PR) using problem criteria as defined in "TL-9000 Quality System Metrics (Book Two, Release 3.0" and the following sections.

Critical

Critical problems severely affect service, capacity/traffic, billing, and maintenance capabilities and requires immediate corrective action, regardless of time of day or day of the week, as viewed by a customer upon discussion with the supplier. For example:

- A loss of service that is comparable to the total loss of effective functional capacity of an entire switching or transport system.
- A reduction in capacity or traffic handling capacity such that expected loads cannot be handled.
- Any loss of safety or emergency capability (for example, 911 calls).

Major

Major problems cause conditions that seriously affect system operations, maintenance, and administration, etc., and require immediate attention as viewed by the customer upon discussion with the supplier. The urgency is less than in a critical situations because of a lesser immediate or impending effect on system performance, customer, and the customer's operation and review. For example:

- Reduction in any capacity/traffic measurement function
- Any loss of functional visibility and/or diagnostic capability
- Short outage equivalent to system or subsystem outages, with accumulated duration of greater than two minutes in any 24-hour period, or that continue to repeat during longer periods
- Repeated degradation of DS1 or higher rate spans or connections
- Prevention of access for routine administrative activity
- Degradation of access for maintenance or recovery operations
- Degradation of the system's ability to provide any required critical or major trouble notification
- Any significant increase in product related customer trouble reports
- Billing error rates that exceed specifications
- Corruption of system or billing databases

Minor

Other problems that a customer does not view as critical or major are considered minor. Minor problems do not significantly impair the functioning of the system and do not significantly affect service to customers. These problems are tolerable during system use.

Engineering complaints are classified as minor unless otherwise negotiated between the customer and supplier.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Tekelec Customer Care Center 24 hours a day, 7 days a week. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with an EAGLE 5 ISS that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical problems affect service and/or system operation resulting in:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with the Tekelec Customer Care Center.

Hardware Repair and Return

Any system components being returned for repair or replacement must be processed through the Tekelec Return Material Authorization (RMA) procedures. A hardware repair is defined as an item returned to Tekelec due to a failure, with the returned item being repaired and returned to the customer. It is essential that serial numbers are recorded correctly. RMAs cannot be created without a valid serial number. All repair and quality information is tracked by serial number. [Table 3: Basic RMA Types](#) on page 11 lists the basic RMA types. [Table 4: RMA Reasons for Return](#) on page 12 lists the RMA return reasons.

Table 3: Basic RMA Types

Replacement Type	Description	Turnaround
Priority Advance Replacement	Customer requests the URGENT replacement of a damaged product	Same Day Shipment
Advance Replacement	Customer request the replacement of a damaged product	Shipment Within 3 Business Days

Replacement Type	Description	Turnaround
Repair / Return	Customer will return a damaged product for repair	Shipment Within 5 Days After Receipt
Expendable	A damaged part, such as a cable, is replaced, but the Customer does not return the damaged product	Depends on Urgency - Shipment Within 3 Business Days

Table 4: RMA Reasons for Return

Reason for Return	Description
Damaged by Environment	Product damaged by environmental phenomena such as water damage or earthquake.
Damaged in Shipment	Damaged between shipment from Tekelec and receipt at the Customer's installation site.
DOA – Dead on Arrival	Product is not functional when it is first installed at the Customer's location.
Lab Return	Products returned from lab sites.
Product Capture	Defect to be captured by Quality or Engineering (not Product Recall).
Product Deficiency	Anything wrong with the part that doesn't fall into another category.
Product Recall	Products recalled by divisions for the repair of a defect or replacement of defective products.
Return – No Product Deficiency	Anything returned without the product being defective.

Repair and Return Shipping Instructions

All returned equipment, assemblies, or subassemblies must be shipped to the Tekelec Repair and Return Facility specified by the Technical Services engineer. The item being returned must be shipped in the original carton or in an equivalent container assuring proper static handling procedures and with the freight charges prepaid.

The assigned RMA number must be clearly printed on the “RMA#:” line of the shipping label on the outside of the shipping package. If the RMA number is not placed on the label, the return could be delayed.

Procedure - RMA

1. Obtain and confirm the following information before contacting the [Customer Care Center](#) on page 7:
 - Your name:
 - Company name:
 - Call-back number:
 - Email address:
 - Which product you are calling about?
 - Site location:
 - CLLI number
 - System serial number (NT, CE, LM, DS, etc...):
 - Complete software release (e.g., 28.0.1-41.53.0):
 - Upgrade forms
 - WI005153
 - WI005154
 - WI005218
 - WI005219
 - WI005220
 - Tekelec card type: (e.g., MPL, DSM, etc.):
 - Tekelec card part number (870-####-##):
 - Associated serial number (102#####):
 - Reason for return or replacement (isolated from system):
 - Full name of person the replacement card is being shipped to:
 - Shipping address:
 - Note:** If possible, include associated alarms (UAMs) and a copy of the associated output (capture file).
2. Contact the [Customer Care Center](#) on page 7 and request a Return of Material Authorization (RMA).
3. If the item is a like-for-like advance replacement, the Technical Services engineer arranges for shipment of the replacement item to the customer.
 - a) Wait for the replacement component to arrive.
 - b) Package the defective component in the box of materials you received with your replacement. Use proper static handling procedures.
 - c) Label the outside and inside of the box with your RMA number clearly visible. Place the packing slip from the received replacements on the inside of your box.
 - d) Ship the defective component to the return address listed on the packing slip.

4. If the item is a repair/return, the Technical Services engineer arranges for shipment of the replacement item to the customer.
 - a) Package the defective component in a suitable package for shipping. Use proper static handling procedures.
 - b) Label the outside and inside of the box with your RMA number clearly visible. Include a packing slip with all the information from [Step 1](#) on page 13 along with the RMA number.
 - c) Ship the defective component to the following address:

TEKELEC
Attn: RMA Department
5200 Paramount Parkway
Morrisville, NC 27560
RMA#: <assigned by Tekelec>
 - d) Wait for the repaired component to arrive.

Returning a Crate

Use the following procedure to return a shipping crate and dollies to Tekelec.

1. Replace the retaining brace.
2. Replace the shipping container front fascia using the bolts saved previously and arrange the return shipment by contacting:

Shipping Manager
Tekelec
5200 Paramount Parkway
Morrisville, NC 27560
3. After the frame is positioned and the dollies are removed from the frame, the dollies are returned to the same address as the shipping container listed above.

Ship the dollies in **either** the crate **or** the box supplied with the crate, as described below:

 - a) If the equipment is being immediately installed, ship the dollies back to Tekelec in the crate after use.

After installing the equipment, bolt the dollies securely in the crate and return to Tekelec.
 - b) If the equipment is not being immediately installed, ship the dollies back to Tekelec in the box supplied with the crate.

After unpacking the equipment, return the crate to Tekelec and retain the box to return the dollies. After installing the equipment, return the dollies to Tekelec in the supplied box.

Note: It is the project manager's responsibility to assure the crate and dollies are returned to Tekelec.

How to Locate T1000 AS Part Numbers

Each T1000 AS FRU (except for air filters) has labels that contain the following information that may be needed for the RMA:

- Part number (to identify the type of FRU)
- Serial number (to provide more information about the specific FRU)
- CLEI (Common Language Equipment Identifier, an identifier used by some customers which indicates the customer, the manufacturer, and the part)

In addition to part numbers on each FRU, the T1000 AS chassis has several labels that contain part number information for FRUs that are internal to the chassis. These labels allow part number information to be gathered without needing to open the chassis.

To locate the part number information, use the indicated procedure below:

- [Air Filter Part Number Information](#) on page 15
- [Fan Assembly Part Number Information](#) on page 15
- [Removable Media Disk Drive Assembly Part Number Information](#) on page 18
- [Hard Disk Drive Assembly Part Number Information](#) on page 21
- [PCI Card Part Number Information](#) on page 24
- [T1000 AS Chassis Part Number Information](#) on page 26

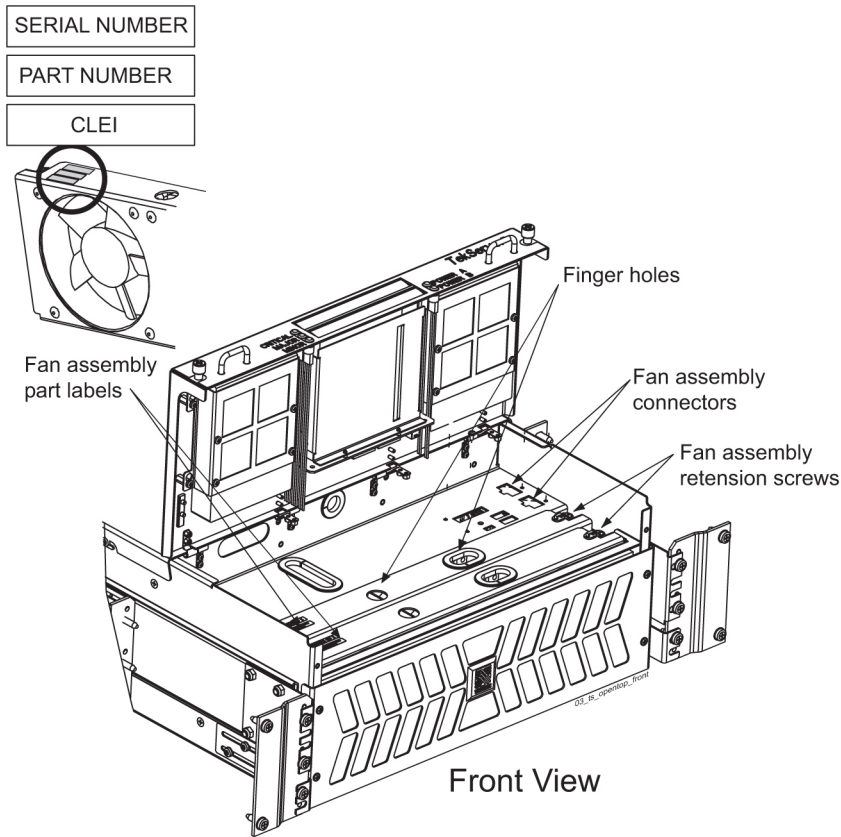
Air Filter Part Number Information

Air filters do not have labels to identify the part numbers. To order replacement air filters, contact a sales representative.

Fan Assembly Part Number Information

The part number information for fan assemblies is located only on the labels on the fan assemblies. [Figure 1: Fan Assembly Part Label](#) on page 15 shows where the fan assembly part labels are located and shows a closeup of the label contents. This procedure provides instructions about how to access these labels.

Figure 1: Fan Assembly Part Label

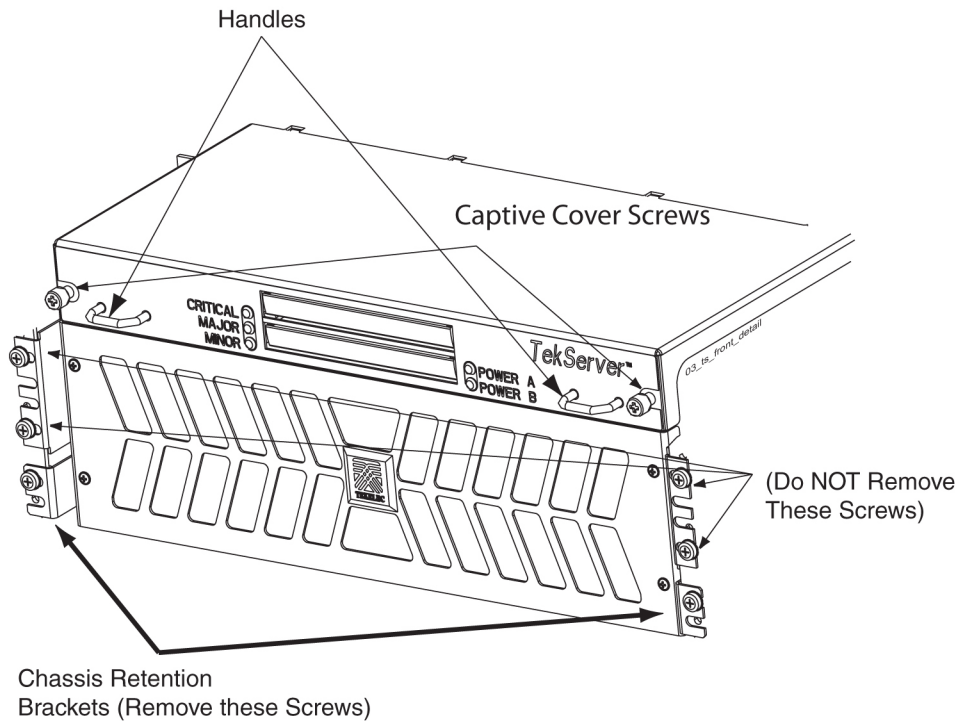


1. From the front of the frame, remove the # 12-24 Phillips screw from each chassis retention bracket (see [Figure 2: T1000 AS Chassis Front View](#) on page 16). Do not remove the screws in the frame adapter brackets.



WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

Figure 2: T1000 AS Chassis Front View



- From the front of the frame, using the handles on the front top cover of the chassis, pull forward until the release buttons on the inner arms of the slide assemblies pop into the holes on each side.



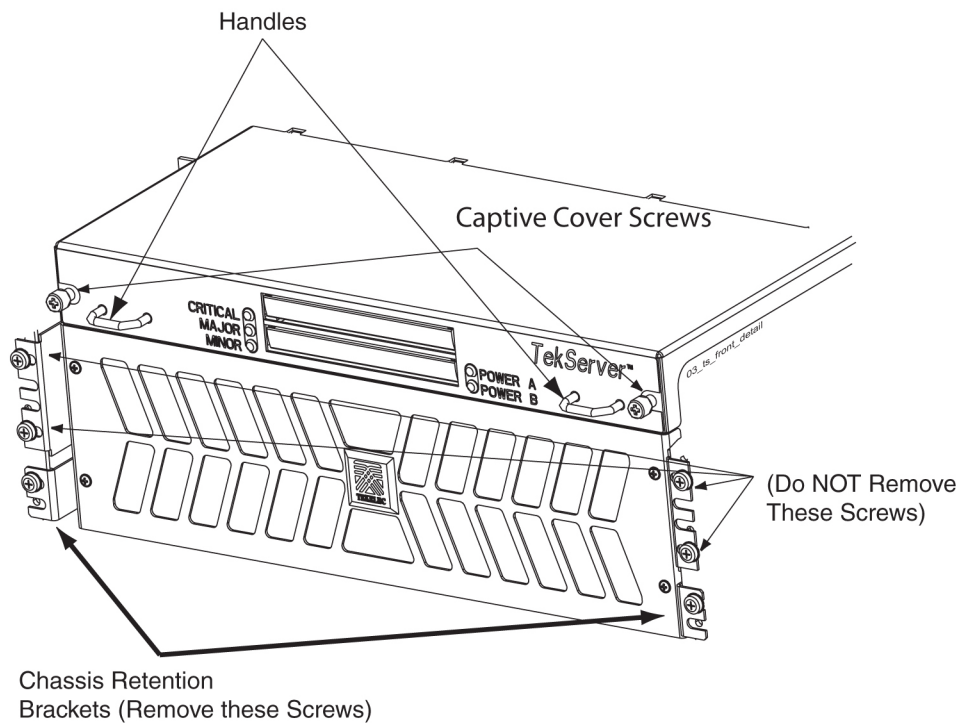
DANGER: If the T1000 AS chassis is pulled too far out after the release buttons are disengaged, the inner slide members (attached to the chassis) could come out of the middle slide members (attached to the frame).

DANGER

- Using a Phillips screwdriver, loosen the captive spring-loaded screws on the T1000 AS chassis top cover until they are free.

See [Figure 3: T1000 AS Front Top Cover](#) on page 17 for locations.

Figure 3: T1000 AS Front Top Cover



4. Grasp the handles on the front top cover of the chassis and lift up until the constant torque hinges support the weight of the cover and the four attached disk drives located under the cover.
5. [Figure 1: Fan Assembly Part Label](#) on page 15 shows the location of the fan assembly part labels and an expanded view of the labels.
6. Close the chassis top cover.
7. Tighten the captive screws to secure the top cover.
8. From the front of the frame, simultaneously press the round release buttons and slowly push the chassis into the frame while observing the cables to avoid binding or stretching.
9. Adjust the chassis retention brackets on the front of the T1000 AS chassis to contact the frame adapter brackets when the chassis is positioned correctly in the frame.

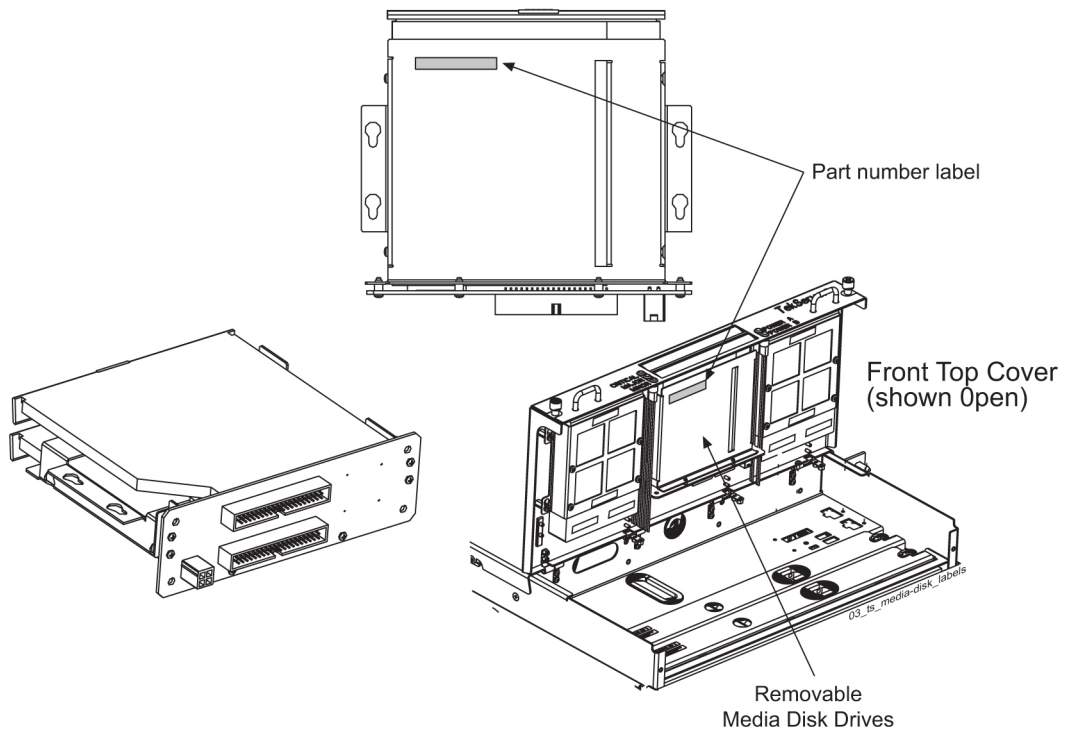
Note: When the chassis stops moving, the front of the T1000 AS should be slightly recessed to allow clearance of the handles behind the frame door when closed.

10. Secure the chassis with one # 12-24 screw in the chassis retention brackets on each side.
11. This procedure is complete.

Removable Media Disk Drive Assembly Part Number Information

The part number information for removable media disk drive assemblies is located only on the labels on the those assemblies. [Figure 4: Removable Media Disk Drive Assembly Part Label](#) on page 18 shows where the removable media disk drive assembly part label is located. This procedure provides instructions about how to access this label.

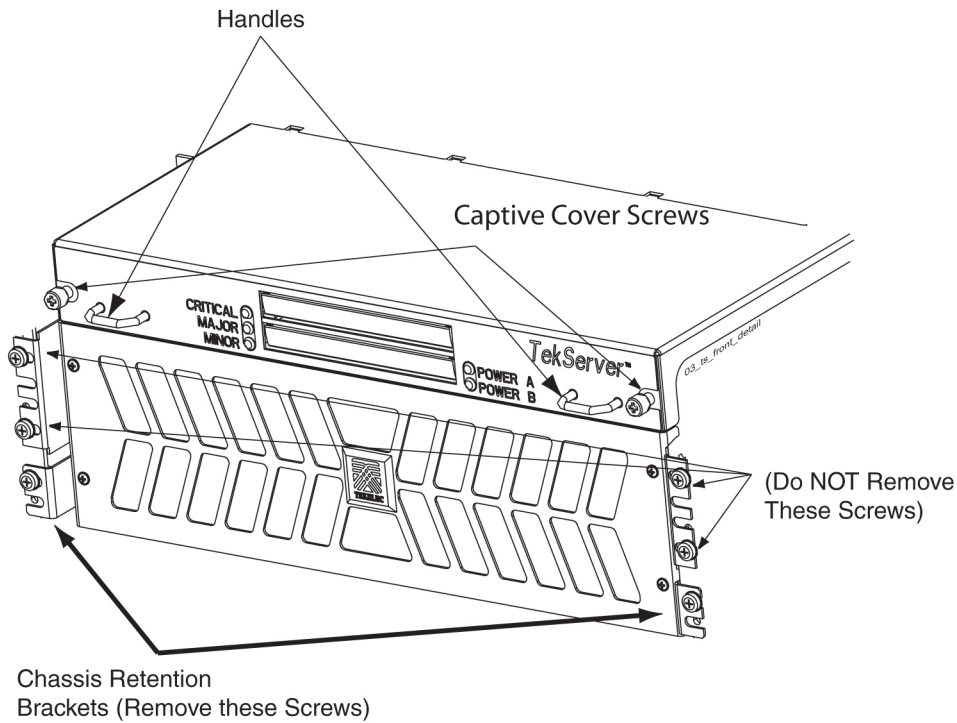
Figure 4: Removable Media Disk Drive Assembly Part Label



WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

1. From the front of the frame, remove the # 12-24 Phillips screw from each chassis retention bracket (see [Figure 5: T1000 AS Chassis Front View](#) on page 19). Do not remove the screws in the frame adapter brackets.

Figure 5: T1000 AS Chassis Front View



2. From the front of the frame, using the handles on the front top cover of the chassis, pull forward until the release buttons on the inner arms of the slide assemblies pop into the holes on each side.



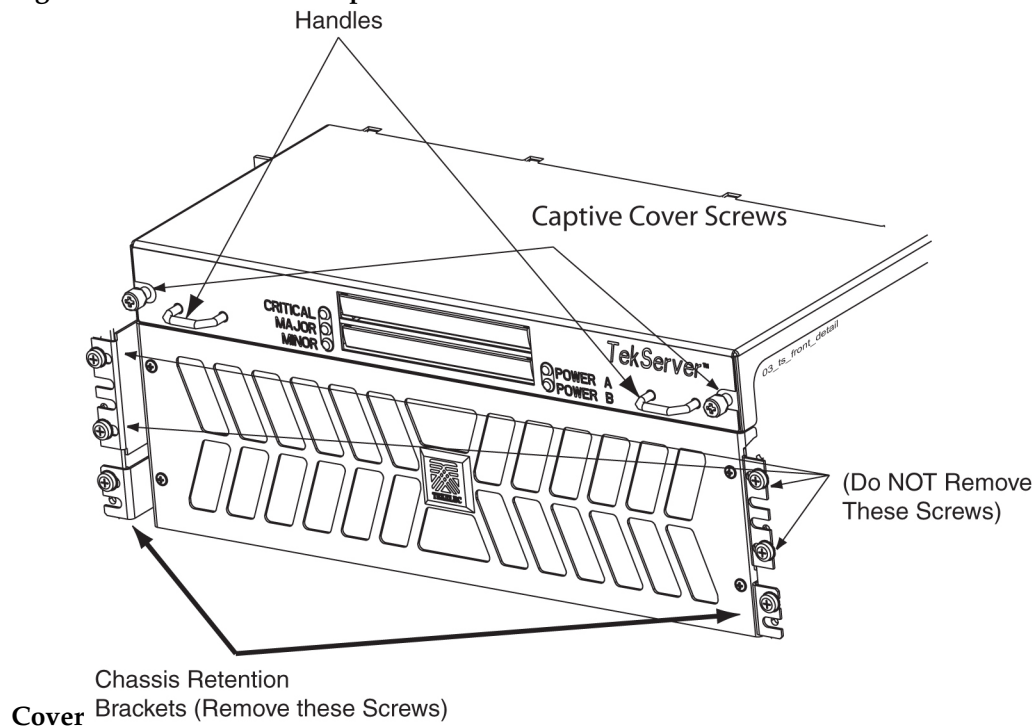
DANGER: If the T1000 AS chassis is pulled too far out after the release buttons are disengaged, the inner slide members (attached to the chassis) could come out of the middle slide members (attached to the frame).

DANGER

3. Using a Phillips screwdriver, loosen the captive spring-loaded screws on the T1000 AS chassis top cover until they are free.

See [Figure 6: T1000 AS Front Top Cover](#) on page 21 for locations.

Figure 6: T1000 AS Front Top



4. Grasp the handles on the front top cover of the chassis and lift up until the constant torque hinges support the weight of the cover and the four attached disk drives located under the cover.
5. [Figure 4: Removable Media Disk Drive Assembly Part Label](#) on page 18 shows the location of the removable media disk drive assembly part label.
6. Close the chassis top cover.
7. Tighten the captive screws to secure the top cover.
8. From the front of the frame, simultaneously press the round release buttons and slowly push the chassis into the frame while observing the cables to avoid binding or stretching.

Note: When the chassis stops moving, the front of the T1000 AS should be slightly recessed to allow clearance of the handles behind the frame door when closed.
9. Adjust the chassis retention brackets on the front of the T1000 AS chassis to contact the frame adapter brackets when the chassis is positioned correctly in the frame.
10. Secure the chassis with one # 12-24 screw in the chassis retention brackets on each side.
11. This procedure is complete.

Hard Disk Drive Assembly Part Number Information

The part number information for hard disk drive assemblies is located on both of the following labels:

- Label on the hard disk drive assembly (see [Figure 78: Hard Disk Drive Label on T1000 AS Chassis](#) on page 127).

Use this label during replacement of the part to verify that the correct part number was ordered (see *How to Replace Hard Disk Drive Assemblies* on page 121).

- The Base Unit/Hard Disk Drive Label on the outside of the T1000 AS chassis. *Figure 7: T1000 AS Chassis Label Locations* on page 22 shows where this label is located and *Figure 8: Base Unit/Hard Disk Label on T1000 AS Chassis* on page 22 shows a closeup view of a blank label. Use this label when requesting an RMA. This procedure provides instructions about how to access view this label.

Figure 7: T1000 AS Chassis Label Locations

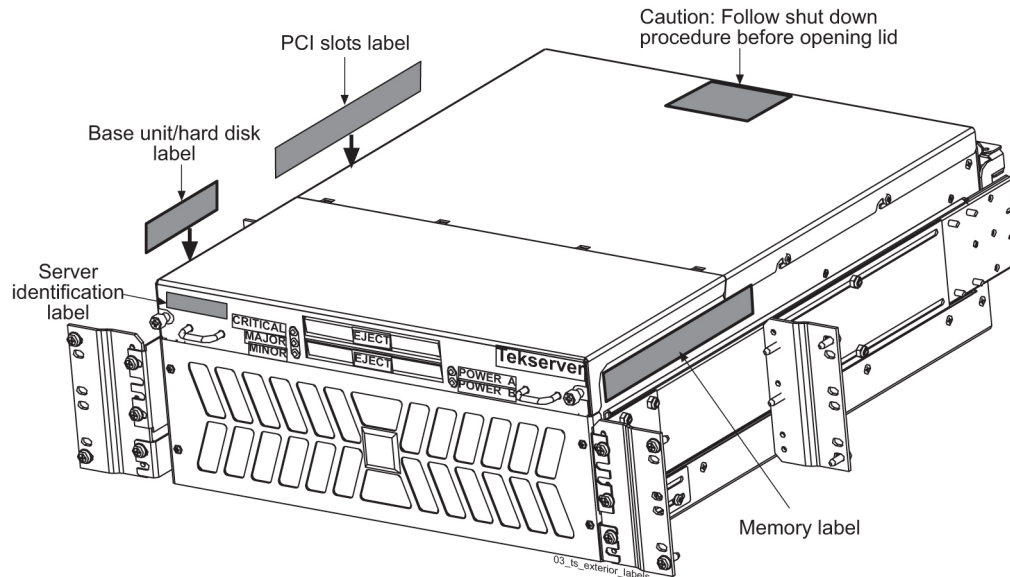
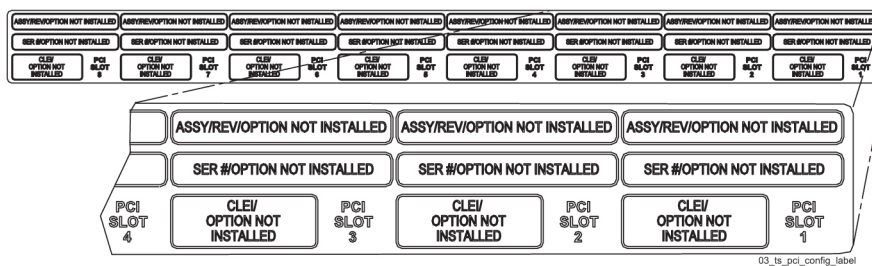


Figure 8: Base Unit/Hard Disk Label on T1000 AS Chassis



Procedure - How to Locate RMA Numbers for Hard Disk Drive Assembly

1. Request that Tekelec *Customer Care Center* on page 7 assist you in determining whether the hard disk drive assembly that needs to be replaced is in position “A” or position “C”.
2. Determine whether the required Hard Disk area (A or C) of the base unit/hard disk label on the front of the left side of the T1000 AS chassis can be viewed from the side of the frame without sliding the chassis out from the frame.

See *Figure 7: T1000 AS Chassis Label Locations* on page 22 for the placement of the label on the chassis and *Figure 8: Base Unit/Hard Disk Label on T1000 AS Chassis* on page 22 for the location of the Hard Disk information on the label.

3. If the necessary Hard Disk area of the base unit/hard disk label shown in [Figure 8: Base Unit/Hard Disk Label on T1000 AS Chassis](#) on page 22 can be viewed, report the requested information from the label, and skip to [Step 10](#) on page 24.

Otherwise, perform the remaining steps.

4. From the front of the frame, remove the # 12-24 Phillips screw from each chassis retention bracket (see [Figure 9: T1000 AS Chassis Front View](#) on page 23).

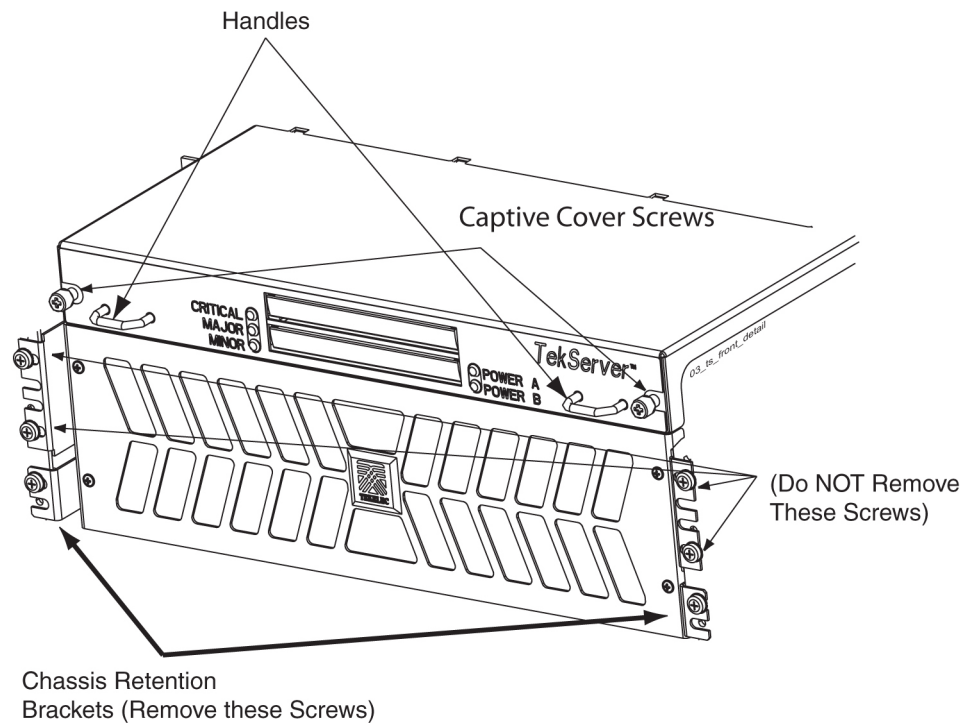
Do not remove the screws in the frame adapter brackets.



WARNING

WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

Figure 9: T1000 AS Chassis Front View



5. From the front of the frame, using the handles on the front top cover of the chassis, pull forward until the release buttons on the inner arms of the slide assemblies pop into the holes on each side.



DANGER

DANGER: If the T1000 AS chassis is pulled too far out after the release buttons are disengaged, the inner slide members (attached to the chassis) could come out of the middle slide members (attached to the frame).

6. Report the requested part number information on the base unit/hard disk label.
7. From the front of the frame, simultaneously press the round release buttons and slowly push the chassis into the frame while observing the cables to avoid binding or stretching.

8. Adjust the chassis retention brackets on the front of the T1000 AS chassis to contact the frame adapter brackets when the chassis is positioned correctly in the frame.
9. Secure the chassis with one # 12-24 screw in the chassis retention brackets on each side.
10. This procedure is complete.

PCI Card Part Number Information

The part number information for PCI cards is located on both of the following labels:

- Label on each PCI card (see [Figure 82: PCI Card Part Label](#) on page 132).
Use this label during replacement of the part to verify that the correct part number was ordered (see [How to Replace PCI Cards](#) on page 131).
- The PCI slots label on the outside of the T1000 AS chassis. [Figure 10: T1000 AS Chassis Label Locations](#) on page 24 shows where this label is located and [Figure 11: PCI Slots Label on T1000 AS Chassis](#) on page 24 shows a closeup view of a blank label. Use this label when requesting an RMA. [Repair and Return Shipping Instructions](#) on page 12 provides instructions about how to view this label.

Figure 10: T1000 AS Chassis Label Locations

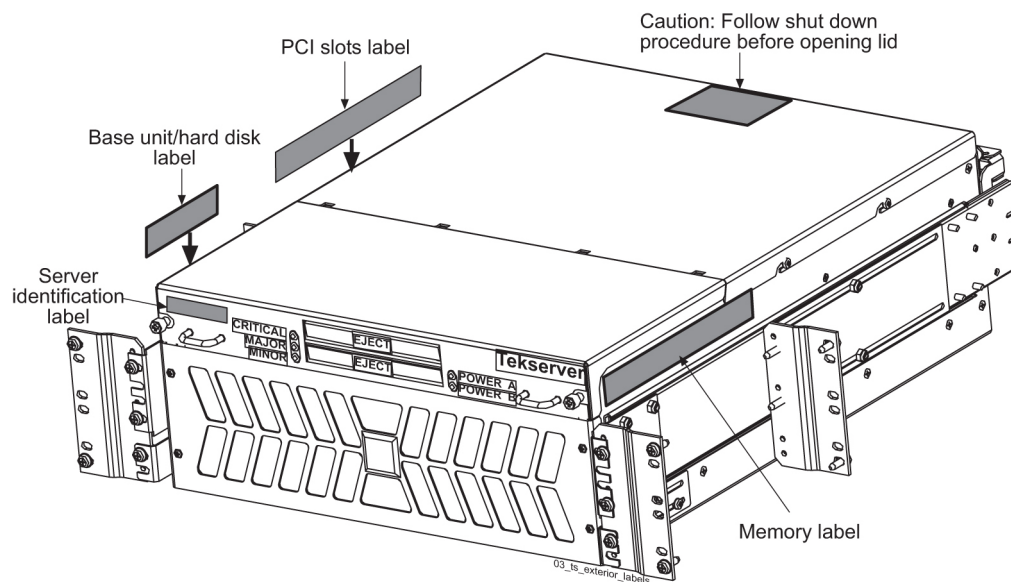
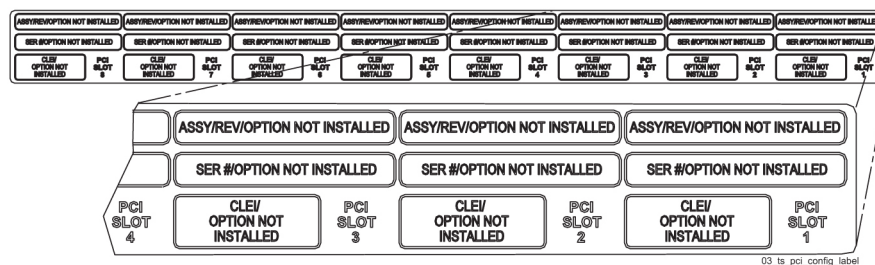


Figure 11: PCI Slots Label on T1000 AS Chassis



1. Request that Tekelec *Customer Care Center* on page 7 assist you in determining the which slot (1 through 8) contains the PCI card that needs to be replaced.
2. Determine whether the required PCI slot area of the PCI slots label on the rear of the left side of the T1000 AS chassis can be viewed from the side of the frame without sliding the chassis out from the frame.

See *Figure 10: T1000 AS Chassis Label Locations* on page 24 for the placement of the label on the chassis and *Figure 11: PCI Slots Label on T1000 AS Chassis* on page 24 for the location of each PCI slot information on the label.

3. If the necessary PCI slot area of the PCI slots label shown in *Figure 10: T1000 AS Chassis Label Locations* on page 24 can be viewed, report the requested information from the label, and skip to *Step 10* on page 26.

Otherwise, perform the remaining steps.



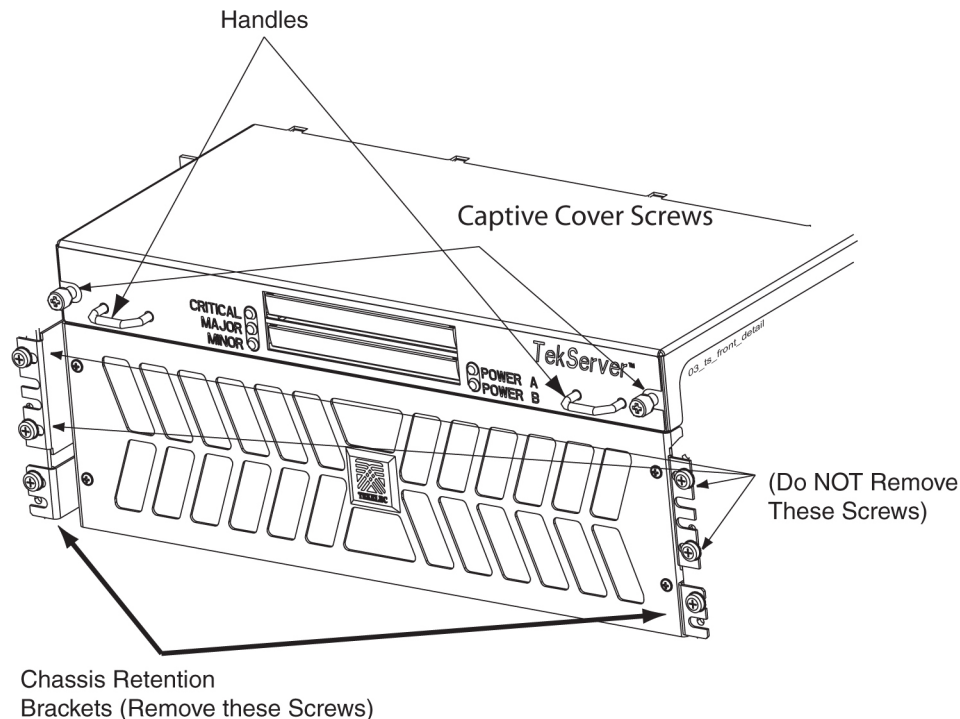
WARNING

WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

4. From the front of the frame, remove the # 12-24 Phillips screw from each chassis retention bracket (see *Figure 12: T1000 AS Chassis Front View* on page 25).

Do not remove the screws in the frame adapter brackets.

Figure 12: T1000 AS Chassis Front View



5. From the front of the frame, using the handles on the front top cover of the chassis, pull forward until the release buttons on the inner arms of the slide assemblies pop into the holes on each side.



DANGER: If the T1000 AS chassis is pulled too far out after the release buttons are disengaged, the inner slide members (attached to the chassis) could come out of the middle slide members (attached to the frame).

DANGER

6. Report the requested part number information from the PCI slots label.
7. From the front of the frame, simultaneously press the round release buttons and slowly push the chassis into the frame while observing the cables to avoid binding or stretching.

Note: When the chassis stops moving, the front of the T1000 AS should be slightly recessed to allow clearance of the handles behind the frame door when closed.

8. Adjust the chassis retention brackets on the front of the T1000 AS chassis to contact the frame adapter brackets when the chassis is positioned correctly in the frame.
9. Secure the chassis with one # 12-24 screw in the chassis retention brackets on each side.
10. This procedure is complete.

T1000 AS Chassis Part Number Information

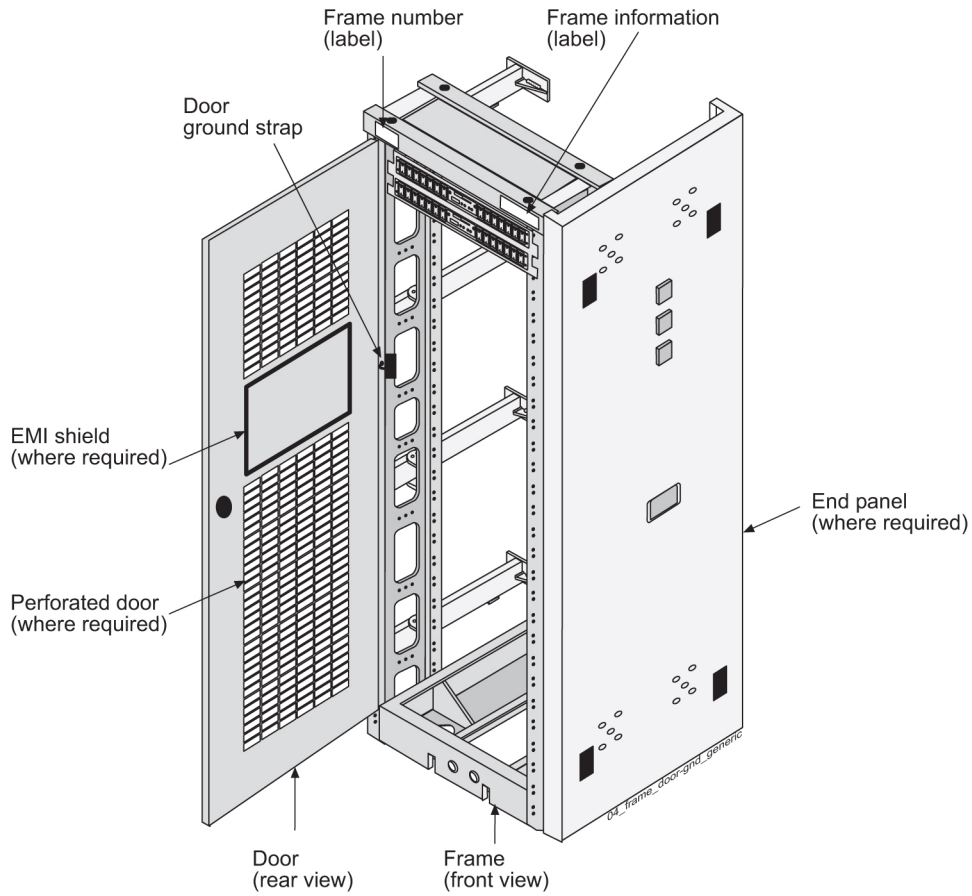
When a T1000 AS chassis needs to be replaced, part number information from all of the following labels needs to be supplied:

- Frame identification from a label on the frame
- Server identification from a label on the front of the T1000 AS chassis
- Base unit and hard disk information from the base unit/hard disk label on the left side of the T1000 AS chassis
- Memory information from a label on the right side of the T1000 AS chassis
- PCI card information from a label on the left side of the T1000 AS chassis

Use this procedure to locate the necessary part information:

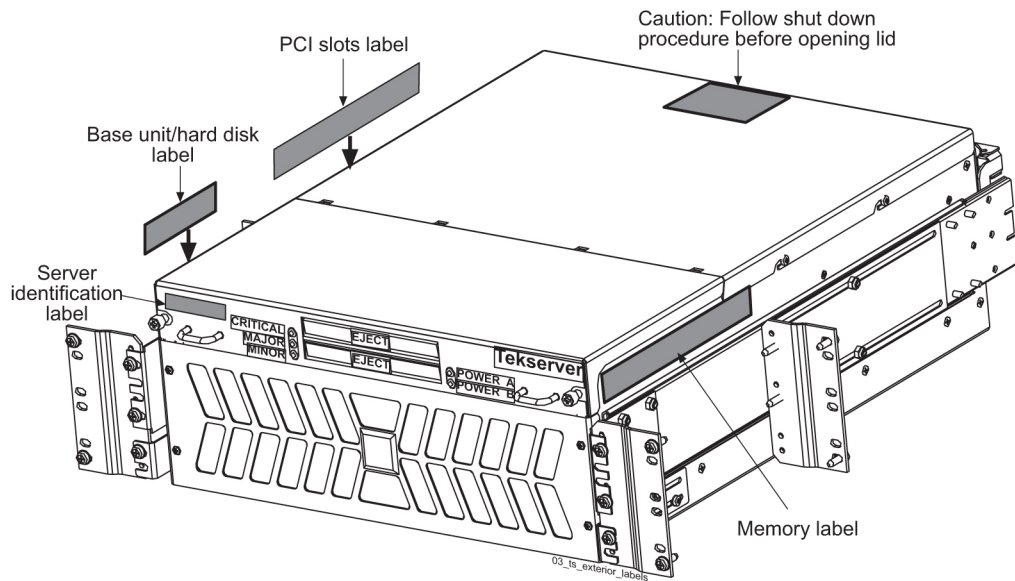
1. Supply the frame number for the frame in which the failed T1000 AS chassis is located (this label is located at the top left of the frame; see [Figure 13: Frame Identification Label](#) on page 26).

Figure 13: Frame Identification Label



- Supply the server identification letter (A through E) from the top left corner of the front of the chassis (see [Figure 14: T1000 AS Chassis Label Locations](#) on page 27).

Figure 14: T1000 AS Chassis Label Locations



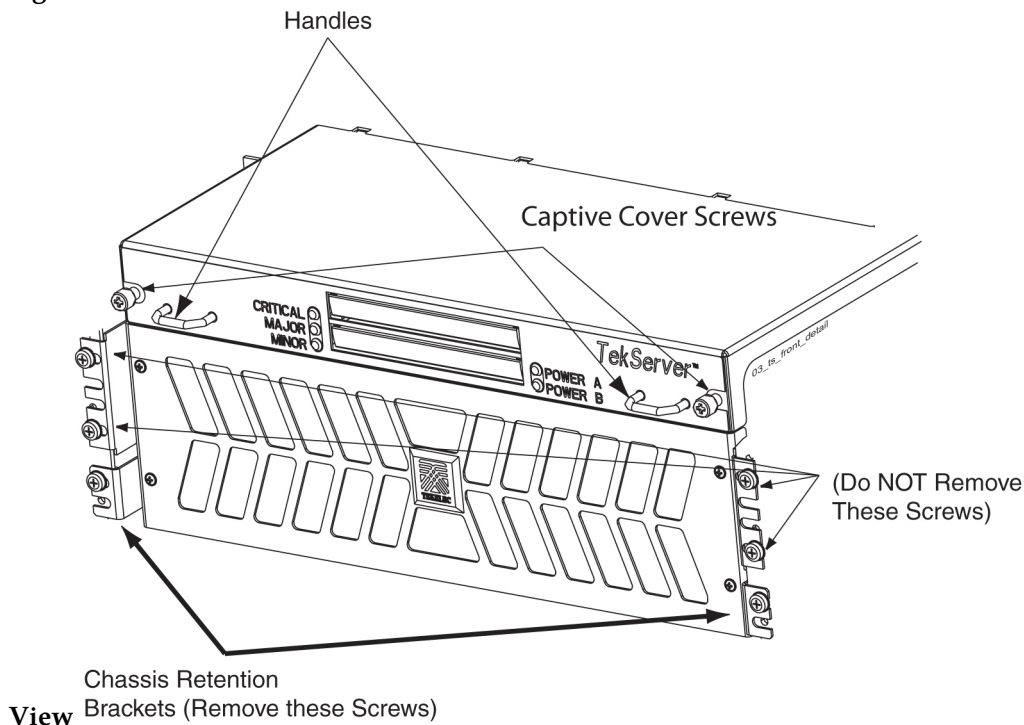
3. Determine whether the base unit/hard disk label, PCI slots label, and memory label on the sides of the T1000 AS chassis (see [Figure 14: T1000 AS Chassis Label Locations](#) on page 27) can be viewed from the sides of the frame without moving the chassis:
 - a) If all labels can be viewed, go to [Step 6](#) on page 29.
 - b) If one or more labels cannot be viewed, go to the next step.



WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

4. From the front of the frame, remove the # 12-24 Phillips screw from each chassis retention bracket (see [Figure 15: T1000 AS Chassis Front View](#) on page 28). Do not remove the screws in the frame adapter brackets.

Figure 15: T1000 AS Chassis Front



5. From the front of the frame, using the handles on the front top cover of the chassis, pull forward until the release buttons on the inner arms of the slide assemblies pop into the holes on each side.

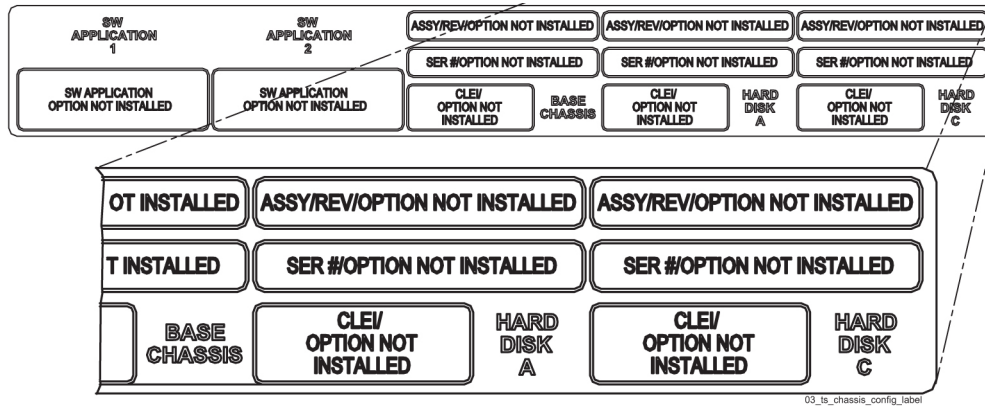


DANGER

DANGER: If the T1000 AS chassis is pulled too far out after the release buttons are disengaged, the inner slide members (attached to the chassis) could come out of the middle slide members (attached to the frame).

- Supply the requested part number information from the following areas of the base unit/hard disk label ([Figure 16: Base Unit/Hard Disk Label on T1000 AS Chassis](#) on page 29 shows an expanded view of the label):

Figure 16: Base Unit/Hard Disk Label on T1000 AS Chassis



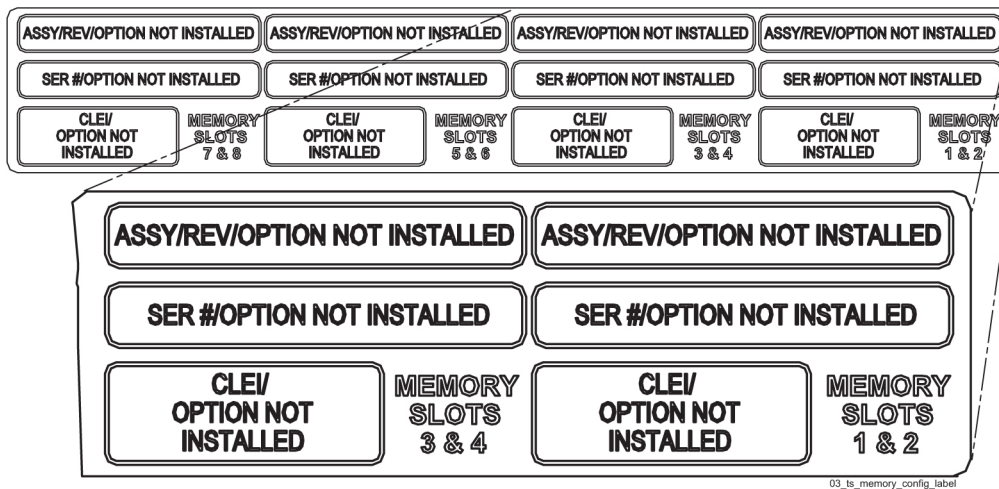
- Base chassis part number, serial number, and CLEI (in the middle of label)
- Software applications (at the left side of label)
- Part number, serial number, and CLEI for both Hard Disk A and Hard Disk C (at the right side of label).

Report whether the replacement chassis is to also contain replacement hard drives. These numbers are needed in either case:

- If the replacement chassis does not need to contain replacement hard disk drives, Tekelec manufacturing will use these numbers to create the new base unit/hard disk label and apply it to the replacement chassis
- If the replacement chassis does need to contain replacement hard disk drives, Tekelec manufacturing will use these numbers both to install replacement hard disk drive assemblies in the chassis and also to create the new base unit/hard disk label and apply it to the replacement chassis

- To ensure that the replacement chassis has the same memory configuration as the failed chassis, supply all the requested information from the stickers on the memory label (see [Figure 17: Memory Label on T1000 AS Chassis](#) on page 29).

Figure 17: Memory Label on T1000 AS Chassis

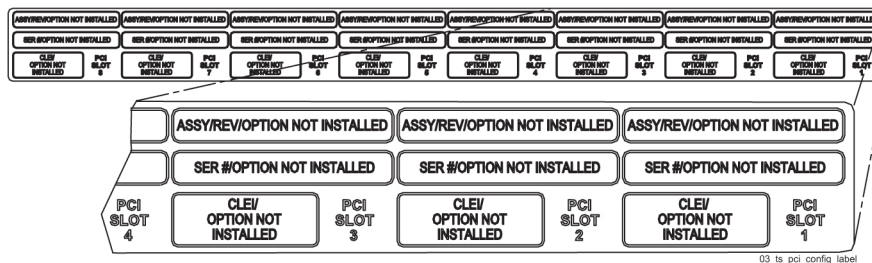


8. Supply all the information from the PCI slots label (see [Figure 18: PCI Card Label on T1000 AS Chassis](#) on page 30) and report whether the replacement chassis is to also contain replacement PCI cards.

The information for all slots is needed in either case:

- a) If the replacement chassis is to contain replacement PCI cards as well, Tekelec manufacturing will use the information to install the replacement PCI cards and also to create the new PCI slots label and apply it to the replacement chassis
- b) If the replacement chassis does not need to contain replacement PCI cards, Tekelec manufacturing will use the information to create a new PCI slots label and apply it to the replacement chassis

Figure 18: PCI Card Label on T1000 AS Chassis



9. If the chassis was not slid out, skip to [Step 13](#) on page 30. Otherwise, complete the remaining steps.
10. From the front of the frame, simultaneously press the round release buttons and slowly push the chassis into the frame while observing the cables to avoid binding or stretching.

Note: When the chassis stops moving, the front of the T1000 AS should be slightly recessed to allow clearance of the handles behind the frame door when closed.
11. Adjust the chassis retention brackets on the front of the T1000 AS chassis to contact the frame adapter brackets when the chassis is positioned correctly in the frame.
12. Secure the chassis with one # 12-24 screw in the chassis retention brackets on each side.
13. This procedure is complete.

Chapter 2

Safety and Pre-Installation Requirements

Topics:

- [Introduction.....32](#)
- [Safety Information.....32](#)
- [Regulatory Compliance and Certification.....34](#)
- [Pre-Installation Site Requirements.....35](#)

This chapter lists general safety instructions that readers should be familiar with, and lists site requirements that should be verified before installing Tekelec AS Hardware Systems.

Introduction

This chapter presents:

- General safety considerations that should always be kept in mind when Tekelec products are installed or replaced
- Listing of regulatory compliances and certifications that Tekelec products support
- Site requirements that should exist before Tekelec products are installed

Safety Information

Safety icons and text are used throughout Tekelec manuals to warn the reader of the potential of personal injury, service interruption, and equipment damage. For information about what each of the icons mean, see [Documentation Admonishments](#) on page 7.

Before beginning any procedure described in this manual, ensure that you are familiar with each of the following safety admonishments. Additional safety admonishments may be included, or repeated, for specific procedures.



TOPPLE: Always read and understand instructions completely before working on, moving, raising or lowering the frame, any portion of the frame, or attachments to the frame or equipment.



TOPPLE: Never try to unpack any frame from the shipping container without at least two people to steady any movement of the frame and related components. At least two people are required to safely move and position any frame.



TOPPLE: Never pull out the shelf of any frame that is not anchored properly. Some frames are required to be attached to overhead ladder racks before shelves are extended.



DANGER: No commercially AC powered equipment may be used or placed within 7 ft. of -48V equipment. AC powered equipment within 7 ft. of -48V equipment may create a shock or current loop that can be severely hazardous to personnel and equipment.



DANGER: Do not wear metal, chains, rings, watches, or jewelry or carry exposed metal, keys or tools in pockets when working on system equipment or other related electrostatic-sensitive components. Always wear a wrist strap or other electrostatic protection when handling printed circuit boards and other electrostatic-sensitive devices.



WARNING: Do not leave or allow unused metal objects, such as screws or washers, to remain anywhere within the equipment. Remove all unused material from the equipment



WARNING: Do not allow any metal shavings to remain in the equipment area. Metal shavings may result from over tightened screws or bolts. These small metal particles are hazardous to electronic equipment. Be careful not to over tighten screws or bolts.



WARNING: Do not use tie wraps on or above the top traverse arms on a frame. Always trim tie wrap flush and turn the trimmed tie wrap to the rear of the cable.



CAUTION: All personnel associated with the installation of these systems must adhere to all safety precautions and use required protection equipment, to avoid the possibility of injury to personnel, service degradation, and/or service interruption.



CAUTION: These systems have redundant power supplies to allow service during normal maintenance. When repairs require a total power disconnect, both input supply sources must be disconnected. This causes service interruption and takes down the systems.



CAUTION: This equipment has a connection between the earthed conductor of the DC supply circuit and the earthing conductor.



CAUTION: The Branch Circuit Overcurrent Protection shall be rated minimum -48V, maximum 40A.



CAUTION: Equipment is to be installed in restricted access areas in accordance with articles 110-16, 110-17, and 110-18 of the National Electric Code, ANSI/NFPA 70.



CAUTION: A readily accessible disconnect device that is suitable, approved, and rated shall be incorporated in the field wiring.



CAUTION: Connect to a reliably grounded SELV source which is reliably earthed and electrically isolated from the AC source.



CAUTION: Use only listed closed loop connectors for connection to the supply.



CAUTION: When some CPCI cards arrive from the manufacturer, they may have a small plastic cover over the screws and/or the alignment ejector pins. Remove and discard these plastic covers. If inserting the cards takes an excessive amount of force, check for obstructions. Forcing the card into a slot may damage the ejector handle or pin.

Regulatory Compliance and Certification

Tekelec products are tested to meet the following regulatory standards:

- Network Equipment Building System (NEBS) level 3 as listed in Telcordia SR-3580.
- Applicable Telcordia Electromagnetic Compatibility and Electrical Safety requirements in GR-1089-CORE.
- Applicable Physical Protection requirements in GR-63-CORE.
- Relevant directives and harmonized standards in support of the products Compliance European (CE) mark required in Europe. [Figure 19: European Directives CE Mark](#) on page 34 shows the mark used to indicate this compliance.

Figure 19: European Directives CE Mark



- Requirements of RTTE Directive 1999/5/EC, Radio Telecommunications Terminal Equipment, as tested to the relevant standards identified in the Official Journal of the European Communities. [Figure 20: Combined UL and GS Mark](#) on page 34 and [Figure 21: UL-Demko Mark](#) on page 34 show the marks used to indicate this compliance.

Figure 20: Combined UL and GS Mark



Figure 21: UL-Demko Mark



- Relevant standards in ElectroMagnetic Compatibility (EMC) directive 89/336/EEC.
- Relevant standards in Safety directive 73/23/EEC, supported by Certified Body (CB) Test Certificates US/5923/UL or US/5451/UL issued by the National Certification Body as tested to IEC 60950 with national differences for European countries
- Underwriters Laboratories (UL) listed under UL File E200146 for USA and c-UL for Canada. [Figure 22: Combined UL Mark for the United States and Canada](#) on page 34 shows the mark used to indicate this compliance.

Figure 22: Combined UL Mark for the United States and Canada



Pre-Installation Site Requirements

Before installing any T1000 AS hardware system, ensure that the requirements described in both of the following sections have been met.

- [Generic Site Requirements](#) on page 35
- [Grounding and power requirements](#) on page 37

Generic Site Requirements

Ensure that the site where the product will be installed conforms to the specifications listed in the following sections. These specifications are standard telephony industry requirements for equipment installation.

Fire Protection

Local fire protection codes must be satisfied in the equipment room where the system is to be located.

Environmental Requirements

Tekelec products are designed for environments that have temperature and humidity controls. Temperature and humidity controls must be activated as quickly as possible for equipment to operate at an optimum level.

When temperature and humidity controls fail, the equipment has been tested to operate within the following ranges:

- Temperature
 - 5° C to 40° C (41° F to 104° F) for normal operation
 - -5° C to 50° C (23° F to 122° F) for no more than 96 hours in duration and at elevations less than 1800 meters
 - -5° C to 50° C (23° F to 122° F) for storing the product
- Humidity
 - 5% to 85% non-condensing for normal operation
 - 5% to 90% non-condensing (but not to exceed 0.024 kilograms of water per kilogram of dry air) for no more than 96 hours in duration and at elevations less than 1800 meters

Tekelec products are tested to operate at an elevations within the following range:

- Minimum: 60 meters below sea level at ambient temperature of 30° C (86° F)

- Maximum: 4000 meters above sea level at ambient temperature of 40° C (104° F)

HVAC Requirements

Tekelec products are designed to bring cool air in from the bottom front and exit heated air out the top rear of the installed equipment.

The required HVAC (Heating, Ventilation, and Air Conditioning) capacity depends on the installed equipment. To calculate needed HVAC capacity, determine the total wattage of the installed equipment and use the following formula:

$$\text{BTUs/hr.} = \text{watts} \times 3.413$$

Lighting

Adequate lighting should be provided in the room where the equipment is to be located. Lighting fixtures must be far enough from the equipment and cables to prevent heat damage and to allow safe access to equipment and cables.

Earthquake Resistance

All Tekelec system configurations are designed to assure that the system remains operational during and after an earthquake, even when the system is located on the upper floors of a zone 4 central office.

Space Requirements

Provide space as described in [Table 5: Space Requirements](#) on page 36. These space requirements provide for Tekelec equipment installed in a 23-inch heavy-duty frame, which measures 7 feet high. Separator panels and end panels add to the width of multiple frame systems.

Table 5: Space Requirements

Building Area	Dimensions	Notes
Halls	4.5 feet wide by 8 feet tall (1.4 meters wide by 2.4 meters tall)	To provide a clear, uncluttered route for moving equipment between the loading/receiving dock and the planned system location
Frame location	30 inches wide by 24 inches deep (76.2 cm wide by 60.96 cm deep)	Floor area recommended for one Tekelec frame (multiply by the number of frames listed on the Initial Sales Order) Total area per frame = 720 square inches (5.0 square feet) (0.465 square meters)

Building Area	Dimensions	Notes
Side aisles	4 feet (1.2 meters)	To allow maneuvering frames into place and provide ample work space around the equipment
Front and rear access	3 feet 6 inches (107 cm)	From walls or other frames
Side access	12 inches (31 cm)	From walls or other frames

In addition, when planning the installation, be sure to take into account spare hardware storage, modems, terminals, printers, cross connect panels, and all other items that might require space in a system.

Floor Loading

Tekelec products installed in heavy-duty frames are designed for installation on raised or solid floors, which are recommended to have a distributed load capacity of no less than 100 pounds per square foot (504 kg/m²). Following are the maximum weights of Tekelec frames:

- Maximum weight of EAGLE 5 ISS Control or Extension frames: 850 lbs (386 kg).
- Maximum weight of a two T1000 server frame (for example, the MPS frame), including AC and DC LSMS frames: 600 lbs (273 kg).
- Maximum weight of the EOAP frame: 450 lbs (205 kg).
- Maximum weight of an application frame with up to six T1000 servers: 925 lbs (421 kg).

Use the following equation to calculate the floor loading:

$$\text{Distributed floor capacity} = \text{Total equipment weight} / \text{floor area}$$

Grounding and power requirements

Before installing a T1000 AS hardware system, refer to the application documentation to determine whether it is to be installed in an Alternating Current (AC) or Direct Current (DC) environment. Then, ensure that the grounding and power requirements in the appropriate following sections have been met.

- [Grounding requirements](#) on page 37 (this section describes requirements both for AC and DC environments)
- [Power requirements in a DC environment](#) on page 39
- [Power requirements in an AC environment](#) on page 39

Grounding requirements

Tekelec systems operate as digital isolated ground plane systems in a central office environment and require a single connection to the central office ground window. The system's ground cables

must provide the sole grounding connection between the entire system and the central office grounding.



WARNING: Always install an isolator pad between the frame and ground. Tekelec frames are shipped with isolator pads to completely isolate the frames from ground. If a non-Tekelec frame is used, an isolator pad must be provided.

The system can use three types of grounding paths.

- Battery return

The battery return grounding path is the return path for all –48VDC loads in the system. This path is isolated from other system grounds and connects to the rest of the central office through the –48VDC return connections located on the breaker panels of each frame.

- Logic Ground

Some system types require connection to a logic ground. The logic ground path provides a common voltage reference point between all circuit boards of a system. Each connection terminates to the system ground. The logic ground path is shown on your system's interconnect drawing. The logic ground path does not carry current.

Note: Logic ground is not required in an AC environment when the T1000 AS unit uses only Ethernet connections. Ethernet connections are the only network connections intended for use with the AC powered T1000 AS unit. If the AC-powered T1000 AS unit uses serial RS232 connections, the grounding in a standard serial cable will provide the logic ground necessary for the data transmission.

Note: AC-powered T1000 AS units should not be used for RS485, DS0, V.35, or other network connections unless specified by Tekelec.

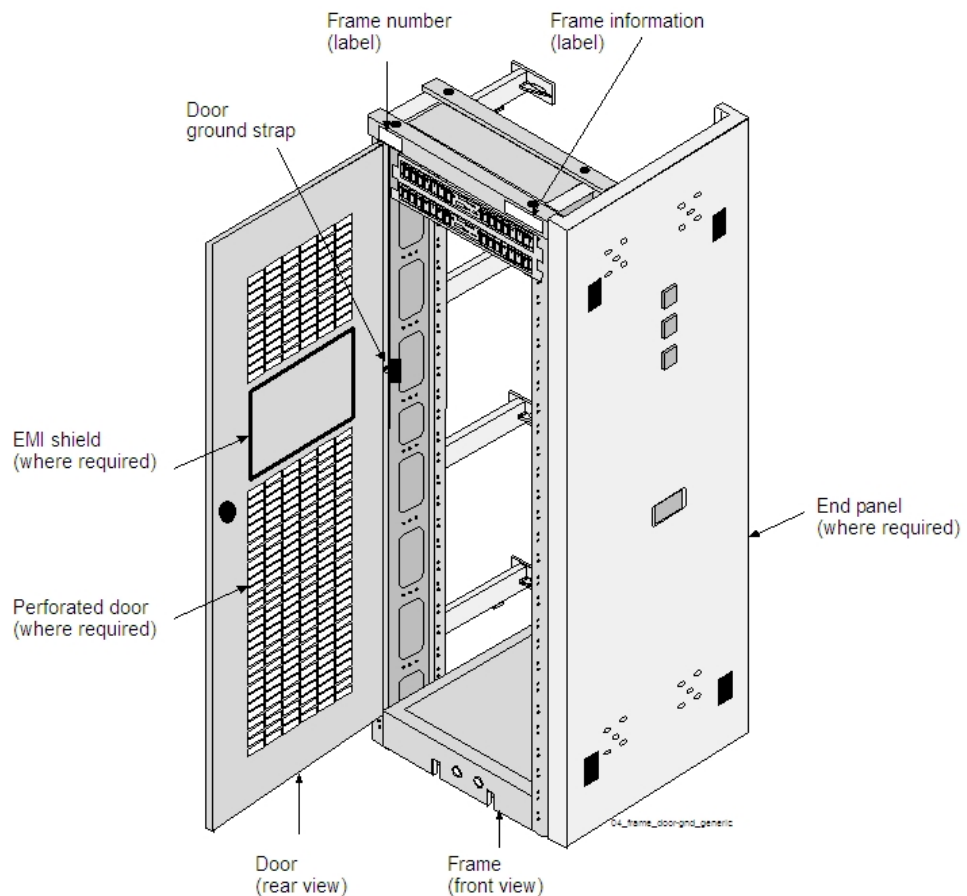
- Frame/chassis ground

The frame/chassis ground path provides a low impedance connection for all metal parts of the entire system, including the frame, doors, shelves, and end panels. Each frame/chassis connection within the system lineup terminates to the frame and connects to the main ground by way of Htaps, #6 American Wire Gauge (AWG) to 1/0 cable.

Note: The frame/chassis ground path does not carry current.

For products installed in a frame, the doors installed are grounded to the frame through a two-hole lug ground wire and through a screw-down latch. [Figure 23: Door Grounding Strap Placement](#) on page 38 shows a cutaway view example of an open frame door showing the door ground strap.

Figure 23: Door Grounding Strap Placement



Power requirements in a DC environment

A Direct Current environment must supply four feeds from the customer's power source. Each frame containing Tekelec products requires that power be provided from one to four breakers at -48VDC.

Each frame is divided into A and B power buses. In the event of loss of power on one of the buses, the other bus must be able to supply current for the entire frame. Therefore, each bus requires wiring sized to handle up to the maximum amps at -48VDC, with a maximum voltage drop of 0.6 volts. This requirement is met automatically when power is supplied by breakers.

Note: If breakers are tripped by an overload, they must be switched completely OFF and then ON to reset.

Note: For detailed information on T1000 AS power requirements in a DC environment, see [DC_PowerReqmts.pdf](#).

Power requirements in an AC environment

An Alternating Current environment must supply two feeds from separate circuits.

For detailed information on T1000 AS power requirements in a DC environment, see [DC_PowerReqmts.pdf](#).

Chapter 3

T1000 AS Hardware System Overview

Topics:

- *Introduction.....42*
- *T1000 AS Hardware System in a DC Environment.....42*
- *T1000 AS Hardware System in an AC Environment.....44*
- *T1000 AS Hardware Features.....45*
- *Breaker Panels.....50*
- *Ethernet Switches or Hubs.....52*
- *Console Servers.....52*
- *Rectifier.....52*

This chapter presents an overview of the various hardware components that can be included in the T1000 Hardware System.

Introduction

Depending on the applications that run on them, T1000 AS hardware systems are delivered in one of the following ways:

- **Integrated applications**

Most applications that run on T1000 AS systems are designed to be integrated with features that run on a Signal Transfer Point (STP). T1000 AS systems for these applications run in a Direct Current (DC) environment and are delivered in one of the following ways:

- For all applications, the initial installation of the T1000 AS hardware system consists of one or more T1000 AS units, along with breaker panels and Ethernet communication equipment, already installed by Tekelec manufacturing in a heavy duty frame.
- Some applications allow a single T1000 AS unit to be added to a heavy duty frame that has been previously installed and already contains one to four T1000 AS units. To view the maximum configuration allowed, refer to the [DC_AssemblyDrawingf](#).

For more information about these T1000 AS hardware systems, see [T1000 AS Hardware System in a DC Environment](#) on page 42.

- **Non-integrated applications**

Applications (such as provisioning applications or network management applications) that do not need to integrate with STP features may not require a DC environment. If an application is designed to run in an Alternating Current (AC) environment, a single T1000 AS unit is delivered along with equipment that converts AC power to DC power.

For more information, see [T1000 AS Hardware System in an AC Environment](#) on page 44 .

To determine which environments are supported by the applications that run on the T1000 AS systems, refer to the applications documentation.

This chapter provides an overview of T1000 AS hardware systems in each of the possible environments and an overview of each of the components that can be part of a T1000 AS hardware system.

T1000 AS Hardware System in a DC Environment

In a Direct Current (DC) environment, a T1000 AS hardware system consists of the following hardware components, which are assembled in a heavy-duty frame by Tekelec and delivered as one unit when first ordered (some applications allow additional T1000 AS units, to a maximum of five, to be added later):

- Depending on the applications loaded, from one to five T1000 AS units, identified as A through E, starting with the topmost server identified as A. Each server consists of T1000 AS hardware that is loaded at the factory with platform software and application software. Some applications allow each server to be installed with different application software. (The minimum and maximum number of servers in the frame depends on which applications are loaded; for more

information, refer to the applications documentation and to the [DC assembly drawing](#).) For an overview of the T1000 AS units, see [T1000 AS Hardware Features](#) on page 45.

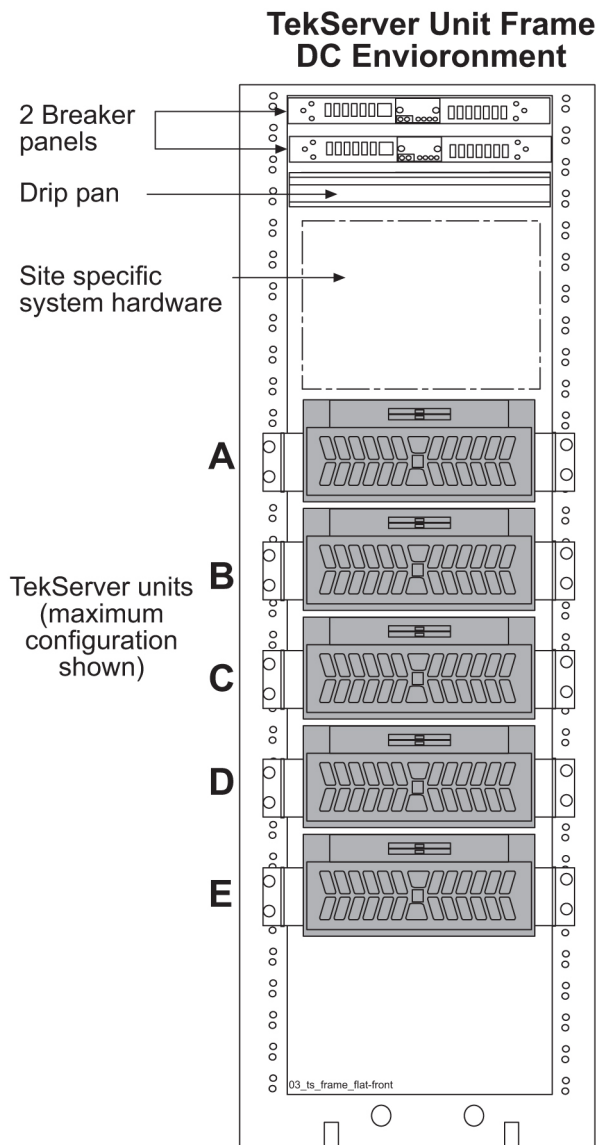
Note: Some applications allow individual T1000 AS units (to a maximum of five per frame) to be added later.

- Two Breaker Panels (BPs). For an overview, see [Breaker Panels](#) on page 50; for more information, refer to the documentation delivered with the product.
- Additional equipment, such as consoles and communications switches, routers, and hubs. For more information on these components, refer to the documentation delivered with the product.

[Figure 24: T1000 AS Hardware System in DC Environment](#) on page 43 shows an example T1000 AS hardware system in a DC environment.

Note: This figure shows the maximum configuration of five servers in the frame. For more complete information about the configuration used by the application, refer to the [DC assembly drawing](#).

Figure 24: T1000 AS Hardware System in DC Environment



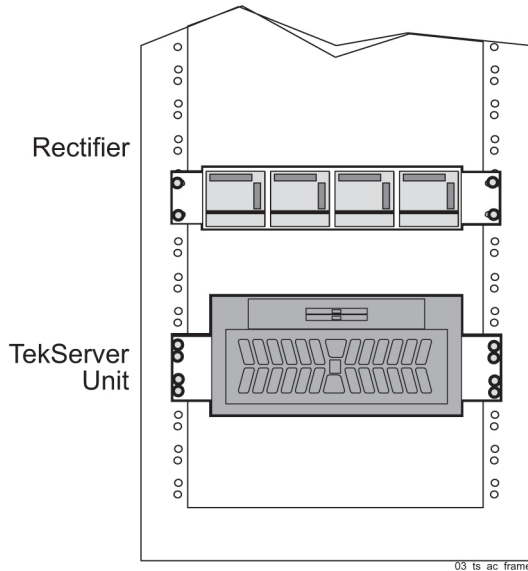
T1000 AS Hardware System in an AC Environment

In an Alternating Current (AC) environment, a T1000 AS hardware system consists of the following hardware components, which are delivered as separate units and are assembled at the customer site in a frame supplied by the customer (the frame can be either 19 inches or 23 inches wide):

- One T1000 AS unit, which is loaded at the factory with platform software and application software. For an overview of the T1000 AS units, see [T1000 AS Hardware Features](#) on page 45.
- A rectifier, which accepts an AC voltage and produces a regulated DC voltage output. For an overview, see [Rectifier](#) on page 52; for more information, refer to the documentation delivered with the product.

Figure 25: T1000 AS Hardware System in AC Environment on page 45 shows an example T1000 AS hardware system in an AC environment.

Figure 25: T1000 AS Hardware System in AC Environment



T1000 AS Hardware Features

The Tekelec 1000 Services Platform is a general-purpose application engine (AE) that offers high transaction rates with low latency. It supports a variety of application solutions for the wireless and wireline telecommunications infrastructure to provide the building blocks for next-generation signaling systems.

The Tekelec 1000 Services Platform is a scalable computing platform constructed with state-of-the-art components packaged in a compact-size, stand-alone enclosure. The Tekelec 1000 chassis utilizes dual processors, and has eight PCI slots, four internally mounted media devices, and expandable memory.

Figure 26: Tekelec 1000 Chassis on page 45 shows a single Tekelec 1000 Services Platform. For clarity, it is shown not mounted in a frame.

Figure 26: Tekelec 1000 Chassis

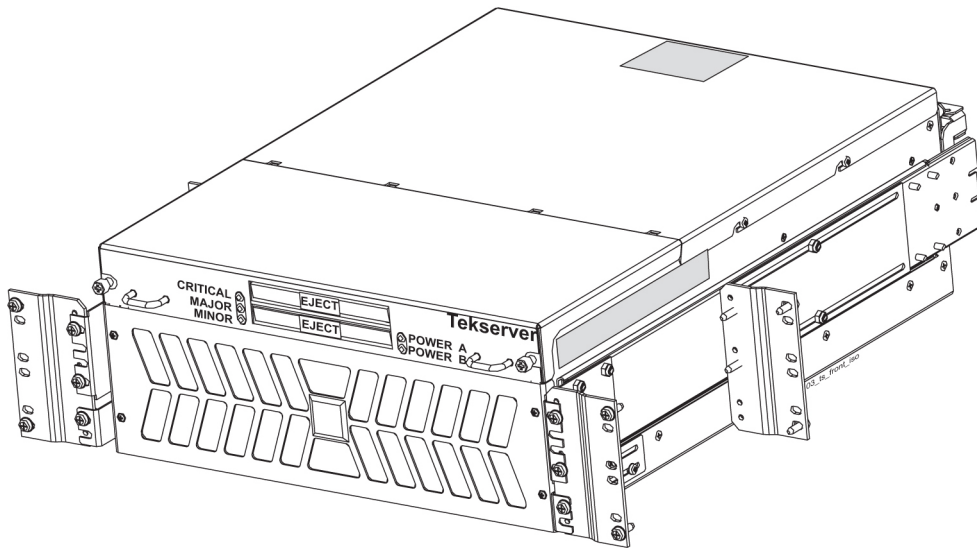
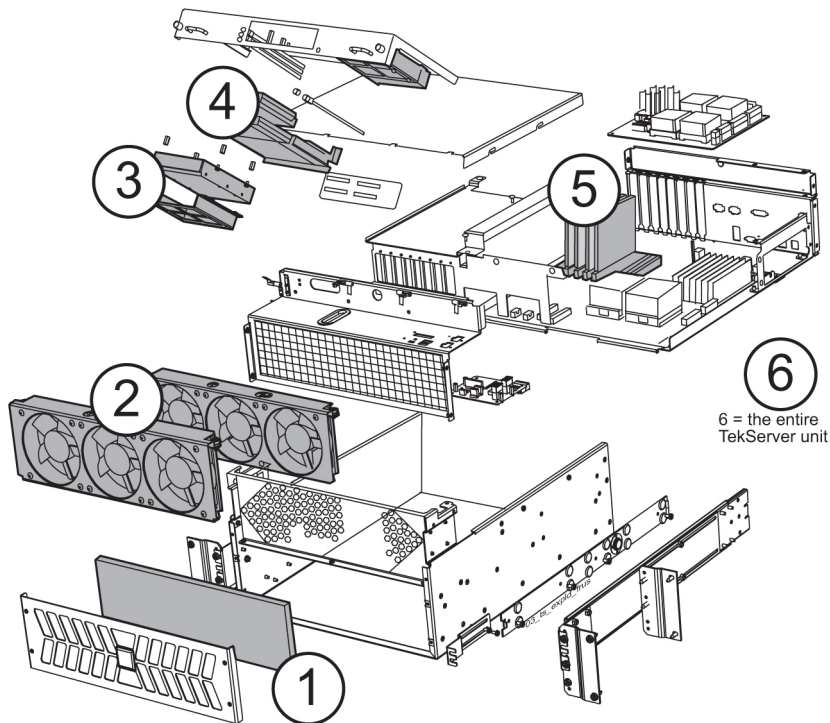


Figure 27: Exploded View of T1000 AS Chassis on page 46 shows an exploded view of the T1000 AS chassis. This view shows where the various hardware components, especially the Field Replaceable Units (FRUs), are located.

Figure 27: Exploded View of T1000 AS Chassis



Field Replaceable Units (FRUs)

The following correspond to the Field Replaceable Units shown in *Figure 27: Exploded View of T1000 AS Chassis* on page 46:

1. Air filter

2. Fan assemblies
3. Hard disk assembly (only the assembly on the left side is shown as an exploded view)
4. Removable media disk drive assembly
5. Peripheral Component Interconnect (PCI) cards
6. Entire T1000 AS chassis

For more information about FRUs, see [Field Replaceable Units](#) on page 103.

For more information about the hardware components, see [T1000 AS Hardware Feature Information](#) on page 139.

T1000 AS Rear I/O Panel

The rear input/output (I/O) panel is perforated to facilitate airflow and forms the back wall of the Tekelec 1000 enclosure. It has openings for:

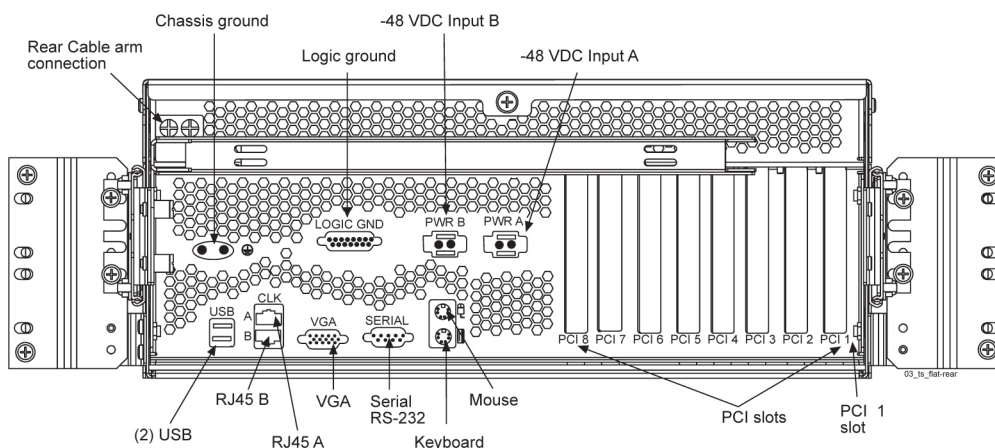
- Eight peripheral component interface (PCI) cards' I/O panels
- The I/O connectors on the rear edge of the main board (mouse, keyboard, VGA, serial port, E1 or T1 clock inputs, and two USB ports)
- The power board I/O (logic ground connection)

Power entry is at the rear of the Tekelec 1000 platform. There are two right angle power connectors (A and B feeds) on the power board that are accessible through the rear I/O panel. The power input connectors are keyed and have positive locking features.

Logic ground is carried on a 15-position, right-angle connector on the power board. The connector is bulkhead-mounted to the rear I/O panel. There are also two chassis ground connector studs on the rear I/O panel. See [Figure 28: Rear I/O Panel](#) on page 47 for a detailed view of the rear I/O panel.

Note: [Figure 28: Rear I/O Panel](#) on page 47 shows empty PCI slots.

Figure 28: Rear I/O Panel

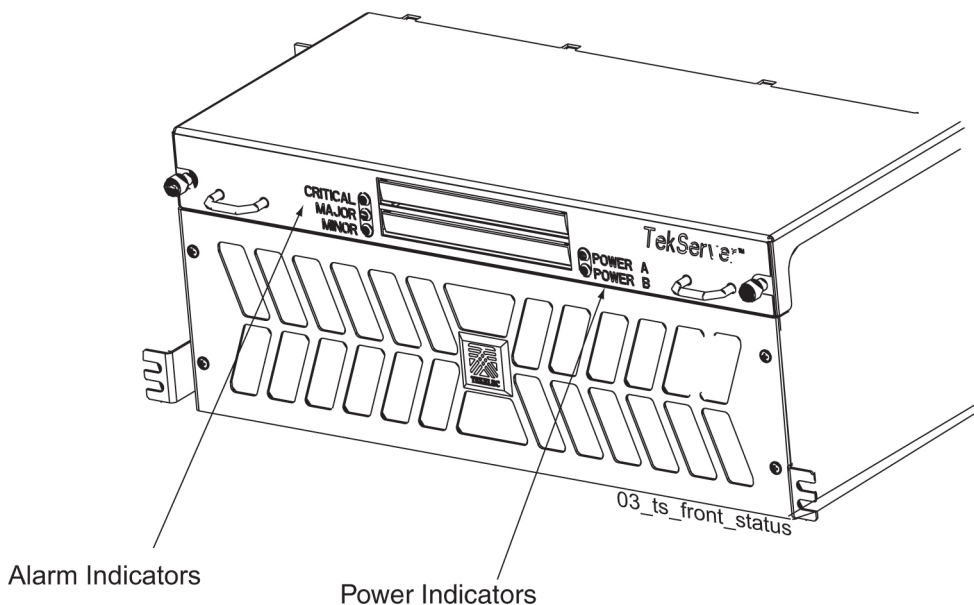


T1000 AS Status Indicators

The T1000 AS platform provides the following light-emitting diode (LED) status indicators on the front panel of the Tekelec 1000 platform (see [Figure 29: T1000 AS Status Indicators](#) on page 48):

- Critical, Major, and Minor visual alarm indicators indicate operational condition of the Tekelec 1000 platform, including status of the major subsystems: processors, volatile memory, non-volatile memory (disk drives, etc.), and interfaces.
- Indicators for A and B power inputs.

Figure 29: T1000 AS Status Indicators



For more information about the diagnostics that manage these alarm and status indicators, see [T1000 AS Diagnostics](#) on page 144.

T1000 AS Chassis Installation and Replacement

The T1000 AS chassis is installed in the frame using slides that have inner and outer rails. The outer slide rail is attached to the frame and the inner slide rail is attached to the T1000 AS chassis (see [Figure 44: Slide Assembly](#) on page 73). The chassis is installed by sliding the inner rails into the outer rails.



DANGER: Moving a T1000 AS chassis requires two people. Each T1000 AS chassis weighs approximately 30 kg (65 lbs) and may cause personnel injury or damage to the internal components due to shock and vibration if not handled properly.

DANGER

The Tekelec 1000 chassis is also field replaceable. Tekelec 1000 replacement, including disconnecting cables, mounting a replacement system (of identical configuration), and reconnecting cables requires no more than 30 minutes.

Note: All I/O connections are at the rear of the Tekelec 1000 chassis.

[Table 6: Tekelec 1000 Chassis Dimensions](#) on page 49 lists the dimensions of the Tekelec 1000 chassis.

Table 6: Tekelec 1000 Chassis Dimensions

Dimension	Value	Notes for Rack-Mounting
Depth	20.6 inches from front surface to rear bulkhead	Allows over 2.5 inches of depth for cable management in a Tekelec Heavy Duty Frame. The pull handles on the front lid protrude 0.75 inches leaving 0.3 inches of clearance between the handles and a perforated door assembly. Chassis slide lock brackets are used to anchor the Tekelec 1000 chassis in position during normal operation.
Height	6.9 inch high (4U) form factor	Allows for multiple Tekelec 1000 chassis and associated Ethernet switches to be mounted in a Tekelec Heavy Duty frame
Width	17.6 inches wide, with slides	Allows for a Tekelec 1000 chassis to be installed in 19 inch racks. Adapter plates are required to mount a Tekelec 1000 chassis with slide rails in 23 inch frames.
<ol style="list-style-type: none"> 1. Tekelec makes no warranties for servers that are installed without proper clearances or that are removed from Tekelec-standard frames. 2. The enclosures should be free to slide only during installation, service, or repair; they should be locked down at all other times. 		

Cable Management Arms

The T1000 AS is installed on slides for easy access. When the chassis is slid in or out, strain on the cables is relieved by one of the following cable management systems:

- Side Cable Management Arms

These cable management arms are attached to the sides of the frame and fold inward towards the back of the T1000 AS it is slid out from the frame (see [Figure 30: T1000 AS with Side Cable Management Arms](#) on page 49). A T1000 AS chassis that is shipped with these cable management arms also includes tension bars that are mounted on the rear of the server to further reduce strain on the cables.

Figure 30: T1000 AS with Side Cable Management Arms



- Rear Cable Management Arm

The Rear Cable Management Arm attaches to the rear of the T1000 AS and unfolds as the T1000 AS is slid out.

Note: Rear Cable Management Arm systems are no longer being shipped with new T1000 AS installations.

Breaker Panels

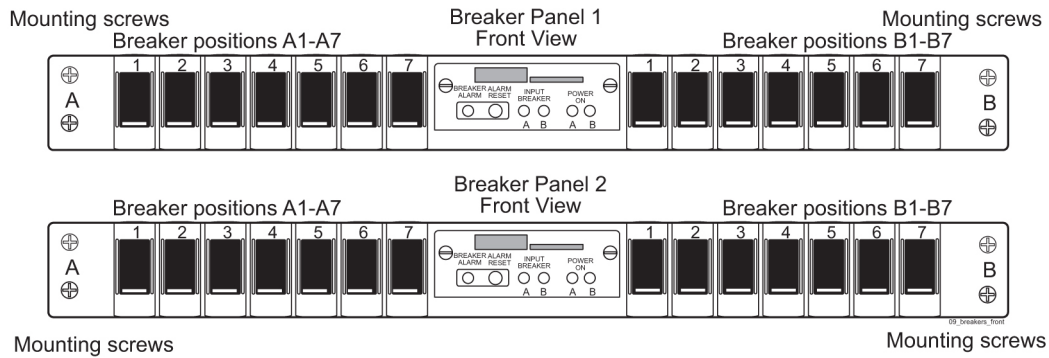
Breaker panels are used to provide redundant power paths to T1000 AS units and other equipment in a heavy duty frame in a DC environment.

Figure 31: Front of Breaker Panel on page 50 shows the two breaker panels used to provide redundant power paths:

- An upper breaker panel, called BP-1
- A lower breaker panel, called BP-2

Each breaker panel has two sides: side A and side B. Each side has seven breakers, although only certain breakers on each side are active (closed). The open position of each breaker is marked by “O” and “|” marks the closed position.

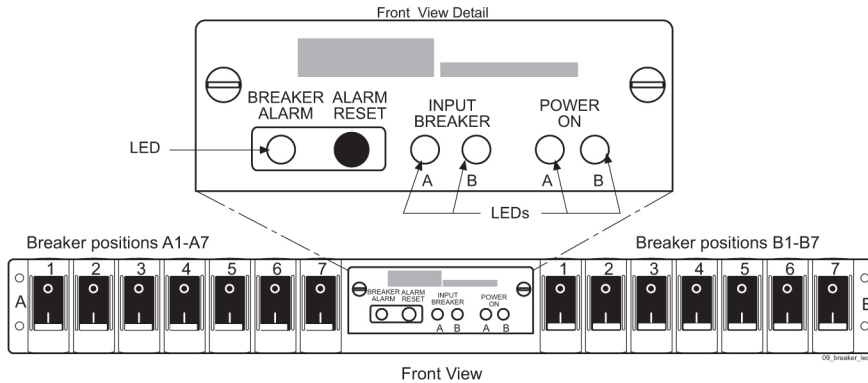
Figure 31: Front of Breaker Panel



Breaker Panel LEDs

Figure 32: Breaker Panel LEDs on page 51 shows a close-up of the power module, also called the “Indicator Panel,” in the center of the front of each breaker panel.

Figure 32: Breaker Panel LEDs



The power module contains two pairs of light-emitting diodes (LEDs), each labeled **a** and **b** with respect to the side of the breaker panel that the LED represents:

- The pair of LEDs labeled **input breaker** is on (illuminated green) for normal operation. If one of the rear input breakers opens (pops out), its respective LED is off (not illuminated).
- The pair of LEDs labeled **power on** is also on (illuminated green) for normal operation. If power is lost coming to the breaker panel, the affected LED is off (not illuminated.)

Note: If one of the **power on** LEDs is off, the respective **input breaker** LED will also be off and the **breaker alarm** LED will be illuminated red.

Breaker Panel Power

The breakers receive power from the input circuit 1 on their respective side. Each breaker controls the power to its corresponding power feed on the back of the breaker panel. The power feeds connect to the individual hardware devices in the frame.

Power comes into each breaker panel on side A and on side B. Each input power line connects to the input power feeds in the rear of the breaker panel. Each input power feed has an input circuit breaker beside it that ensures that the power is within an acceptable range.

Breaker Panel Settings

To view a table that shows the mapping of breakers to the devices, see [DC_BreakerSettings.pdf](#). When a server is installed and powered up, the associated breakers should be closed. Inactive breakers are not required to be in the closed position.

Note: The breaker mapping table shows only end-to-end connectivity from the breaker panel breakers to the servers. For detailed information on wiring, see the DC interconnect diagram.

Ethernet Switches or Hubs

Ethernet switches or hubs cross-connect all the components in a heavy duty frame. To determine which type of Ethernet switch or hub is used, see the [DC Assembly drawing](#). For more information about the Ethernet switches or hubs, refer to the documentation that was delivered with the product.

Console Servers

Some T1000 AS hardware systems contain a console server, which provides access to the console ports of the T1000 AS units and allows Tekelec [Customer Care Center](#) on page 7 to access remotely the T1000 AS units. A console server is used only during maintenance and failure conditions. To determine whether a console server is used, see the [DC Assembly drawing](#).

For more information about the console server hardware, refer to the documentation that was delivered with the product. For information about how to configure the console server, contact the [Customer Care Center](#) on page 7.

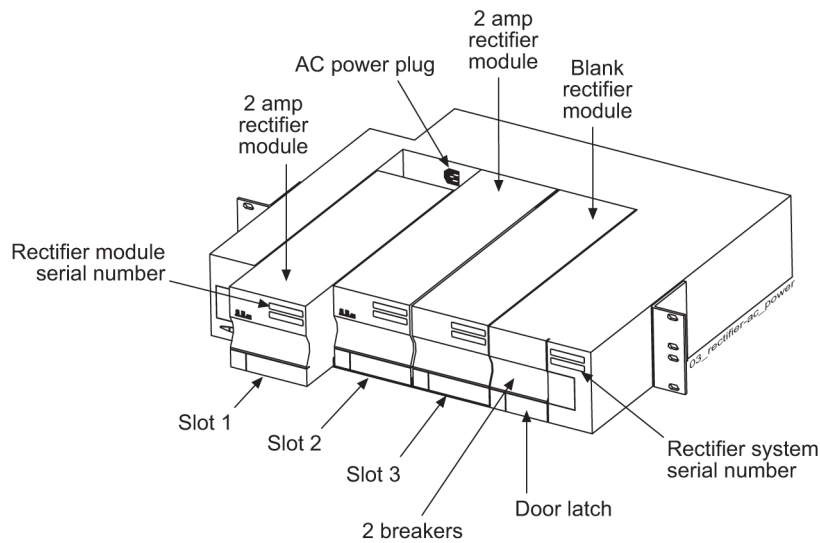
Rectifier

In Alternating Current (AC) environment, a rectifier is used to accept AC input from the environment's power source and produce DC output that can be used by the T1000 AS unit.

Rectifier Overview

[Figure 33: Rectifier](#) on page 52 shows an example rectifier.

Figure 33: Rectifier



In a T1000 AS hardware system in an AC environment, the rectifier system contains two rectifier modules; [Figure 33: Rectifier](#) on page 52 shows two rectifier modules, one each in Slots 1 and 2, and a blank module in Slot 3. Each rectifier module is hot-swappable (can be replaced without turning off power to the rectifier system).

For a more detailed drawing of the rectifier, see [AC_PowerSystem.pdf](#). For more information about its features, refer to the documentation delivered with the product.

Rectifier Breaker Settings

To turn on power from the rectifier to the T1000 AS unit, open the door at the right of the rectifier and turn all the breakers to ON.

Chapter

4

How to Install a T1000 AS Frame

Topics:

- *Introduction.....56*
- *How to Unpack the T1000 AS Frame and Conduct Inventory.....56*
- *How to Install a T1000 AS Frame.....56*
- *How to Cable a T1000 AS Frame.....69*

This chapter describes how to unpack and install T1000 AS units which are delivered from manufacturing mounted in a heavy duty frame for use in a DC environment.

Introduction

This chapter describes how to unpack and install a heavy-duty frame that contains from one or more T1000 AS units and associated equipment in a DC environment.

For information about installing a T1000 AS unit in an AC environment and about installing an additional T1000 AS unit into a heavy-duty frame that already contains from one to four T1000 AS units, see [How to Install Hardware in an Existing Frame](#) on page 71.

Note: The total number of T1000 AS units allowed in a frame depends on the application. For more complete information about the maximum configuration allowed by the application, refer to the [assembly drawing](#).

How to Unpack the T1000 AS Frame and Conduct Inventory

When the T1000 AS hardware system frame arrives, perform the following procedure:

1. Unpack the heavy-duty frame, using the procedure described in [822-0094-02](#).
2. Ensure that all the parts listed on the packing list have been received.
3. Ensure that the part numbers on the labels on the left and right sides of each T1000 AS unit match the sales order for each of the following categories:
 - a) Base configuration for hard disk
 - b) Installed memory information
 - c) PCI card configuration

For information about the fields on a label, see [T1000 AS Chassis Part Number Information](#) on page 26.
4. Be sure to return the frame's shipping container, as described in [822-0094-02](#).
5. This procedure is complete.

How to Install a T1000 AS Frame

A Heavy Duty (HD) frame is a specific Tekelec frame that has a specific footprint. It should not be confused with other 19- or 23-inch standard frames.

To install and anchor a heavy duty frame, perform the following tasks:

- [How to Prepare the Floor for Heavy Duty Frames](#) on page 57
- [How to Anchor the HD Frame to the Floor](#) on page 59

Note: The anchoring procedure and the anchor assembly to use depend on the type of floor on which the frame is to be installed.

- [How to Anchor to Overhead Rack of HD Frame](#) on page 68

Recommended Tools

All Tekelec tools should be labeled “Property of TEKELEC” with either a press-on Field Tool Identification label (P/N 658-0941-01) or Field Tool Identification wrap (P/N 658-0941-02).

- Safety glasses
- Ear protectors
- Mounting hardware kit (P/N 840-0092-01)
- Isolator pad (in mounting hardware kit), also used as template
- Chalk (or chalk line)
- Fiberglass tape measure
- Felt tipped marking pen
- Rotary impact drill
- 18 mm (11/16 inch) masonry drill-bit
- 1 inch (25.4 mm) masonry drill-bit
- Extension cord
- High Efficiency Particulate Air (HEPA) vacuum cleaner
- Masking tape
- File
- 3/4 inch (19mm) box-end wrench
- 3/4 inch (19mm) socket wrench
- Carbide-toothed hole saw
- Sub-floor marking tool (star bit)
- Hammer

How to Prepare the Floor for Heavy Duty Frames

Frame layout is site specific; [Figure 34: Floor Marking Template for HD Frame](#) on page 58 shows the most typical frame layout. The recommended minimum aisle spacing is 3 ft. (91.5 cm) front and rear. The following subsections provide instructions on marking the floor layout and preparing raised floors.

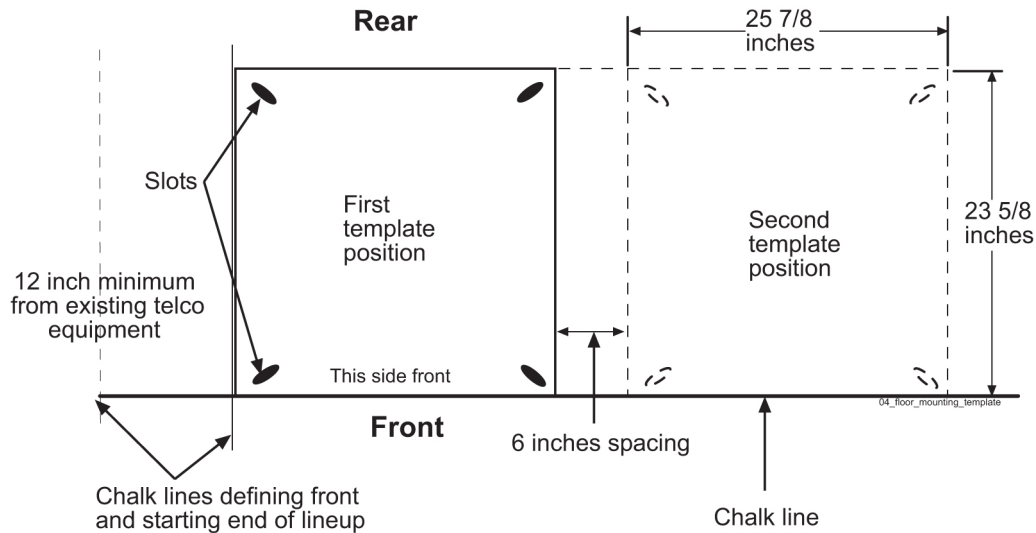
How to Mark the Floor Layout

Use this procedure to mark the floor layout.

1. Verify with a customer representative that the required area dimensions and equipment location correspond with the marked floor plan.
2. Use the floor plan provided with the engineering site file specifications to mark the front base line and the borders of the first frame with the chalk line.
3. Align the frame template (isolator pad) with either of the two sides marked “This side front” along the front chalk line.

Using a felt tip pen, mark Anchor locations in the middle of each oval anchor slot. Mark the corners of the first frame as shown in [Figure 34: Floor Marking Template for HD Frame](#) on page 58.

Figure 34: Floor Marking Template for HD Frame



4. Create another chalk line that allows 6 inches between each frame for correct spacing.
Align the template (isolator pad) again against the front chalk line and continue the process of aligning, marking, and moving the template (isolator pad) until the site specific number of frame spaces has been laid out.
5. This procedure is complete.

Next, do one of the following:

- If you are installing the frame on a slab floor, see [How to Anchor Frame to Slab Floor](#) on page 59.
- If you are installing the frame on a raised floor, see [Additional Preparations for Raised Floors](#) on page 58.

Additional Preparations for Raised Floors

Use the procedures in this section to prepare floors for anchoring frames on raised floors. For raised floors, you must create cable and anchor holes in the raised floor tiles.

1. Mark the spots where the cable holes are to be drilled.
(The spots where the anchor holes are to be drilled were marked in [How to Mark the Floor Layout](#) on page 57.)
2. Mark the corners of the raised floor tiles to ensure the same tiles will be returned to the same place when the procedure is complete.
3. Remove the tiles from the equipment area.
4. Use a HEPA vacuum cleaner to collect the shavings while drilling.
Using a carbide-toothed hole saw of the appropriate diameter, drill the cable holes required in the raised floor tiles. For the anchor holes, drill 1 inch (2.54 cm) diameter holes in the tiles

corresponding to the marked anchor locations. Use a file to remove any sharp edges from the drilled tiles.

5. Return to the equipment area with the drilled tiles and replace the tiles, making sure the holes match where the frame anchors will be installed.
6. You have completed this procedure.

Next, perform one of the following procedures, depending on the anchoring method you choose:

- [How to Anchor to Concrete Floor Under a Raised Floor](#) on page 62
- [How to Anchor on Raised Floor Using Support Channel](#) on page 65
- [How to Anchor on Raised Floor Using Support Channel with Spring Nut](#) on page 67

How to Anchor the HD Frame to the Floor

See the following sections for instructions on anchoring heavy duty frames to the floor. These procedures are for typical installation sites with slab (concrete) floors and raised floors. You might have to accommodate these procedures to the unique features of your site. Depending upon your floor, use the procedure in one of the following sections:

- Anchoring directly to a slab floor (see [How to Anchor Frame to Slab Floor](#) on page 59)
- Anchoring to a slab floor beneath a raised floor (see [How to Anchor to Concrete Floor Under a Raised Floor](#) on page 62)
- Anchoring to a raised floor using washer and nut (see [How to Anchor on Raised Floor Using Support Channel](#) on page 65)
- Anchoring to a raised floor using a unistrut (see [How to Anchor on Raised Floor Using Support Channel with Spring Nut](#) on page 67)



WARNING

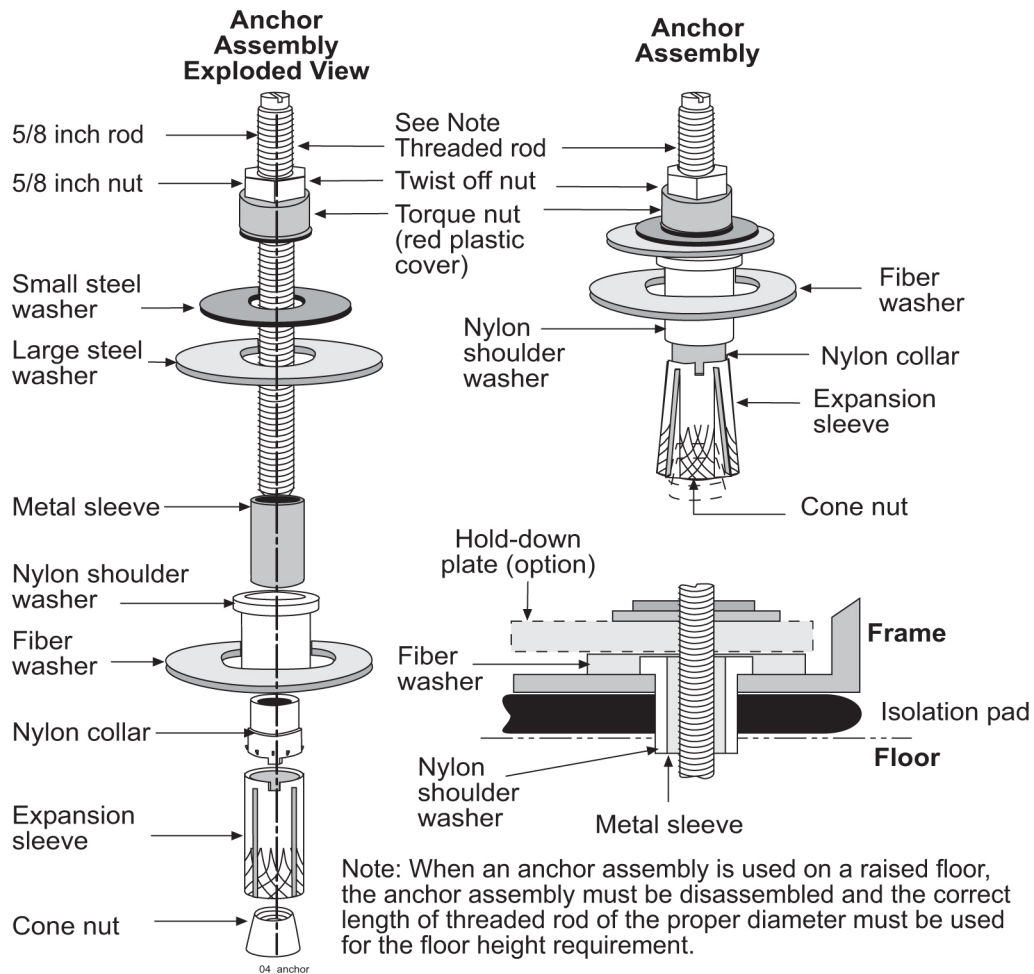
WARNING: Before drilling holes in any flooring, verify with facilities personnel that the area is free of gas or water pipes, ventilation plenum, and electrical wiring conduits.

How to Anchor Frame to Slab Floor

Use the procedure in this section to anchor the frame directly to a concrete slab floor. If you are anchoring to a raised floor above a slab floor, see [How to Anchor to Concrete Floor Under a Raised Floor](#) on page 62. Always get permission from facility personnel before drilling any holes for HD frame installation.

[Figure 35: Anchor Assembly for Slab Floors](#) on page 59 shows the components of the Anchor Assembly used for a slab floor.

Figure 35: Anchor Assembly for Slab Floors



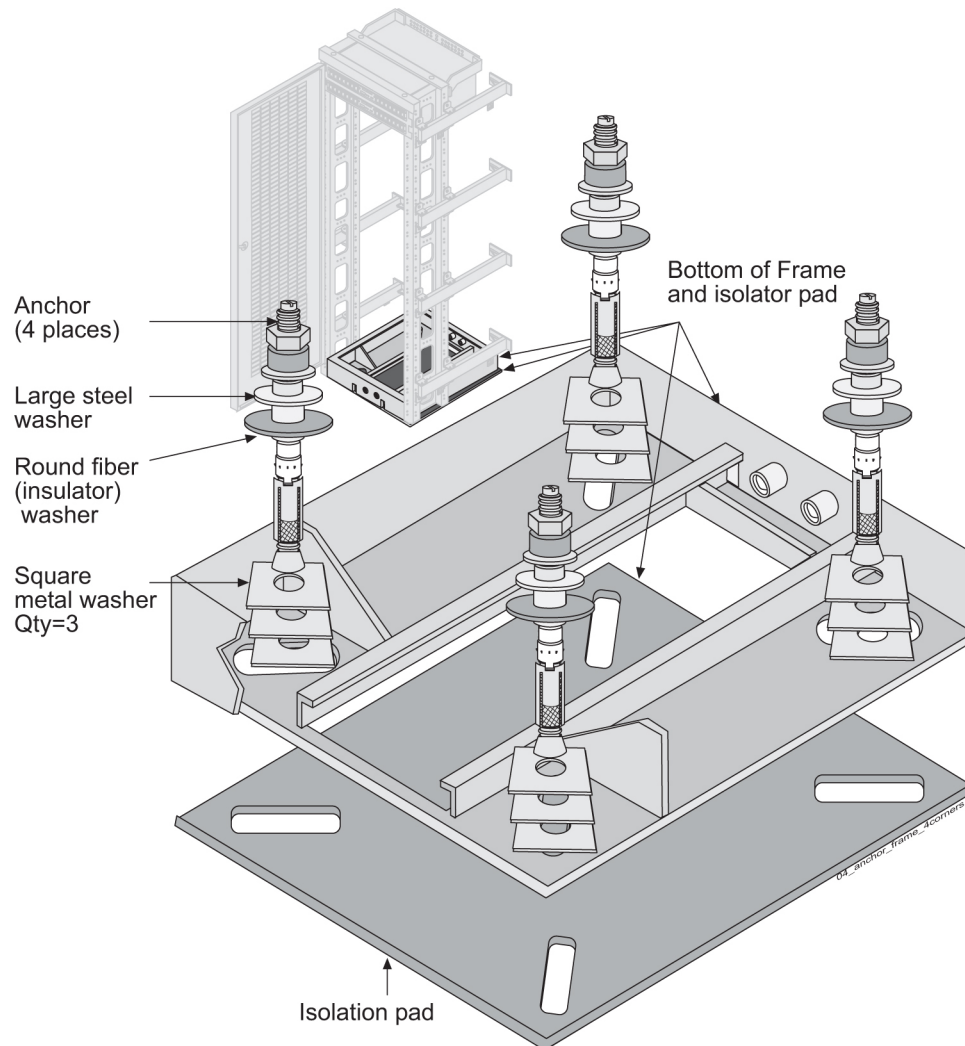
1. Use the HEPA vacuum cleaner to collect the dust while drilling holes.
At each anchor location marked on the concrete floor, drill a hole that is 11/16 inches (18 mm) in diameter to a depth of 3 inches (7.7 cm). The anchor and frame will not come together properly if the hole is drilled at an angle other than 90°.
Note: If any obstruction is encountered while drilling the hole, fill the unusable hole with liquid concrete. After allowing sufficient time for the liquid concrete to set, drill the hole at another spot within the marked area.
Clean out each hole after drilling is completed.
2. Set a fully assembled anchor into each drilled hole.
3. From each anchor remove all pieces above the metal sleeve.
Retain the pieces for use in [Step 7](#) on page 61.
4. Lay the isolator pad on the floor with the holes in the isolator pad aligned over the anchor assemblies.
5. Roll the frame (still on the dolly) into position above the isolator pad.
6. Lower the frame onto the floor with the holes in the frame aligned over the anchor assemblies.
For instructions about how to lower the frame, refer to 822-0094-02.

- Install the three square washers, the round fiberglass washer, the large steel washer, and the torque nut (with red plastic cover) in the order shown in [Figure 36: Anchor Installation of HD Frame into Slab Floor](#) on page 61.

(The large steel washer, nylon shoulder washer, and round fiber washer are found in the mounting hardware kit.) When reassembling the anchor assembly, the bottom of the threaded rod must be flush with the bottom of the cone nut and the torque nut must be near the top of the threaded rod.

Note: When reassembling any anchor bolt assembly, lightly finger tighten only.

Figure 36: Anchor Installation of HD Frame into Slab Floor



- Tighten the top nut of the anchor assembly with a socket wrench until the twist off nut above the plastic red cover breaks free.
Leave the twist off nut on the threaded rod to indicate that the torque on the nut beneath has been set properly.
- This procedure is complete.

Next, go to [How to Anchor to Overhead Rack of HD Frame](#) on page 68.

How to Anchor on Raised Floors

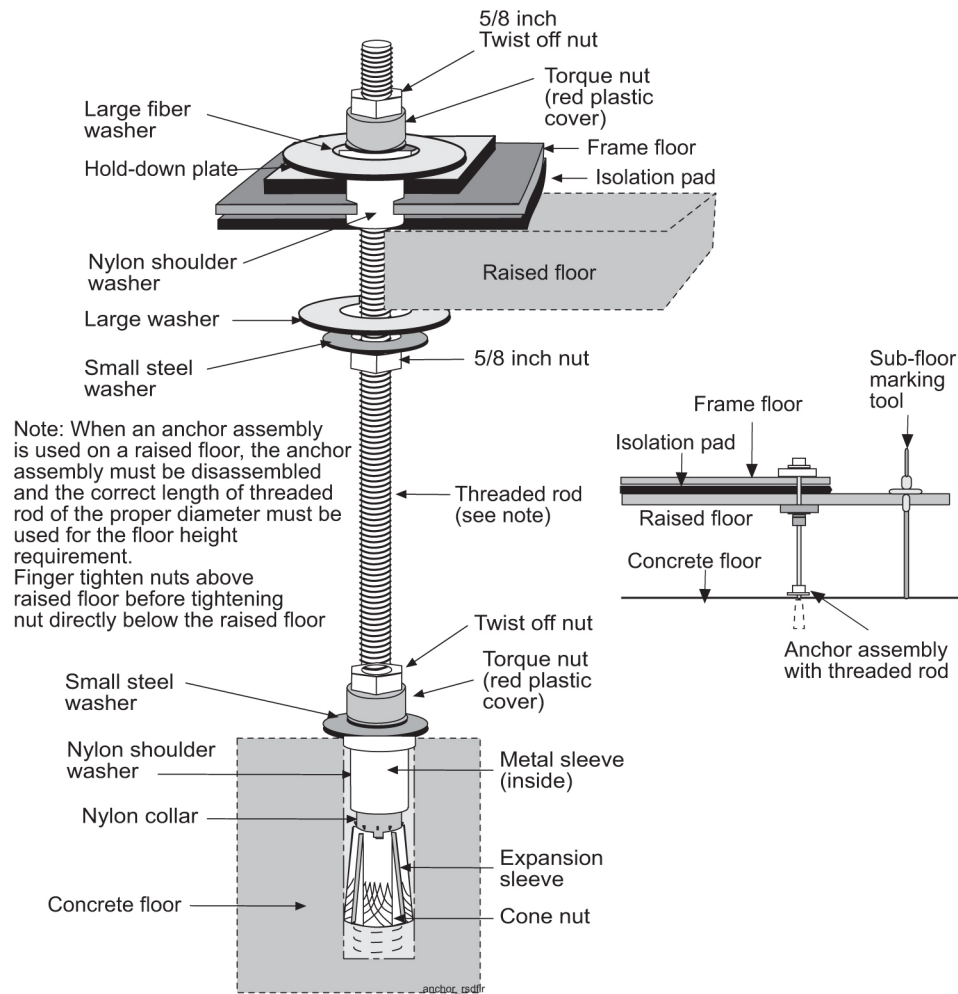
To anchor a frame on a raised floor, use the procedure in one of the following sections :

- [How to Anchor to Concrete Floor Under a Raised Floor](#) on page 62
- [How to Anchor on Raised Floor Using Support Channel](#) on page 65
- [How to Anchor on Raised Floor Using Support Channel with Spring Nut](#) on page 67

How to Anchor to Concrete Floor Under a Raised Floor

Use the following procedure to anchor a frame on a raised floor to the concrete slab beneath the raised floor. [Figure 37: Anchor Assembly for Raised Floor Over Concrete](#) on page 62 shows the components of the anchor assembly used for a concrete floor beneath a raised floor.

Figure 37: Anchor Assembly for Raised Floor Over Concrete



1. Ensure that [Additional Preparations for Raised Floors](#) on page 58 has already been performed.

2. Perform the following substeps for each hole associated with each frame to be installed on the raised floor:

Note: The threaded rod must be absolutely perpendicular to the floor. Using a level is recommended.

 - a) Insert the threaded rod into the anchor holes in the tiles, making sure that the threaded rod is perpendicular to the hole.
 - b) Strike the top of the threaded rod with a hammer using enough force to mark the concrete floor.
3. Remove the floor tiles for access to the concrete floor.
4. Use a HEPA vacuum cleaner to collect the dust while drilling.

Drill an 18 mm diameter hole in the concrete floor to a depth of 3 inches (7.7 cm).

Note: The hole must be drilled perpendicular to the floor so the anchor and frame will come together properly.
5. Ensure that each hole is clean after the drilling is complete.
6. For each threaded rod, thread the following components in the order shown onto one end of the rod (these components are threaded on the rod while the rod is upside down; see [Figure 37: Anchor Assembly for Raised Floor Over Concrete](#) on page 62 to identify the components and their orientation):
 - a) Torque nut
 - b) Small steel washer
 - c) Metal sleeve
 - d) Nylon collar
 - e) Expansion sleeve
 - f) Cone nut (thread onto the rod until the end of the threaded rod is flush with the bottom of the cone nut)

Note: These components should be in contact with each other, but do not tighten the assembly because doing so could prematurely expand the expansion sleeve.
7. Insert each threaded rod/anchor assembly into its hole, with the cone nut at the bottom, and tighten with a 3/4 inch (19mm) wrench until the top nut of the torque nut breaks free (this nut is called the twist-off nut in [Figure 37: Anchor Assembly for Raised Floor Over Concrete](#) on page 62).

Figure 38: Anchoring on Raised Floor Over Concrete Slab

16. For each threaded rod, finger-tighten the 5/8 inch nut and washers against the bottom of the floor tile (see [Figure 38: Anchoring on Raised Floor Over Concrete Slab](#) on page 63).

Note: Tighten only until the washers and nuts are flush with the bottom of the floor tile. DO NOT over tighten, causing the tile or frame to tilt.

17. With a 3/4 inch (19mm) socket wrench, tighten each torque nut inside the frame until the twist off nut above the plastic red cover breaks free.

Leave the twist off nut on the threaded rod to indicate that the torque on the nut beneath has been set properly.

18. If any tiles were removed to access the underside of the raised floor, replace them.

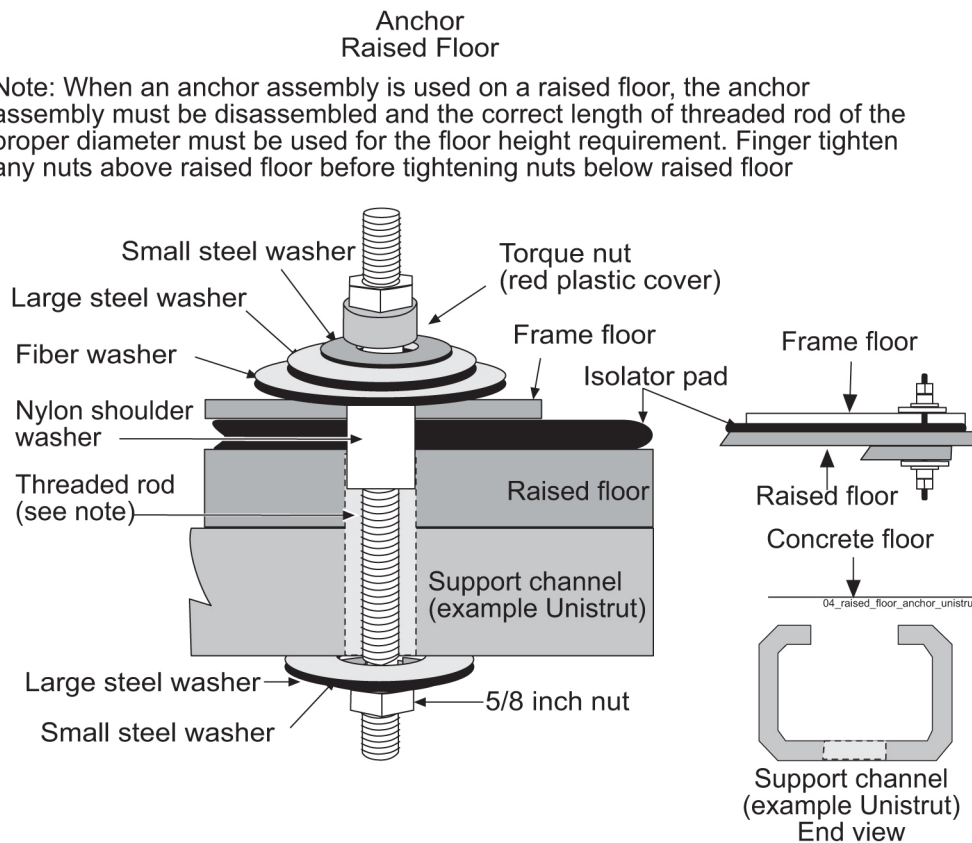
19. This procedure is complete.

Next, go to [How to Anchor to Overhead Rack of HD Frame](#) on page 68.

How to Anchor on Raised Floor Using Support Channel

Use the following procedure to anchor the HD frame to the raised floor tiles using the anchor assembly shown in [Figure 39: Anchor Assembly for Use with Support Channel](#) on page 65.

Figure 39: Anchor Assembly for Use with Support Channel

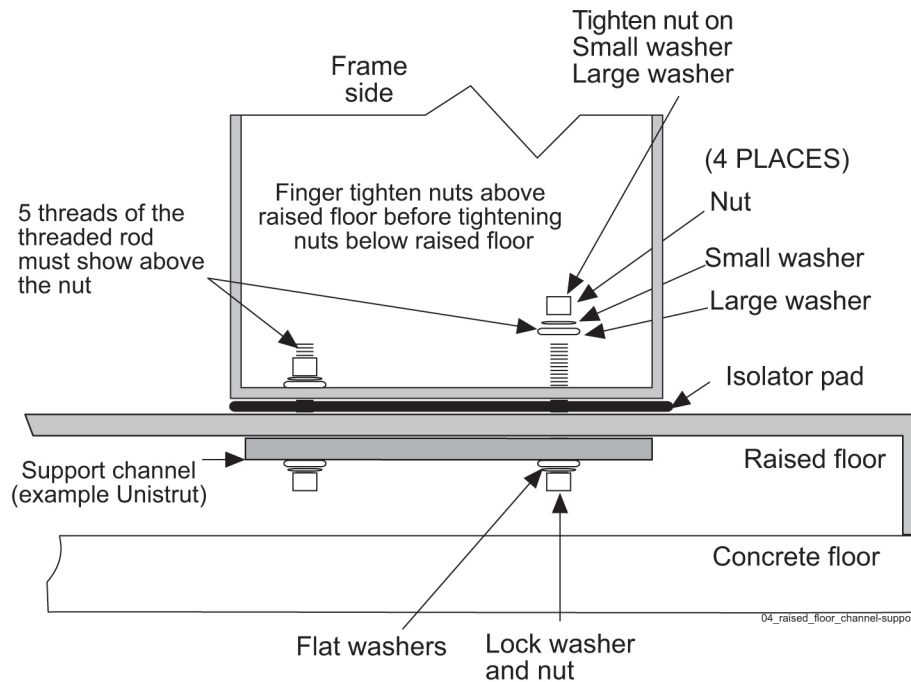


1. Ensure that [Additional Preparations for Raised Floors](#) on page 58 has already been performed.
2. For each threaded rod, thread the following components in the order shown onto one end of the rod (these components are threaded on the rod while the rod is upside down; see [Figure](#)

39: *Anchor Assembly for Use with Support Channel* on page 65 to identify the components and their orientation):

- a) 5/8 inch nut
 - b) Small steel washer
 - c) Large steel washer
3. From underneath the raised floor, insert the threaded rod / anchor assembly through the support channel, the raised floor, the isolator pad, and the frame floor.

Figure 40: Anchoring Frame to Raised Floor with Support Channel



4. From inside the frame, drop onto each threaded rod the following components in the order shown (see *Figure 40: Anchoring Frame to Raised Floor with Support Channel* on page 66):
 - a) Metal sleeve inside a nylon shoulder washer
 - b) Fiber washer (around the nylon shoulder washer)
 - c) Large steel washer
 - d) Small steel washer
 - e) Torque nut

Be sure to leave at least 5 threads of the threaded rod exposed inside the frame.
5. Finger tighten the nut above the raised floor before finger tightening the nuts below the raised floor.
6. Finger tighten the nut below the raised floor.
7. Securely tighten all the nuts above the raised floor with a socket wrench.

Note: Tighten only until the washer and nuts are flush with the bottom of the floor tile. DO NOT over tighten.
8. Replace tiles if necessary.
9. This procedure is complete.

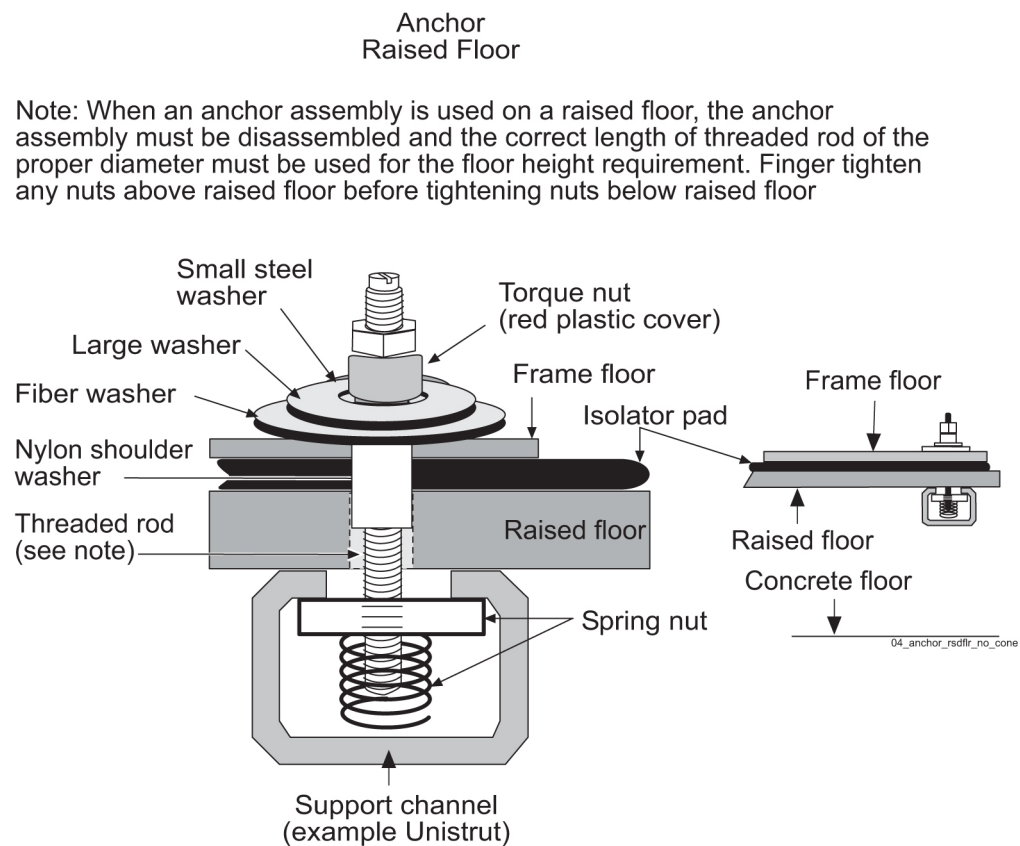
Next, go to [How to Anchor to Overhead Rack of HD Frame](#) on page 68.

How to Anchor on Raised Floor Using Support Channel with Spring Nut

Use the following procedure to anchor the HD frame to the raised floor tiles using the a support channel with spring nut.

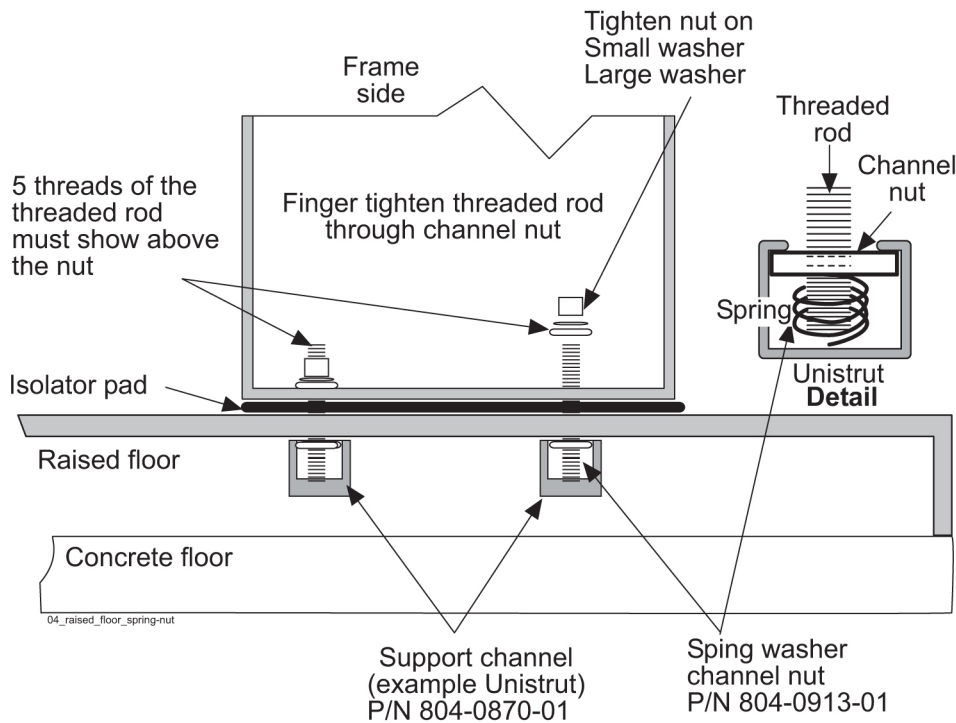
1. Ensure that [Additional Preparations for Raised Floors](#) on page 58 has already been performed.
2. Insert threaded rods through the frame and the raised floor and into the spring nut in the support channel as shown in [Figure 41: Anchor Assembly for Support Channel with Spring Nut](#) on page 67.

Figure 41: Anchor Assembly for Support Channel with Spring Nut



3. Finger tighten the rods into the spring nut in the support channels (see [Figure 42: Anchoring Frame Using Support Channel/Spring Nut](#) on page 67).

Figure 42: Anchoring Frame Using Support Channel/Spring Nut



4. Insert the large washer, small washer, and torque nut onto the threaded rod on the inside of the frame.
Be sure to leave at least 5 threads of threaded rod exposed on the inside of the frame. Tighten the nuts above the raised floor.

Note: DO NOT over tighten, causing the tile or frame to tilt.

5. This procedure is complete.

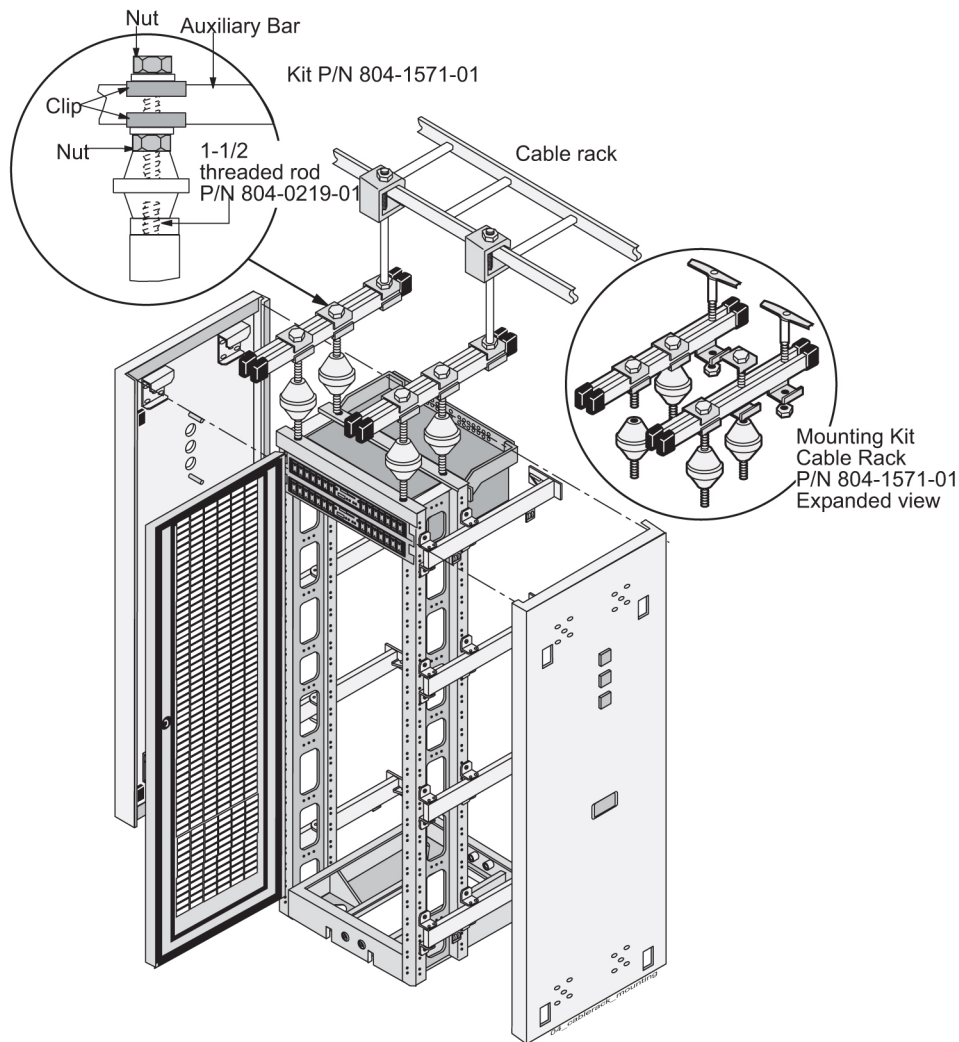
Next, go to [How to Anchor to Overhead Rack of HD Frame](#) on page 68.

How to Anchor to Overhead Rack of HD Frame

Frames with shelves that extend must be attached to overhead racks to prevent toppling.

1. Using the Cable Rack Mounting kit with ladder hooks, threaded rods, and insulators, place the assembly directly above the frame for overhead support.
2. Secure the top of the frame to the overhead racks using threaded rods with hardware as shown in [Figure 43: HD Frame with Overhead Rack](#) on page 68.

Figure 43: HD Frame with Overhead Rack



3. This procedure is complete.

How to Cable a T1000 AS Frame



WARNING: Verify that all breakers are set to the OFF (O) position. Verify that all Power distribution panel circuit breakers are set to OFF. Be sure the T1000 AS chassis power switch is set to OFF.

Verify that the cables already attached are connected correctly. (The T1000 AS hardware system frame is shipped with most of the cables already attached.) Complete any other required cable connections.

To determine the cables used and how to connect them, refer to the [interconnect diagram](#), which lists each cable, its quantity, length, how it is used, and a diagram of how to connect it.

Note: Some of the listed cables are used only as required. Actual cables used may vary by application.

To view a drawing of a cable, refer to the [DC cable list](#), which lists all the cables that appear in the system interconnect diagram with a link from each part number to the drawing for that part number.

Chapter 5

How to Install Hardware in an Existing Frame

Topics:

- [Introduction.....72](#)
- [How to Unpack and Conduct Inventory.....72](#)
- [How to Install an Individual T1000 AS Unit.....74](#)
- [How to Install the Rectifier.....85](#)
- [How to Cable Components Added to Existing Frames.....85](#)

This chapter describes how to install an individual T1000 AS unit into a frame that has already been installed. This chapter covers both:

- Adding a T1000 AS unit into a heavy duty frame that already contains from 1 to 4 T1000 AS unit in a DC environment
- Installing a single T1000 AS unit into a customer's frame in an AC environment.

Introduction

This chapter describes how to unpack install individual T1000 AS hardware system components and install them in frames that are already installed at customer sites in the following situations:

- In a Direct Current (DC) environment, some applications allow one or more additional T1000 AS units to be ordered and delivered after the initial T1000 AS frame has already been installed. For an overview of this environment, see [T1000 AS Hardware System in a DC Environment](#) on page 42. To view the maximum configuration allowed for your application, refer to the [DC_AssemblyDrawing.pdf](#).
- In an Alternating Current (AC) environment, both the T1000 AS unit and the rectifier are installed in a customer's frame at the customer site. (This chapter does not describe how to install the frame in an AC environment.)

For information about installing a T1000 AS hardware system that is delivered in a frame, see [How to Install a T1000 AS Frame](#) on page 55.

How to Unpack and Conduct Inventory

To unpack and conduct inventory, see one of the following sections:

- [How to Unpack a T1000 AS Unit and Conduct Inventory](#) on page 72
- [How to Unpack a Rectifier and Conduct Inventory](#) on page 73

How to Unpack a T1000 AS Unit and Conduct Inventory

When the individual T1000 AS unit arrives, perform the following procedure:



TOPPLE: Before beginning this procedure, ensure the frame is properly secured to the floor and cable racks to prevent the frame from tipping over when the slide assembly and T1000 AS chassis is extended.



DANGER: Moving a T1000 AS chassis requires two people. Each T1000 AS chassis weighs approximately 30 kg (65 lbs) and may cause personnel injury or damage to the internal components due to shock and vibration if not handled properly.

DANGER

1. Inspect the shipping container for indication of damage.
If damage is noted, go to [Step 7](#) on page 73.
2. Inventory the material in the shipping container. [Step 7](#) on page 73
If any discrepancies are noted, go to [Step 7](#) on page 73.

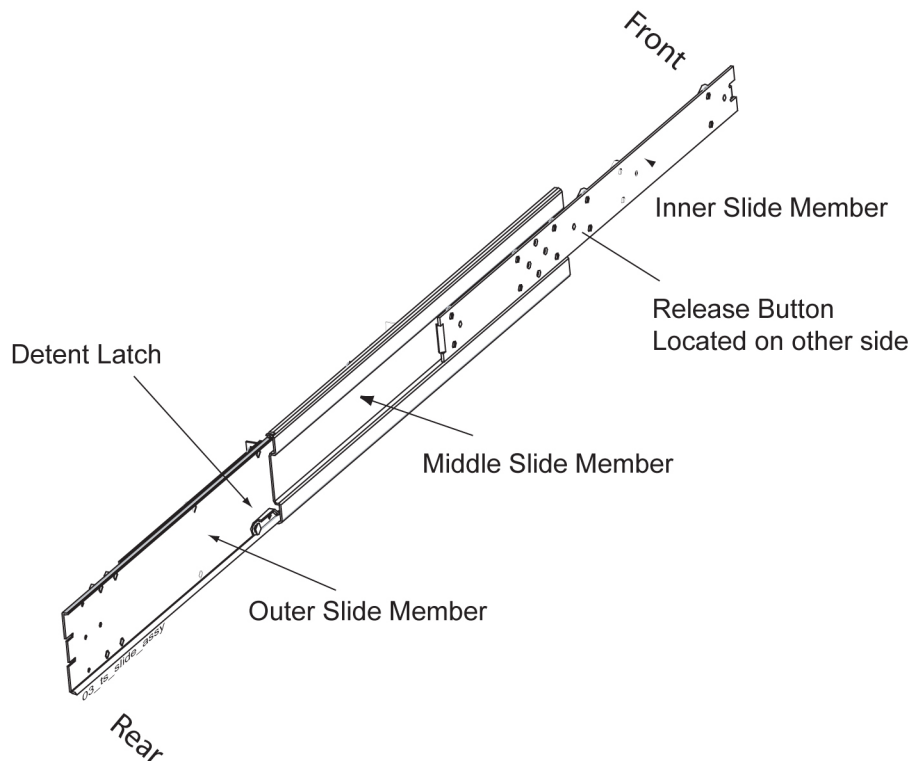


WARNING: Observe proper ESD procedures when handling the T1000 AS chassis. Always wear an ESD wrist strap connected to a grounded bench or frame.

WARNING

3. Unpack the T1000 AS chassis from the shipping container and place the unit on a secure workbench that is grounded for ESD protection.
Discard the container and packing material.
4. Inspect the T1000 AS chassis for indication of damage.
If damage is noted, go to [Step 7](#) on page 73.
5. Remove the slide assemblies from the shipping container.
The slide assemblies (see [Figure 44: Slide Assembly](#) on page 73) consist of three sections that will be attached to the T1000 AS chassis and frame.

Figure 44: Slide Assembly



6. Inspect the slide assemblies for indication of damage.
If damage is noted, go to [Step 7](#) on page 73.
7. If any damage is noted or parts are missing, contact the [Customer Care Center](#) on page 7.

How to Unpack a Rectifier and Conduct Inventory

When a rectifier is received, perform the following procedure:

1. Inspect the shipping container for indication of damage.
If damage is noted, go to [Step 6](#) on page 74.



DANGER

DANGER: Moving this equipment requires two people. Improper handling of this equipment may cause personnel injury or damage to the equipment's internal components due to shock and vibration.

- Inventory the material in the shipping container.
If any discrepancies are noted, go to [Step 6](#) on page 74.



WARNING

WARNING: Observe proper ESD procedures when handling the T1000 AS chassis. Always wear an ESD wrist strap connected to a grounded bench or frame.

- Unpack the rectifier from the shipping container and place the unit on a secure workbench that is grounded for ESD protection.
- Remove the documentation from the container and store it where you can access it for information about the rectifier.
Discard the container and packing material.
- Inspect the rectifier for indication of damage.
If damage is noted, go to [Step 6](#) on page 74.
- If any damage is noted or parts are missing, contact Tekelec [Customer Care Center](#) on page 7.

How to Install an Individual T1000 AS Unit

Use the following procedure to install an individual T1000 AS unit into an existing frame. (For more information about the situations in which an individual T1000 AS unit can be installed, see [Introduction](#) on page 72.)

Tools Required:

- #3 Phillips screwdriver
 - 3/8 inch nutdriver
 - Volt Ohm Meter (VOM)
- Turn OFF the breakers that supply power to the position the T1000 AS chassis is being installed in.



TOPPLE

TOPPLE: Before beginning this procedure, ensure the frame is properly secured to the floor and cable racks to prevent the frame from tipping over when the slide assembly and T1000 AS chassis is extended.



DANGER

DANGER: Moving a T1000 AS chassis requires two people. Each T1000 AS chassis weighs approximately 30 kg (65 lbs) and may cause personnel injury or damage to the internal components due to shock and vibration if not handled properly.

Consult the system interconnect or wiring tables for the frame or system type the T1000 AS chassis is installed in.



WARNING

WARNING: A T1000 AS chassis is redundantly powered from both A and B -48 VDC buses. Ensure that both the circuit breaker supplying A power to a chassis and the circuit breaker supplying B power to a T1000 AS chassis are turned OFF by measuring the voltage with a VOM on the cable that connects the T1000 AS chassis to its breakers. Both A and B power LEDs on the front fascia of the T1000 AS chassis should be OFF.

2. Remove the front door and any plastic panels from the rear of the frame where the T1000 AS chassis is to be installed.

Using an erasable marker indicate the location of the mounting screw holes on the frame rails reserved for the frame brackets. T1000 AS chassis are mounted to slide assemblies attached to the frame brackets for ease of installation and servicing.

Note: Each T1000 AS chassis is 4 U (7 inches) in height and can be mounted immediately above or below existing components (zero clearance). Limits to positioning the T1000 AS in a frame are data cable lengths, lengths of power cables to the breakers, and location of interconnected components.

3. Locate the slide assemblies, which consist of three sections that will be attached to the T1000 AS chassis and frame (see [Figure 45: Slide Assembly Extended View](#) on page 75).
4. Separate the inner slide members (with attached rollers) from the other sections by pulling the inner and outer members apart.

When a slide assembly is approximately halfway extended, a large circular release button, located on the side of the inner slide member, will pop into a hole in the middle slide member. Press the release button and continue pulling the slide members apart until the inner slide member is completely separated. See [Figure 45: Slide Assembly Extended View](#) on page 75 and [Figure 46: Slide Assembly Inner Member Roller Side View](#) on page 76 for details.

Note: Only the inner slide member will separate completely; the middle and outer slide members are permanently connected.

Figure 45: Slide Assembly Extended View

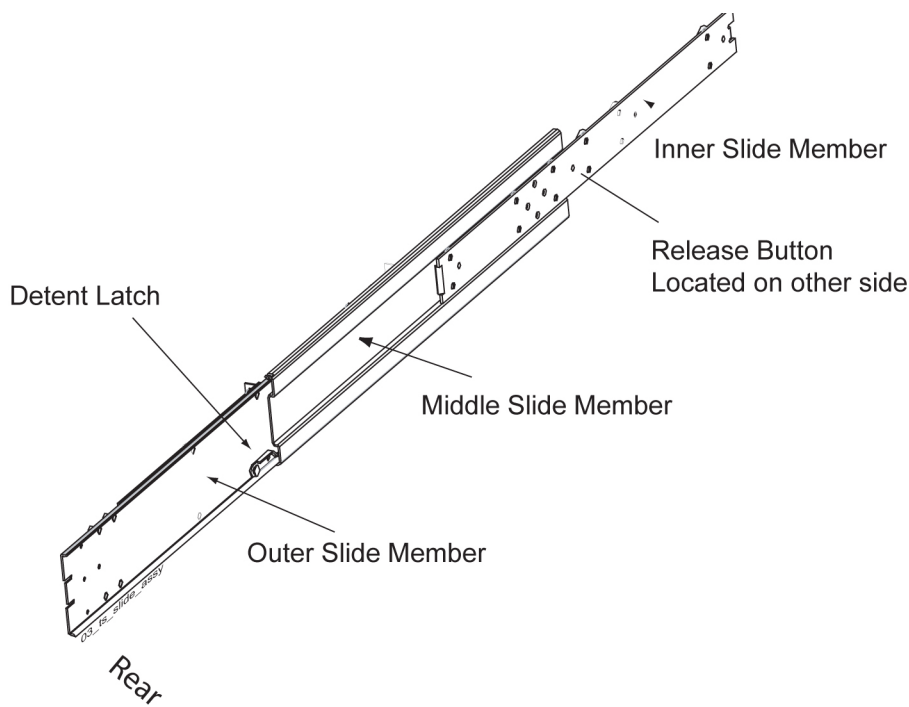
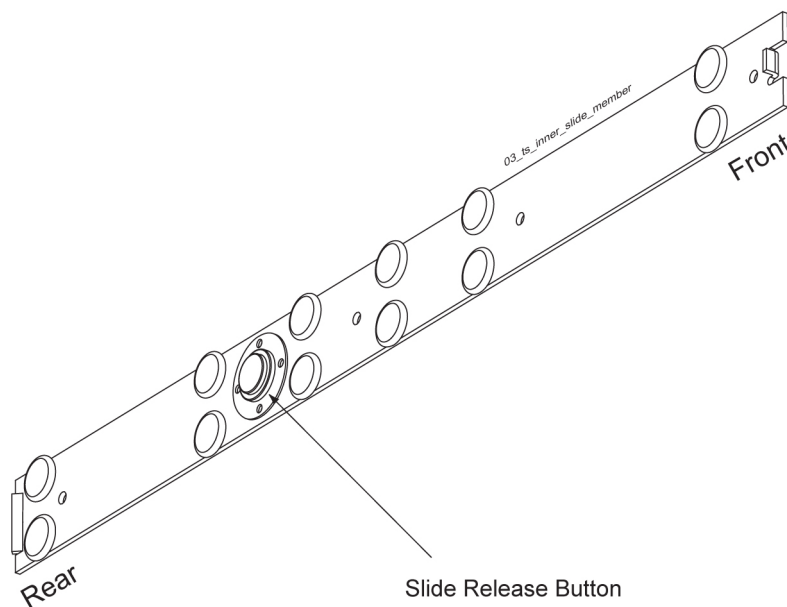


Figure 46: Slide Assembly Inner Member Roller Side View



5. Set the slide members aside for use later in this procedure.
6. Attach the four frame adapter brackets to the frame (23-inch frame only) using two each of the #12-24 Phillips screws.

Orientation is important; see [Figure 47: Frame Adapter Bracket Expanded](#) on page 77 and [Figure 48: Frame Adapter Brackets and Slide Assemblies](#) on page 77 for views of the frame adapter brackets with correct positioning. The small jog in the brackets is directed toward the rear of the frame.

Note: If the frame is 19-inch, do not use the frame adapter brackets. In 19-inch frames, the slide assembly brackets that are attached to the outside members are attached directly to the frame.

Figure 47: Frame Adapter Bracket Expanded

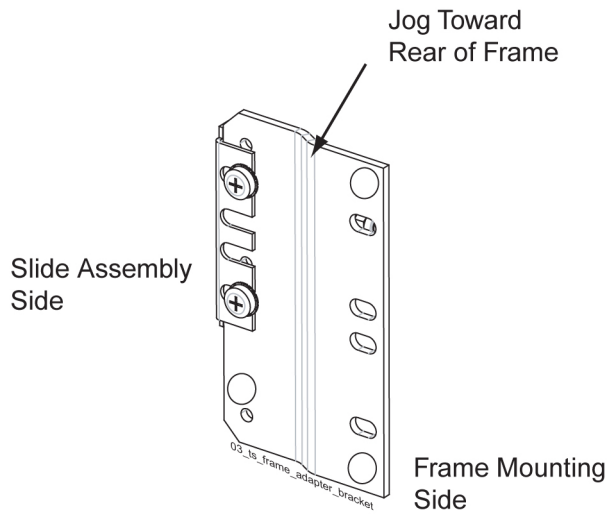
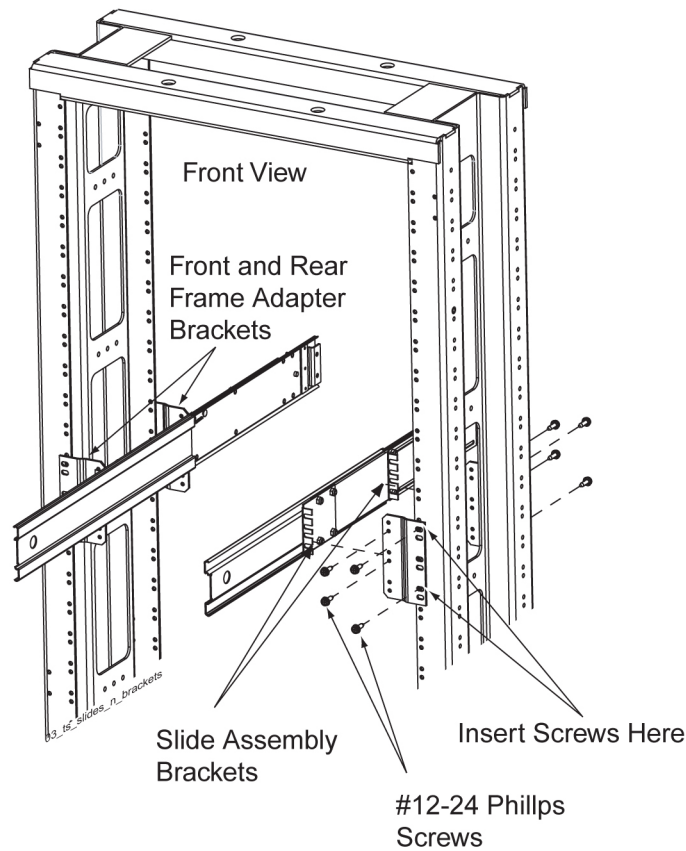


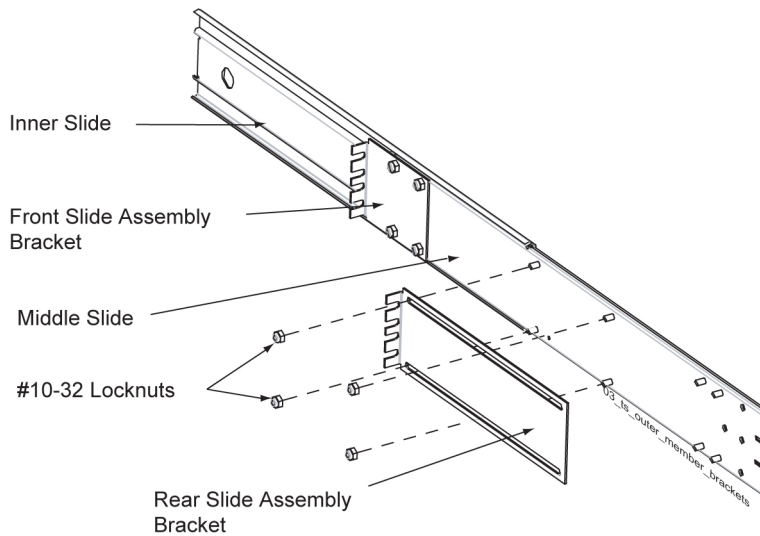
Figure 48: Frame Adapter Brackets and Slide Assemblies



7. Loosely attach the rear slide assembly brackets with four #10-32 locknuts to the outer slide members.

This makes it easier when attaching the brackets to the frame adapters or frames. See [Figure 49: Slide Assembly Outer Member](#) on page 78. The front slide assembly brackets are mounted at the factory.

Figure 49: Slide Assembly Outer Member

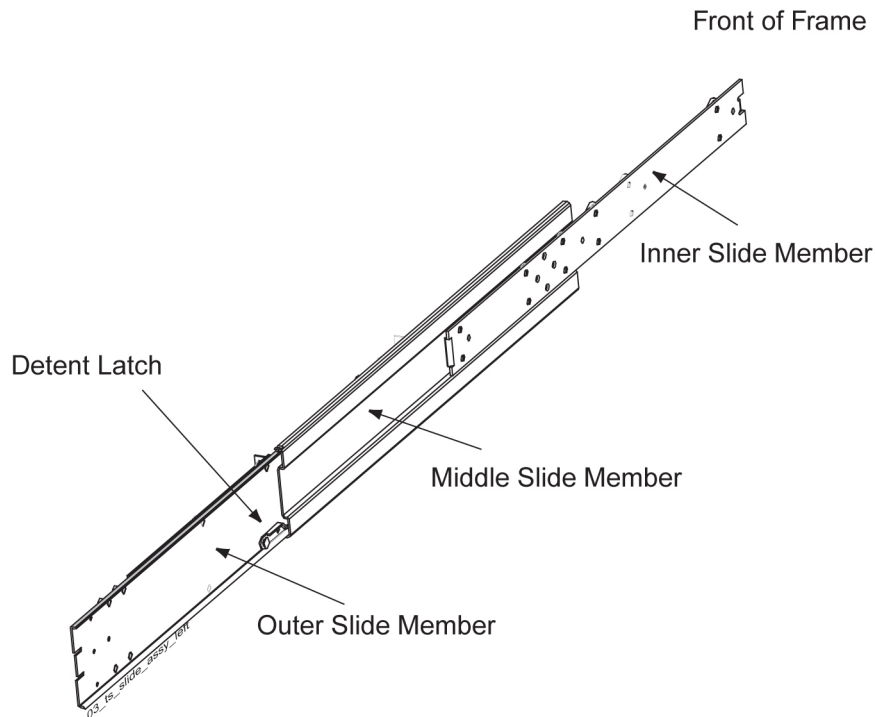


8. Attach the front and back slide assembly brackets on each slide assembly with four #12-24 Phillips screws to the four frame adapters installed in [Step 6](#) on page 76.

Both slide assemblies are identical. Viewed from the rear of the frame, orient the slide assemblies with the rear detent latches at the bottom on the left slide assembly and at the top on the right slide assembly. See [Figure 50: Slide Assembly Detail Left Side From Rear](#) on page 78 for positioning.

Note: The inner slide members are shown inserted into the middle slide member in this view for clarity only. In the following steps the inner slide members will be attached to the T1000 AS chassis and inserted into the middle slide members.

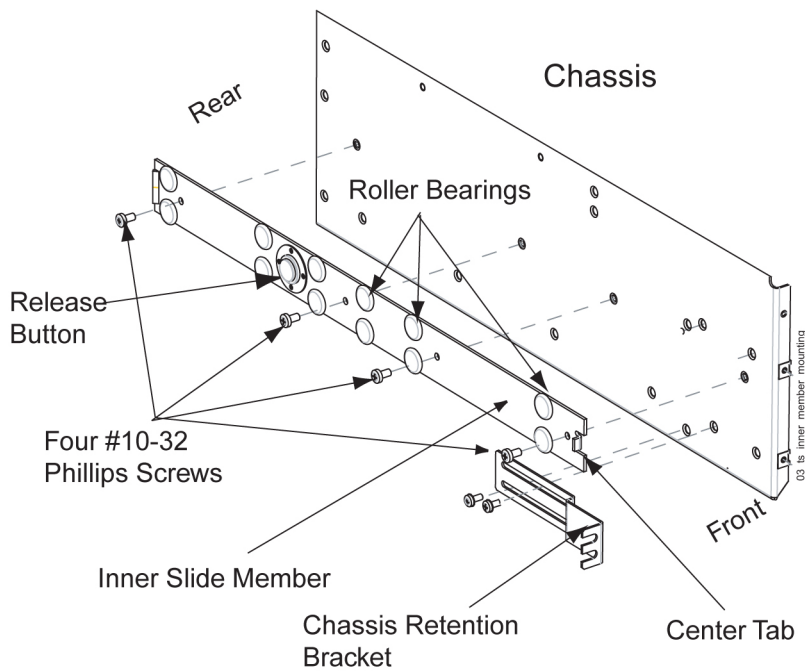
Figure 50: Slide Assembly Detail Left Side From Rear



Rear of Frame

9. Tighten the four #10-32 locknuts on each of the rear slide assembly brackets.
10. Pull the middle slide members from the outer slide members until the rear detents latch. This allows access to the release buttons when inserting the chassis with attached inner slide members.
11. At the workbench, attach the inner slide members that were separated in [Step 4](#) on page 75, to both sides of the T1000 AS chassis with four #10-32 Phillips screws each. Orient the inner slide members with the roller bearings outward and the center tabs toward the front of the chassis. See [Figure 51: Slide Assembly Inner Member Mounting](#) on page 79 for a view of the inner member on the left side of the T1000 AS chassis. The inner slide member orientation on the right side of the chassis is similar.

Figure 51: Slide Assembly Inner Member Mounting



12. Lift the T1000 AS chassis with the attached inner slide members and carefully insert the inner slide member rollers into the middle slide members that were previously mounted on the frame.
13. Simultaneously press the release buttons on the inner slide members once when the buttons encounter the middle slide members.

Note: The inner slide members will travel approximately two more inches and the release buttons will detent into the round cutouts of the middle slide members. This is the standard open position of the slides.

14. Attach the Cable Management System.

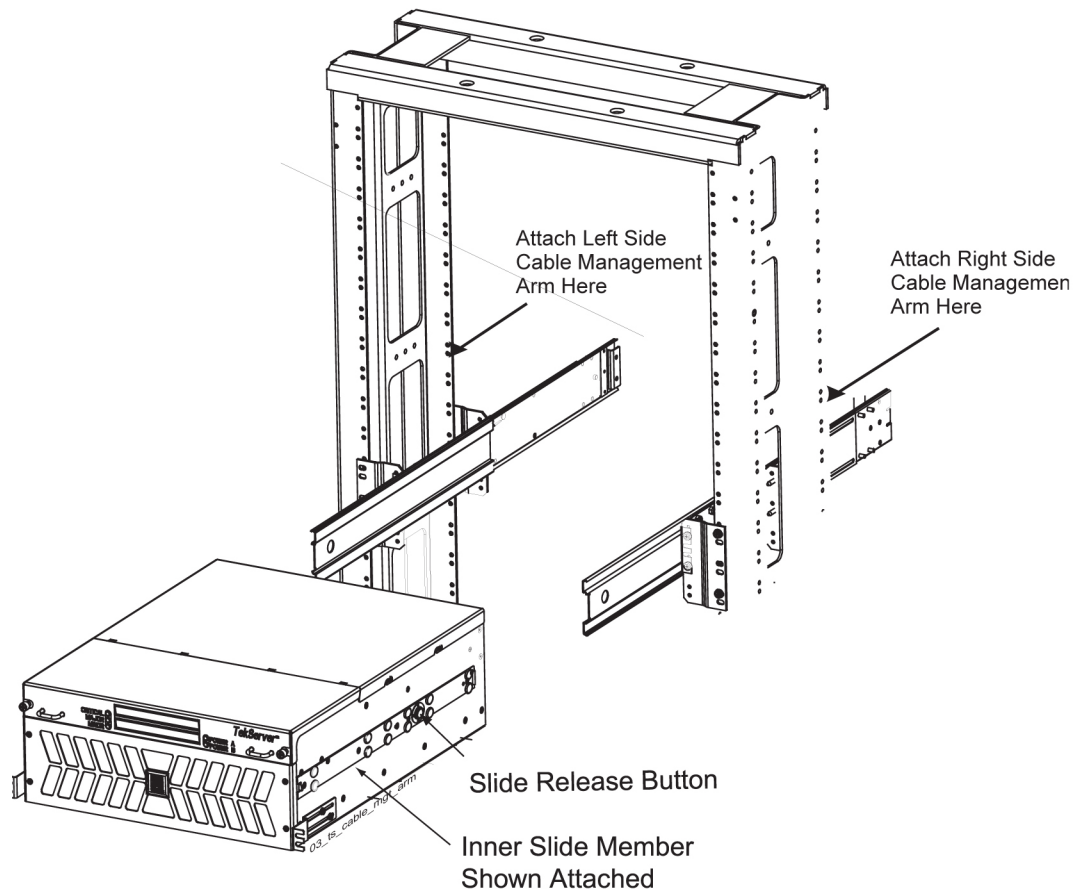
Do one of the following:

- a) For Side Cable Management Systems, attach the cable management arms to the rear of the frame using the bolts included with the system.
Be sure that the arms can slide in toward the T1000 AS.

Figure 52: Detail of a Side Cable Management Arm

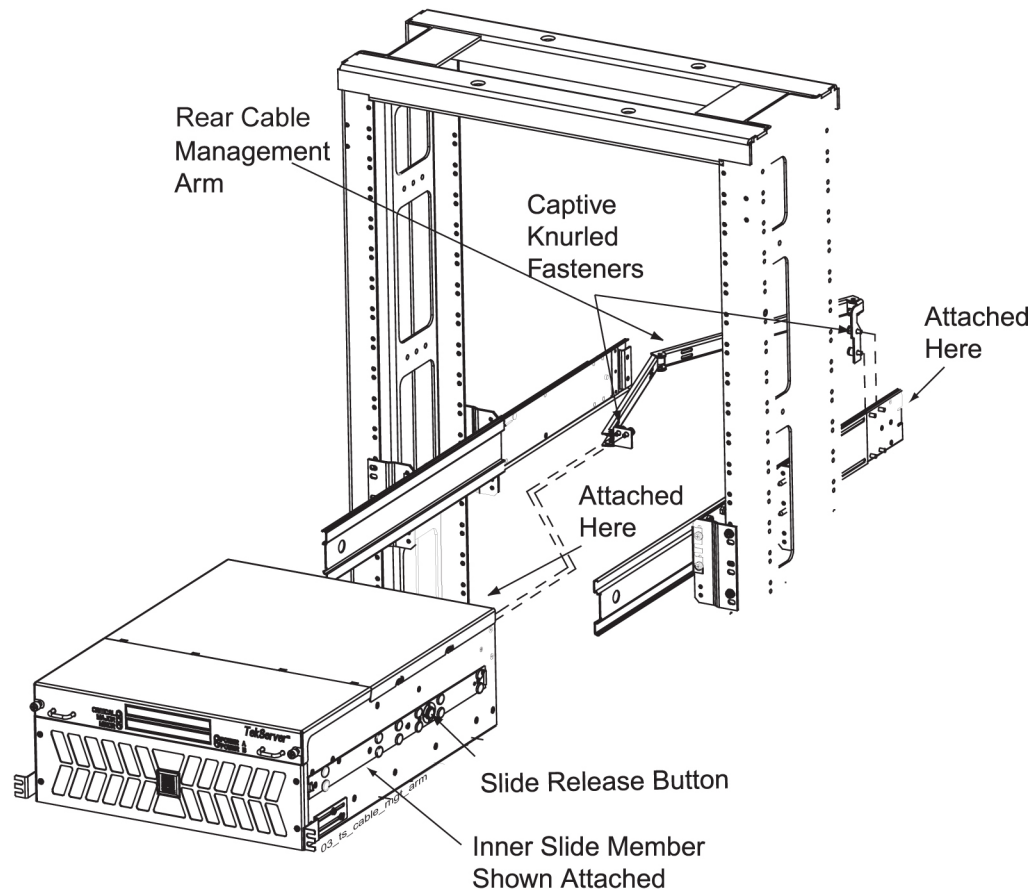


Figure 53: Side Cable Management Arm Installation



- b) For Rear Cable Management Systems, attach the cable management arm to the chassis and slide assembly using the captive knurled fasteners.
 See [Figure 54: Rear Cable Management Arm Installation](#) on page 82.

Figure 54: Rear Cable Management Arm Installation

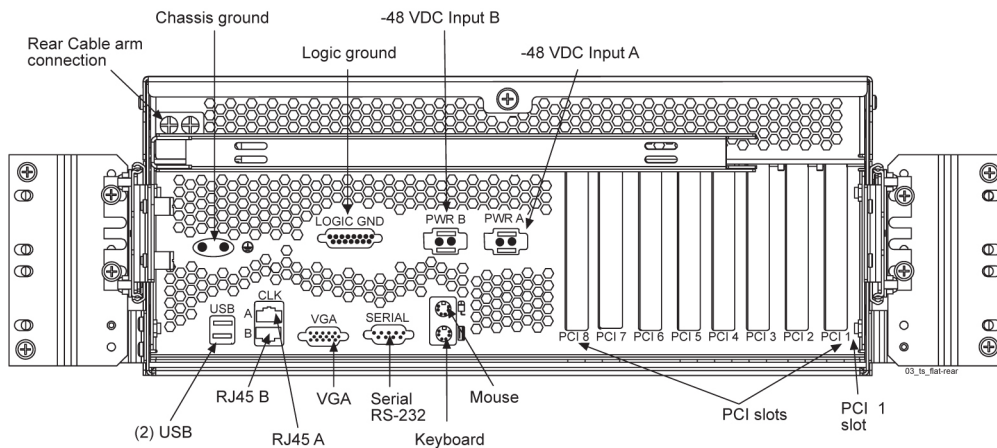


Note: The mounting position for the additional server may vary. The position shown in [Figure 54: Rear Cable Management Arm Installation](#) on page 82 is for example only.

15. Route and connect the power and data cables through the cable management arm to the T1000 AS chassis.

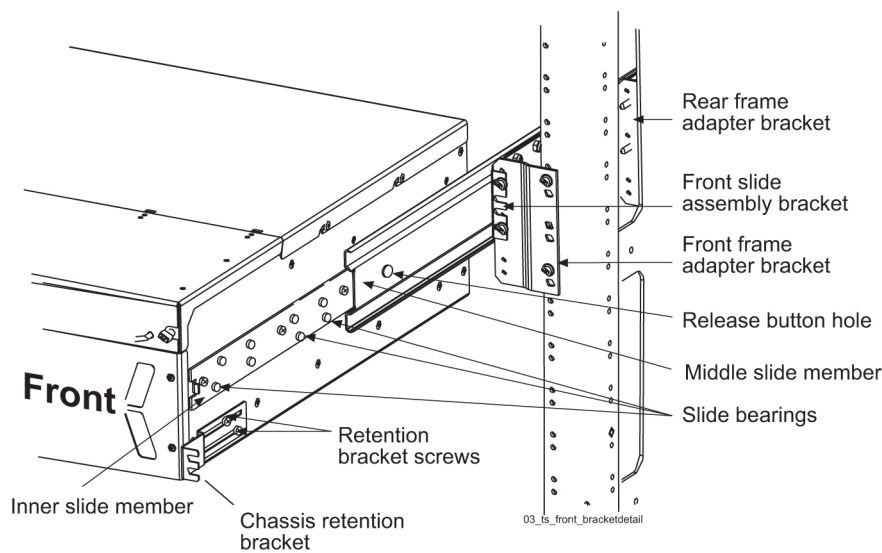
Check the labels on the cables and attach them to the appropriate connectors on the rear of the T1000 AS chassis (see [Figure 55: T1000 AS Rear Detail](#) on page 83). For information about cables used, see [How to Cable Components Added to Existing Frames](#) on page 85.

Figure 55: T1000 AS Rear Detail



16. From the front of the frame, press the round release buttons and slowly push the T1000 AS into the frame while observing the cables to avoid binding or stretching (see [Figure 56: Frame Mounting Detail](#) on page 84).

Figure 56: Frame Mounting Detail



The chassis retention brackets on the front of the T1000 AS will contact the frame adapters when the chassis is positioned correctly in the frame.

17. Secure the chassis with one #10-32 screw on each side in the chassis retention brackets.
18. When the breakers that supply power to the T1000 AS chassis are switched ON, the unit will execute a power up sequence which includes a power-on self test (POST).
For information about initializing T1000 AS applications, refer to the applications manual.
19. Replace any plastic panels and doors that were removed.
20. This procedure is complete.

Next, perform the procedures described in [Post Installation Procedures](#) on page 87.

How to Install the Rectifier

For information about how to install the rectifier, refer to the documentation that was delivered with the rectifier.

How to Cable Components Added to Existing Frames

To cable equipment added to an existing frame, follow the directions in one of the following sections:

- [How to Cable a T1000 AS Unit Added to an Existing Heavy Duty Frame](#) on page 85
- [How to Cable a T1000 AS and Rectifier Installed in Customer-Provided Frame](#) on page 85

How to Cable a T1000 AS Unit Added to an Existing Heavy Duty Frame



WARNING:

Verify that all breakers are set to the OFF (O) position.

In a Direct Current (DC) environment, after an additional T1000 AS unit has been installed, attach cables.

To determine the cables used and how to connect them, refer to the [interconnect diagram](#), which lists each cable, its quantity, length, how it is used, and a diagram of how to connect it.

Note:

Some of the listed cables are used only as required. Actual cables used may vary by application.

To view a drawing of a cable, refer to the [Cable List document](#), which lists all the cables that appear in the system interconnect diagram with a link from each part number to the drawing for that part number.

How to Cable a T1000 AS and Rectifier Installed in Customer-Provided Frame



WARNING: Verify that all breakers are set to the OFF (O) position.

In an Alternating Current (AC) environment, after the T1000 AS unit and the rectifier have been installed, attach cables.

To determine the cables used and how to connect them, refer to the [interconnect diagram](#), which lists each cable, its quantity, length, how it is used, and a diagram of how to connect it.

Note: Some of the listed cables are used only as required. Actual cables used may vary by application.

To view a drawing of a cable, click on the [Cable List document](#), which lists all the cables that appear in the system interconnect diagram with a link from each part number to the drawing for that part number.

Chapter 6

Post Installation Procedures

Topics:

- *Introduction.....88*
- *How to Connect Frame Ground and Logic Ground.....88*
- *Post-Installation Checklist.....99*
- *How to Power Up.....101*
- *How to Change Passwords.....102*

This chapter presents a post installation checklist. It also provides instructions on how to verify voltage and to power up the system.

Introduction

This chapter describes the activities that should be performed after either of the following types of installation:

- A heavy duty frame that contains T1000 AS hardware has been installed

How to Connect Frame Ground and Logic Ground

The procedures in this section must be performed before turning on the power to the frame. To ground a T1000 AS hardware system, the following tasks must be performed:

- Prepare the ground cables (required only in a DC environment); see [How to Prepare the Cables](#) on page 89
- Ground the frame (required only in a DC environment); see [How to Ground the Frame in a DC Environment](#) on page 90.

Note: Grounding for AC systems is provided through the AC electrical circuit; however, the T1000 AS frame can be grounded with an isolated frame ground. Customers are responsible for providing the connection from the LSMS frame to the customer frame grounding point.

- Ground the chassis; see either of the following:
 - [How to Connect T1000 AS Chassis Ground from T1000 AS Chassis to Frame in DC Environment](#) on page 92
 - [How to Connect Chassis Ground in an AC Environment](#) on page 96
- Ground the logic for the T1000 AS unit; see [How to Ground the Logic Connector in a DC Environment](#) on page 93 or [How to Ground the Logic Connector in a AC Environment](#) on page 97 .
- Verify the grounding; see one of the following:
 - [How to Verify the Ground in a DC Environment](#) on page 96
 - [How to Verify the Ground in an AC Environment](#) on page 99



DANGER: Strictly observe all grounding requirements to reduce the risk of electric shock.

DANGER

Recommended Tools

The following tools are recommended for procedures in this chapter:

- Safety glasses
- Multi-meter
- Cable cutters

- Cable stripper
- Socket wrench set with 1/4-inch or 3/8-inch drive or open end wrenches
- Heat-shrink gun (hot air blower)
- Torque wrench
- Fiber paper
- Power knife
- Flush cutters
- Crimping tool with embossing dies (test before using)
- Non-oxidizing grease
- Lacing cord and nylon cable ties

How to Ground in a DC Environment

In a Direct Current (DC) environment, a T1000 AS hardware system operates as a digital isolated ground plane in a central ground environment and requires a single connection to the central ground window. The frame's ground cables must provide the sole grounding connection between the entire frame and the central office grounding.

Perform the procedures in the following sections:

- [How to Prepare the Cables](#) on page 89
- [How to Ground the Frame in a DC Environment](#) on page 90
- For each server in the heavy duty frame, use the procedure in [How to Connect T1000 AS Chassis Ground from T1000 AS Chassis to Frame in DC Environment](#) on page 92
- [How to Ground the Logic Connector in a DC Environment](#) on page 93
- [How to Verify the Ground in a DC Environment](#) on page 96

How to Prepare the Cables

Use this procedure to prepare each frame and logic ground cable.

1. Butt and strip the ends of the green ground cable (P/N 690-0108-07 for the frame ground and P/N 690-0131-01 for the logic ground).
2. Slide a piece of clear heat-shrink (P/N 804-0229-01 for the frame ground and P/N 804-0228-R01 for the logic ground) on the butted end of the cable below the stripped end.
Move the heat-shrink past the stripped portion of the cable to allow access to the uncovered wire.
3. Apply a thin layer of non-oxidizing grease to the uncovered wires.
4. Slide the cable lug (P/N 804-0977-R01 for the frame ground and P/N 804-0817-R02 for the logic ground) over the stripped cable.
Crimp the lug on the cable, using an embossing crimper. The stripped cable must fill the lug completely to the end of the barrel and be visible in the end window of the lug.
5. This procedure is complete.

Next, go to [How to Ground the Frame in a DC Environment](#) on page 90

How to Ground the Frame in a DC Environment

This section describes how to ground the frame in a DC environment.

1. Ensure that [How to Prepare the Cables](#) on page 89 to prepare the frame ground cable (P/N 690-0108-07) has already been performed.
2. Attach the continuous aisle ground conductor 1/0 to the Ground Window.
Run the conductor to the equipment (see [Figure 57: Frame Ground Cable Routes in DC Environment](#) on page 90).

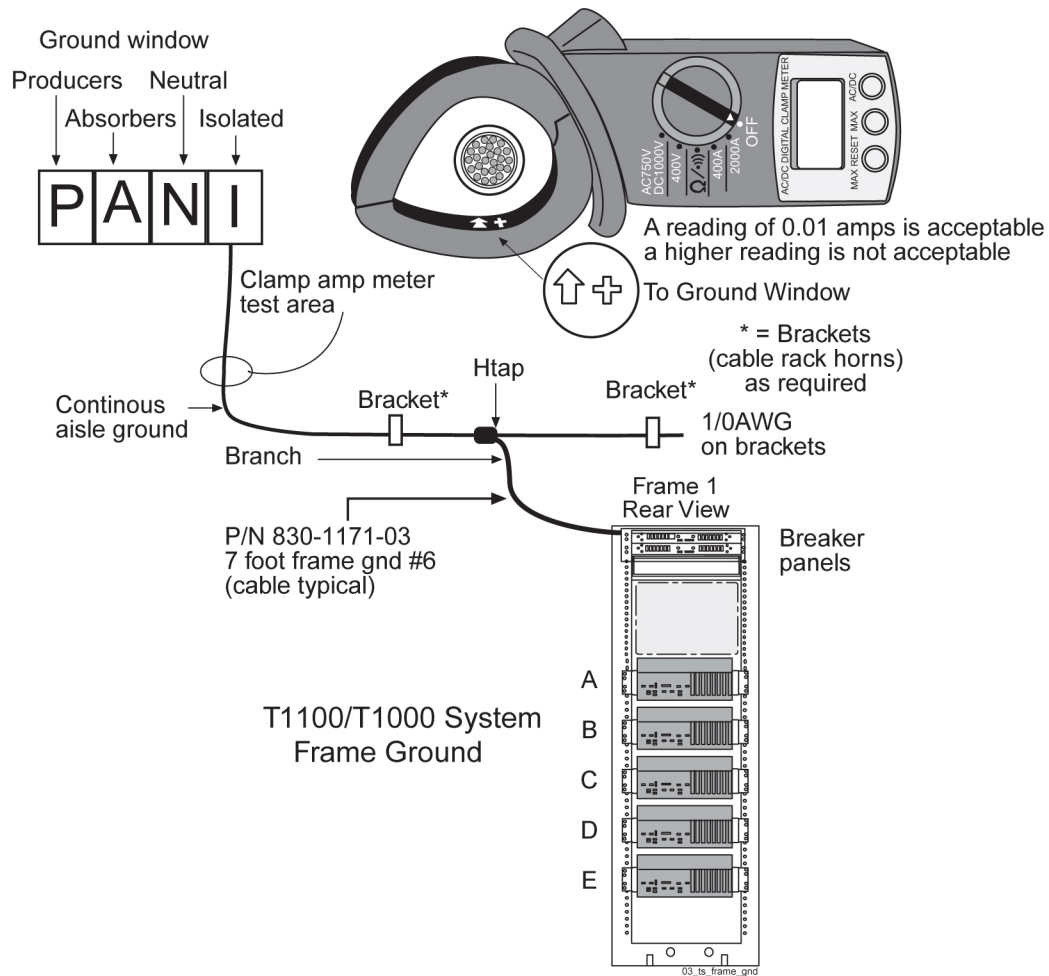


WARNING:

Be sure that there is no connection between Tekelec equipment frame ground and the frame ground of any other telecommunications equipment.

3. Install the branch ground conductor to the frame using screws and washers.
The continuous aisle ground conductor will be H-tapped to the branch (see [Figure 57: Frame Ground Cable Routes in DC Environment](#) on page 90). The separate #6 American Wire Gauge (AWG) cable ground that runs to the frame will allow removal of a frame from a lineup without interrupting the grounding of any other frames in the lineup. Torque screws to 45 inch-pounds.

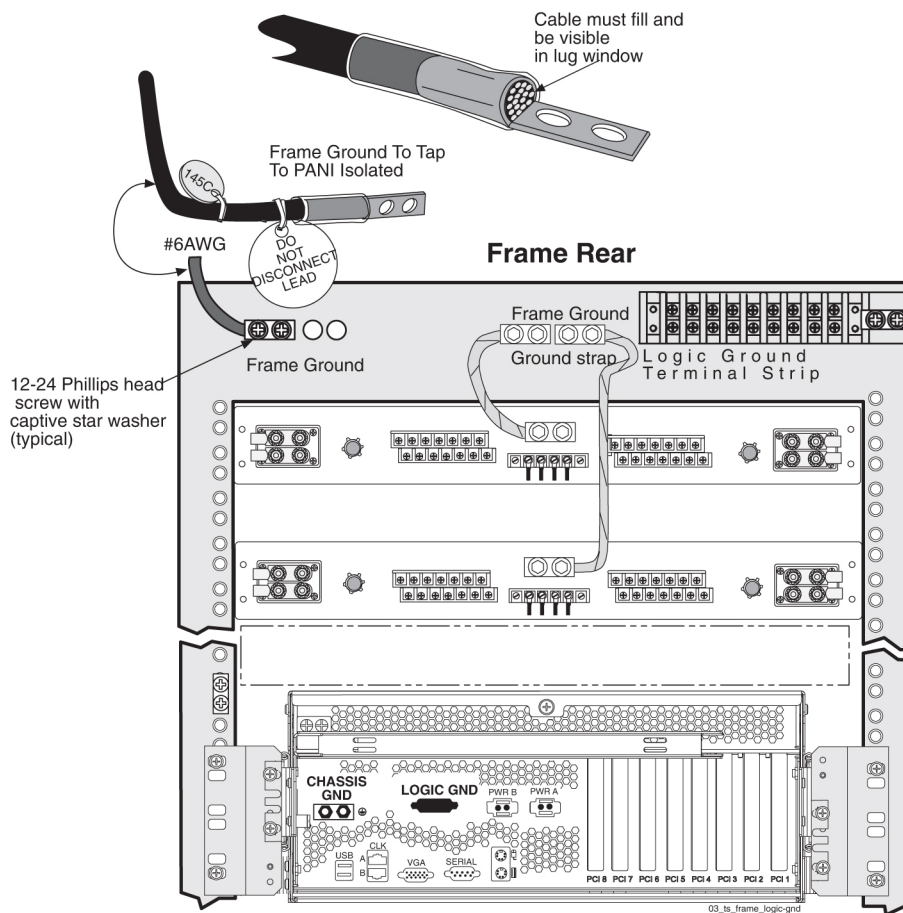
Figure 57: Frame Ground Cable Routes in DC Environment



Note: This figure shows five servers in the frame. For more complete information about the configuration used by the application, refer to the [Assembly Drawing](#).

4. Label all cables with "TO" and "FROM" location information.
Example: FROMT1000 AS frame ground, TO isolated main ground.
5. Ensure that a bolt through any nut must show at least two threads beyond the nut, but no more than four threads should be showing.
6. Use the lacing cord to secure a "DO NOT DISCONNECT LEAD" tag at each end of the cable, just beyond the lug.
Apply the 145C cable tags to both ends of the frame ground cable.

Figure 58: Frame Ground Cable Attachment Locations in DC Environment



Note: Main Ground: 1/0 cable from the frame ground to the PANI “I” (isolated) section of the ground window.

Note: Frame Ground: A cable #6 AWG from a frame is H-tapped into a 1/0 cable and terminates on the “I” section of the ground window. If no ground window exists, the customer will designate the termination point.

Note: The size of the cable is determined by the overall length of the cable run. Refer to the Site File Book.

7. This procedure is complete.

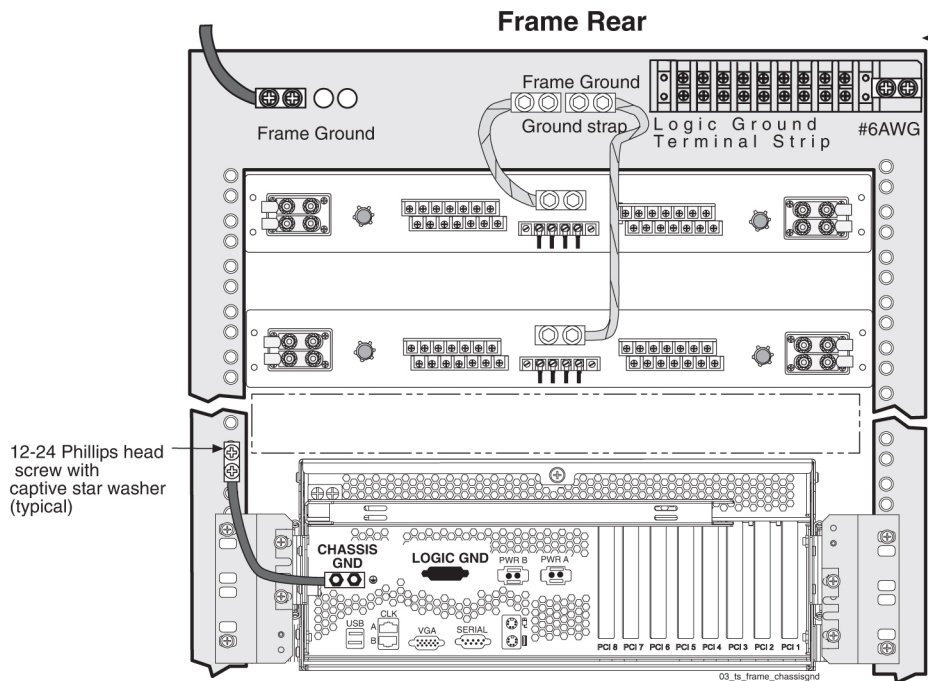
Next, go to [How to Connect T1000 AS Chassis Ground from T1000 AS Chassis to Frame in DC Environment](#) on page 92.

How to Connect T1000 AS Chassis Ground from T1000 AS Chassis to Frame in DC Environment

In a DC environment, use this procedure for each T1000 AS unit in the heavy duty frame.

1. Remove the nuts on the T1000 AS chassis ground lugs on the back of the server (see [Figure 59: Chassis Ground Cable Attachment Location in DC Environment](#) on page 92).

Figure 59: Chassis Ground Cable Attachment Location in DC Environment



2. Attach the ground cable (P/N 830-0977-01) to the server.
The ground cable has a different lug at each end and will terminate only one way.
3. Tighten the nuts to secure the cable to the rear of the T1000 AS.
4. Connect the other end of the cable to the side of the frame nearest the T1000 AS chassis (see [Figure 58: Frame Ground Cable Attachment Locations in DC Environment](#) on page 91).
Be sure that the T1000 AS can slide in and out on its rails without binding this cable.
5. This procedure is complete.

Next, go to [How to Ground the Logic Connector in a DC Environment](#) on page 93.

How to Ground the Logic Connector in a DC Environment

This section describes how to attach the logic ground cables to the logic connector at the back of the server.

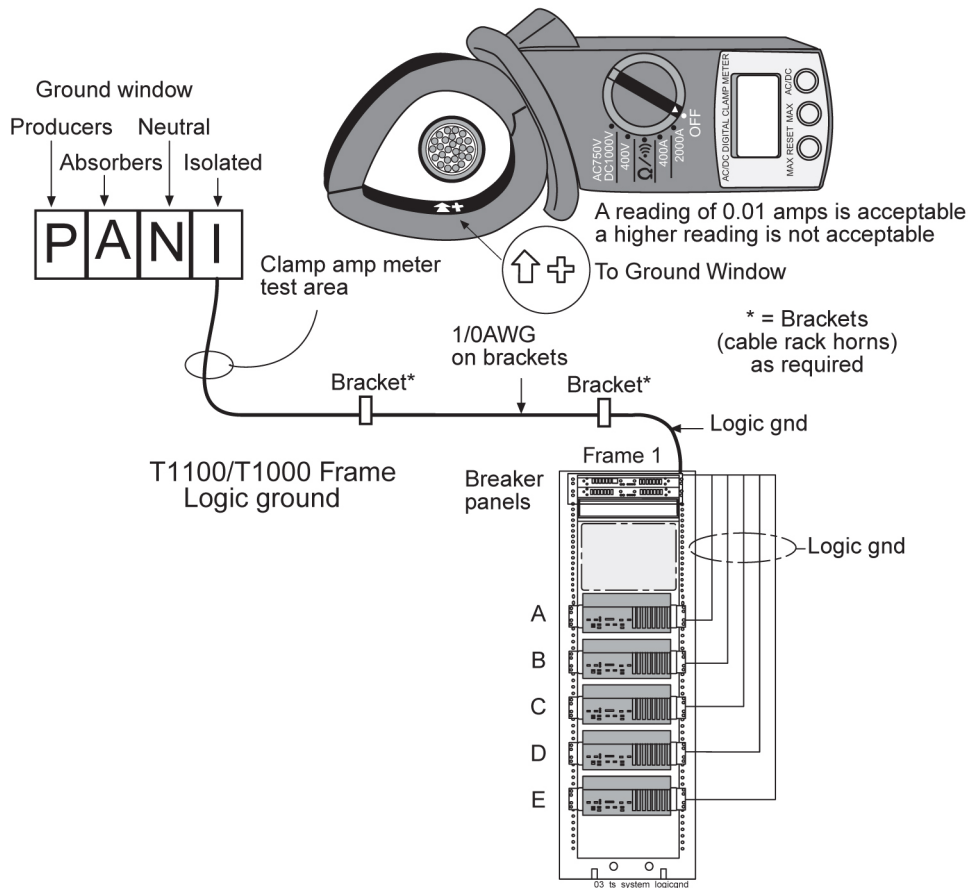
The logic ground cables are a part of the internal power distribution. They provide a ground connection between each server and the main ground. The logic ground is connected from each server to the terminal strip and from the terminal strip to the system bar or to the ground window by the consolidated power cables, cable #6 AWG (P/N 690-0131-01), terminal lug (P/N 804-0817-R02), and heat-shrink (P/N 804-0228-R01).

To complete the logic ground, both of the following procedures must be performed:

- Attach the logic ground from the logic ground terminal block to the system bar (EF00) or to the isolated ground of the Ground Window per this procedure.
- Attach the logic ground cable from the logic ground port on the T1000 AS to the logic ground screws on the logic ground terminal block (see [How to Connect T1000 AS Logic Ground Port to Logic Ground Terminal Strip](#) on page 95).

1. Use [How to Prepare the Cables](#) on page 89 to prepare the logic ground cable (P/N 690-0131-01).
Note: It may be necessary to drill the central office ground window bar to accept the 3/8-inch bolts on one-inch centers.
2. Attach one of the ground cables to the logic ground terminal strip and the other end to the system ground bar (EF00) or the isolated ground of the ground window (see [Figure 60: Logic Ground Cable Routes in DC Environment](#) on page 94).

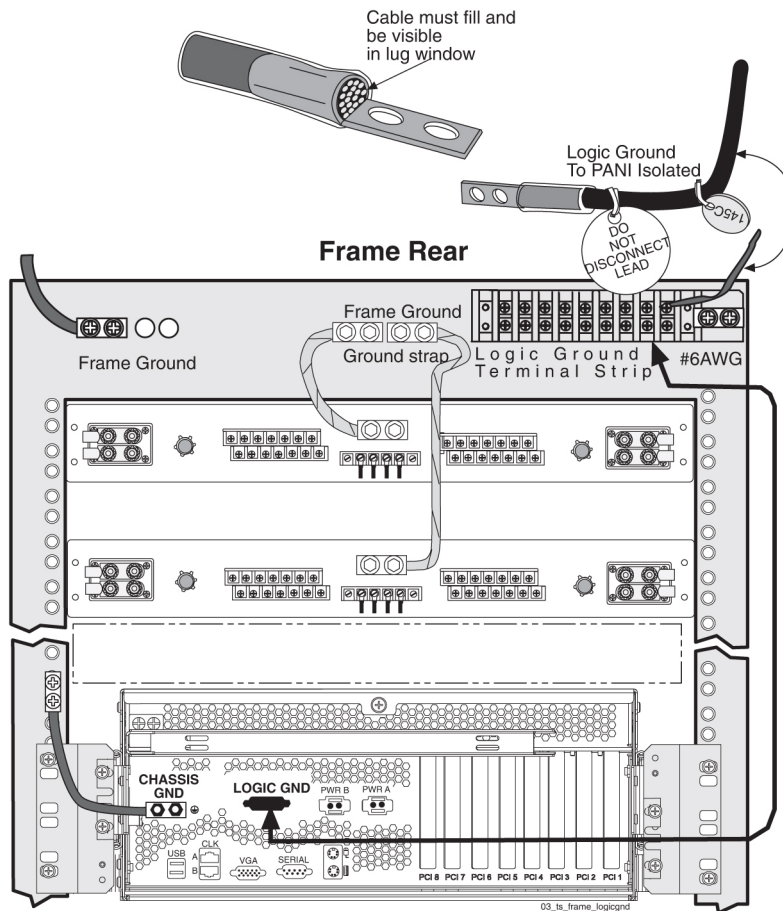
Figure 60: Logic Ground Cable Routes in DC Environment



Note: This figure shows five servers in the frame. For more complete information about the configuration used by the application, refer to the [Assembly Drawing](#).

3. Apply the 145C cable tag (see [Figure 61: Frame and Logic Ground Cable Attachment Locations](#) on page 94) to both ends of the logic ground cable. Also, apply the "Do Not Disconnect" tag to both ends of the logic ground cable.

Figure 61: Frame and Logic Ground Cable Attachment Locations



Note: DO NOT run Logic Ground or Power Cables on the cable horns in the top middle of a frame.

Note: The number of inter-frame Logic Ground connections may vary from the example shown in [Figure 61: Frame and Logic Ground Cable Attachment Locations](#) on page 94. (One logic ground connection per T1000 AS.)

4. This procedure is complete.

Next, go to [How to Connect T1000 AS Logic Ground Port to Logic Ground Terminal Strip](#) on page 95.

How to Connect T1000 AS Logic Ground Port to Logic Ground Terminal Strip

1. Connect one end of the logic ground cable with the 15-pin connector to the port labeled "Logic Ground" at the rear of the T1000 AS chassis.
This cable does not need any special preparation and can be used as delivered with the server.
2. Connect the other end of the cable to one of the screws on the logic ground terminal strip at the top right side of the frame.
Do this for each server. See [Figure 61: Frame and Logic Ground Cable Attachment Locations](#) on page 94.
3. This procedure is complete.

Next, go to [How to Verify the Ground in a DC Environment](#) on page 96.

How to Verify the Ground in a DC Environment

After all frame components and all frame and logic ground cables are installed, the hardware tester must verify the frame and logic grounds. Power-up the frame using the procedure described in [How to Power Up](#) on page 101. Then, use the multi-meter to test the isolated continuous aisle ground at the position show in [Figure 57: Frame Ground Cable Routes in DC Environment](#) on page 90. The meter reading with the frame powered-up must be less than 0.01 Amps.

How to Ground in an AC Environment

Perform the procedures in the following sections:

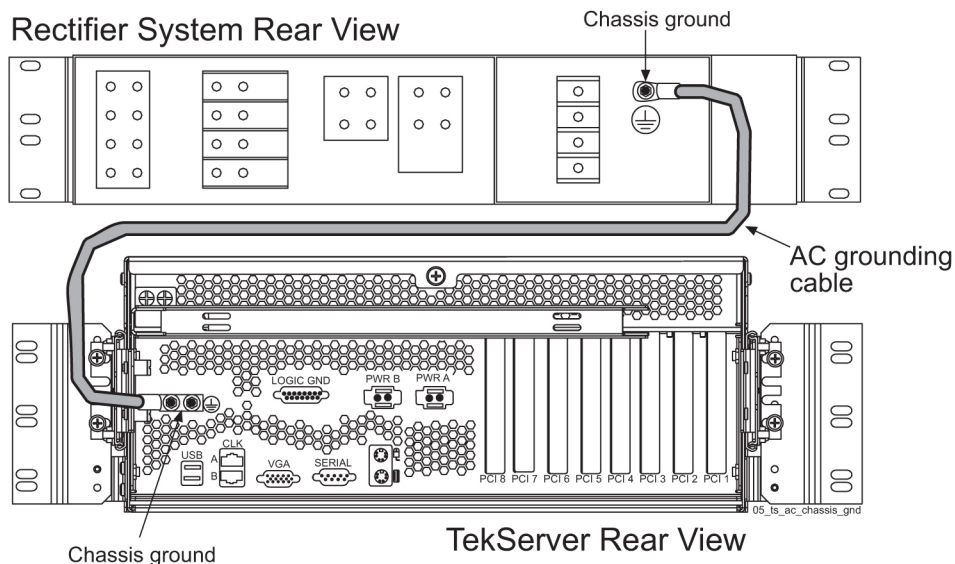
- For each server in the heavy duty frame, use the procedure in [How to Connect Chassis Ground in an AC Environment](#) on page 96
- [How to Verify the Ground in an AC Environment](#) on page 99

How to Connect Chassis Ground in an AC Environment

Use the following procedure to ground the T1000 AS chassis to the rectifier chassis in an AC environment.

1. Attach the chassis cable into the back of the T1000 AS chassis.
This cable can be used as delivered with the server.
2. Connect the other end of the cable to the back of the rectifier chassis.

Figure 62: Ground Cable Attachment Locations for T1000 AS in AC Environment



3. This procedure is complete.

How to Ground the Logic Connector in a AC Environment

This section describes how to attach the logic ground cable to the logic connector at the back of the server.



WARNING: Be sure that there is no connection between Tekelec equipment logic ground and the logic ground of any other telecommunications equipment.

WARNING

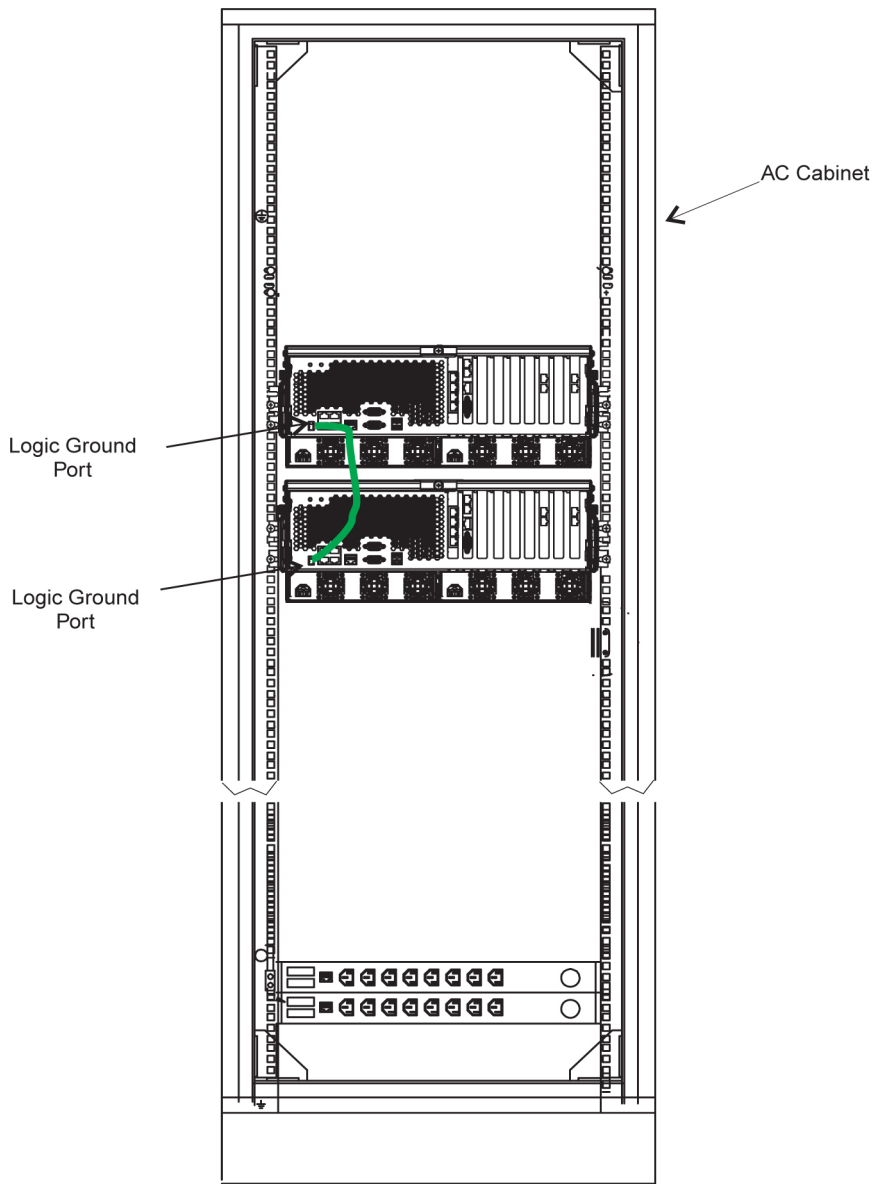
Note: Grounding for AC systems is provided through the AC electrical circuit; however, the T1100 AS frame can be grounded with an isolated frame ground. Customers are responsible for providing the connection from the LSMS frame to the customer frame grounding point.

1. Attach one end of the logic ground cable to the logic ground port at the back of one of the T1100 AS servers.

Note: This logic grounding procedure applies only when you have exactly two T1100 AS servers in an AC cabinet. If you have only one server, or more than two servers, contact Tekelec Customer Care Center for assistance.

Next, attach the other end of the logic ground cable to the logic ground port of the other server as shown in [Figure 63: Logic Ground Cable Route in AC Environment](#) on page 97.

Figure 63: Logic Ground Cable Route in AC Environment



2. Apply the 145C cable tag to both ends of the logic ground cable.
Also, apply the “Do Not Disconnect” tag to both ends of the logic ground cable.
Note: DO NOT run Logic Ground or Power Cables on the cable horns in the top middle of a frame.
Note: The number of inter-frame Logic Ground connections may vary from the example shown in [Figure 63: Logic Ground Cable Route in AC Environment](#) on page 97.
 3. This procedure is complete.
- Next, go to [How to Verify the Ground in an AC Environment](#) on page 99.

How to Verify the Ground in an AC Environment

Use the following procedure to o verify ground in an AC environment.

1. Take the black lead of a VOM and insert it into the ground post on the AC source plug/outlet being tested.
2. Take the red lead of the VOM and insert it into one of the hot sides of the plug/outlet.
The meter should now read 208 VDC.
3. While keeping the black lead in place, remove the red lead from the branch it was inserted into in [Step 2](#) on page 99 and insert it into the other branch of the outlet/plug.
Again the meter should read 208 VDC.
4. This procedure is complete.

Post-Installation Checklist

After you have performed installation procedures in this manual, fill out the checklist shown in [Table 7: Post-Installation Checklist](#) on page 99.

Table 7: Post-Installation Checklist

Check When Done	Verify that:
	All items listed in the Equipment Specification have been installed.
	Shipping container is properly packed with ramp and frame dollies and shipped to Tekelec. Note: This check applies only after a heavy duty frame has been installed.
	The site is clean.
	Systems are neat, clean, and level.
	All cable connections are checked to ensure a tight and complete connection.
	Cabling is neatly installed and the labels are correct and easily readable.

Check When Done	Verify that:
	Power cabling does not run through a cable rack.
	Power cabling is not routed together with any other cables and has at least six inches of clearance.
	Racks have protective paper between the rack and any cables that would otherwise touch the rack.
	The main ground cable is correctly labeled and is marked "TO and "FROM" with the "Do Not Remove" tag installed on both ends of the cable at the grounding.
	<p>The -48 VDC power feeds are correctly labeled at the site power distribution panel. There should be an A feed and a B feed for each breaker panel.</p> <p>Note: This check applies only in a DC environment.</p>
	<p>The rectifier is plugged in to the AC power source.</p> <p>Note: This check applies only in an AC environment.</p>
	Any -48 VDC BATT and RTN cables are correctly labeled.
	Earthquake bracing, if any, is properly installed.
	Adequate floor clearances have been maintained.
	Panels, if any, are correctly installed.
	Cable sheets are properly filled out.
	Documentation has been received and is properly stored.

Check When Done	Verify that:
	Modems, if any, are operational.

How to Power Up



WARNING

WARNING: Only a certified Tekelec test engineer should power up a system after installation.

To power up, set the appropriate breakers to the ON position as described in one of the following sections.

- [How to Power Up a Heavy Duty Frame](#) on page 101
- [How to Power Up Added T1000 AS Unit in DC Environment](#) on page 101
- [How to Power Up a T1000 AS Unit in an AC Environment](#) on page 101

When the breakers that supply power to the T1000 AS unit are switched ON, the unit will execute a power up sequence which includes a Power On Self Test (POST). For information about initializing the software that runs on T1000 AS chassis, refer to the application manuals included with your documentation.

How to Power Up a Heavy Duty Frame

In a Direct Current (DC) environment, to power up the equipment installed in the heavy duty frame, turn ON (flip the switch toward the | indicator) all the breakers that correspond to servers in the frame, as shown in [DC_BreakerSettings](#).

How to Power Up Added T1000 AS Unit in DC Environment



WARNING

WARNING:

Before powering up a server that has been added to an existing frame in a DC environment, verify that the breakers that correspond to the position where the server has been added are set to the OFF (O) position.

To power up an added server, turn ON (flip the switch toward the | indicator) the breakers that correspond to the position where the server was added, as shown in [DC_BreakerSettings](#).

How to Power Up a T1000 AS Unit in an AC Environment

Use the following procedure to power up a T1000 AS unit in an AC environment.



WARNING

WARNING:

Before powering up, verify that the breakers that all rectifier output breakers are set to the OFF (O) position.

1. Ensure that all AC and DC connections have been secured and checked.
2. Verify the ground at the AC outlet.
3. Plug the rectifier into the AC outlet.
4. Check that the rectifier is operating with no alarms present.
The rectifier controller should display "System OK." If there are alarms present, refer to the documentation that came with the rectifier for troubleshooting assistance before proceeding.
5. Set the rectifier output breakers to "ON" to send power to the T1000 AS unit.
6. This procedure is complete.

How to Change Passwords

For security purposes, Tekelec recommends that all default passwords be changed to your own passwords. The new passwords should be kept in a secure location.

- To change the passwords for the T1000 AS platforms, refer to the application manual for the application loaded on each server.
- To change the passwords for the Ethernet switches, refer to the application manual for the application loaded on each server.

Note: There should always be a person on-site who knows the new passwords. If there is a need to contact the [Customer Care Center](#) on page 7, please provide the passwords on request.

Chapter 7

Field Replaceable Units

Topics:

- *Introduction.....104*
- *Tools Required.....105*
- *How to Replace a Console Server, Router, or Ethernet Switch or Hub.....106*
- *How to Replace a Rectifier Module.....107*
- *How to Replace a Rectifier.....107*
- *How to Access T1000 AS FRUs.....108*
- *How to Replace T1000 AS FRUs.....117*

This chapter describes the the components of a T1000 AS system that can be replaced in the field and includes procedures for replacing each type of field replaceable unit (FRU).

Introduction

T1000 Application Server hardware systems are designed for the high-availability environments required by telephony networks. They use redundant power supplies and many of the components within a single T1000 AS chassis are redundant.

Even with the advanced reliability of the T1000 AS design, hardware failures may still occur. The T1000 AS hardware is designed for easy maintenance when replacements are needed.



CAUTION: Always contact Tekelec [Customer Care Center](#) on page 7 before performing any troubleshooting or replacing components.

CAUTION

This chapter describes which T1000 AS hardware system components are field-replaceable units (FRUs) and provides procedures for replacing them.

Note: This chapter does not describe how to diagnose which FRU may need to be replaced. For diagnostic information, refer to the applications documentation.

T1000 AS Hardware System FRUs

The following T1000 AS hardware system components can be replaced in the field:

- In a Direct Current (DC) environment:
 - Ethernet switch or hub (see [How to Replace a Console Server, Router, or Ethernet Switch or Hub](#) on page 106)
- In an Alternating Current (AC) environment:
 - Rectifier (see [How to Replace a Rectifier](#) on page 107)
 - Individual rectifier module (see [How to Replace a Rectifier Module](#) on page 107)
- In all environments, the following T1000 AS FRUs (see [T1000 AS FRUs](#) on page 104):
 - Air filters
 - Fan assemblies
 - Hard drive assemblies
 - Removable media drives assembly
 - Peripheral Component Interface (PCI) cards
 - T1000 AS chassis (hard drive assemblies and PCI cards from the failed chassis can be moved to the replacement chassis)

T1000 AS FRUs

[Table 8: T1000 AS Field Replaceable Units \(FRUs\)](#) on page 105 shows the T1000 AS components that have been designed to be replaceable in the field. Most of these components are located for easy access; they can be replaced without completely removing them from the frame. In addition, some of them can even be replaced without needing to shut off power to the T1000 AS chassis.



WARNING: When you need to replace a FRU for which the power must be shut off, always first attempt to perform a soft shutdown of the application systems (refer to the application manual).

Table 8: T1000 AS Field Replaceable Units (FRUs)

FRU	T1000 AS Power State Required before Replacement	T1000 AS Location	Access
Air filters	ON or OFF	Behind front fascia	Remove front fascia while chassis in frame
Fan assemblies	ON or OFF	Under front lid	Open front top cover after either: <ul style="list-style-type: none"> • Sliding chassis out • Removing chassis from frame
Hard drive assemblies	OFF	Under front lid	
Removable media drives assembly	OFF	Under front lid	
PCI cards	OFF	Under rear lid	Open front top cover after removing chassis from frame
T1000 AS chassis*	OFF	Entire unit	Remove chassis from frame
*When a T1000 AS chassis needs to be replaced, the hard drive assemblies and the PCI cards can be moved from the failed chassis to the replacement chassis. Moving the hard drive assemblies from the failed server to the replacement server allows data to be preserved.			

Tools Required

The following tools are required for performing procedures in this chapter:

- Safety glasses
- # 0 Phillips screwdriver
- # 1 Phillips screwdriver
- # 2 Phillips screwdriver
- # 3 Phillips screwdriver
- 3/8 inch nutdriver
- Volt Ohm Meter (VOM)

How to Replace a Console Server, Router, or Ethernet Switch or Hub

Perform the following procedure to replace miscellaneous equipment (such as a console server, router, or an Ethernet switch or hub) in a heavy duty frame.

1. Ensure that the following have been done:
 1. An RMA has been obtained (see [Repair and Return Shipping Instructions](#) on page 12)
 2. A spare unit is available



DANGER

DANGER: Do not wear metal, chains, rings, watches, or jewelry or carry exposed metal, keys or tools in pockets when working on system equipment or other related electrostatic-sensitive components. Always wear a properly grounded ESD wrist strap or other electrostatic protection when handling printed circuit boards and other electrostatic-sensitive devices.

2. Inventory to ensure that the replacement equipment including cables are on site.
3. If the switch or console server is still operational, backup the configuration files.
4. If the unit to be replaced has a power switch, switch it OFF.
Next, at the breaker panel or power distribution unit, turn off all breakers supplying power to the unit.
5. Use a VOM to verify that there is no power going to the unit.
6. Before removing any cables, make note of each cable location and make sure that all cables are labeled.
If they are not labeled, make a label.
7. Remove all cables from the unit to be replaced.
First remove the ethernet cables. Then remove the logic ground. Finally, remove the power cables.
8. While supporting the failed unit, use the #2 phillips screwdriver to remove the screws holding the mounting bracket of the unit to the frame.
9. Pull failed unit out of the frame.
Remove the mounting brackets from the old unit.
10. Secure the mounting brackets to the replacement unit.
11. While holding the replacement unit in place, start the available screws 0.5 inch (P/N 601-0010-01) into the hole of the mounting bracket on either side of the unit.
Still supporting the unit, install two screws into the hole through the bracket into the frame and tighten.
12. First attach the power cables.
Then attach the logic ground. Be sure to attach cables to the same locations they were attached to at the start of the procedure.
13. Attach the ethernet cables to the same locations they were attached to at the start of this procedure.
14. If the unit has a power switch, switch it ON.

Turn on the circuit breakers to supply power to the unit.

15. Using a VOM meter, check that there is adequate power (-48V) going to the unit.
Verify that the power LED on the unit is lit.
16. If this procedure has been performed to replace console server or an Ethernet switch, contact the [Customer Care Center](#) on page 7 to determine whether additional steps need to be performed.
17. This procedure is complete.

How to Replace a Rectifier Module

In an Alternating Current (AC) environment, a rectifier is used to convert the AC power of the environment to Direct Current (DC) power needed by the T1000 AS unit. The rectifier contains two or more individual rectifier modules. The rectifier modules are hot-swappable (one can be replaced without turning off power to the entire rectifier). To replace an individual rectifier module, perform the following procedure.

For information about replacing a rectifier module, refer to the documentation that was shipped with the rectifier

How to Replace a Rectifier

In an Alternating Current (AC) environment, a rectifier is used to convert the AC power of the environment to Direct Current (DC) power needed by the T1000 AS unit. If the entire rectifier needs to be replaced, perform the following procedure.

1. Shut down the application that runs on the T1000 AS unit
2. Turn all the breakers in the rectifier to the OFF position.
3. Unplug the rectifier from the environment power source.
4. Remove the cables from the back of the rectifier (refer to [AC_InterconnectDiagram](#)).



DANGER:

Moving this equipment requires two people. Improper handling of this equipment may cause personnel injury or damage to the internal components of the equipment due to shock and vibration.

DANGER

5. Replace the rectifier (refer to the documentation that was shipped with the rectifier).

Note:

Ensure a gap of 3/4 inches above and below the rectifier to allow for sufficient air flow.

6. Connect the cables to the replacement rectifier (refer to [AC_InterconnectDiagram](#)).
7. Plug the rectifier back into the environment power source.
8. Turn all the breakers in the rectifier to the ON position.
9. This procedure is complete.

How to Access T1000 AS FRUs

A T1000 AS FRU can be accessed in one of the following ways:



WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

WARNING

- Without moving the chassis from its position in the frame. The air filter can be accessed this way; see [How to Replace an Air Filter](#) on page 117).
- By sliding the chassis partway out of the frame (see [How to Slide T1000 AS Chassis Out from Frame](#) on page 108). This method can be used to access one or more of the following:
 - Fan assembly
 - Hard drive assembly
 - Removable media drives assembly
 - PCI cards
- By removing the chassis from the frame and placing it on a workbench (see [How to Remove T1000 AS Chassis from a Frame](#) on page 110)
 - This method must be used to access the T1000 AS chassis for replacement
 - This method may be used to access one or more of the following:
 - Fan assembly
 - Hard drive assembly
 - Removable media drives assembly
 - PCI cards

How to Slide T1000 AS Chassis Out from Frame

The following FRUs can be replaced without removing the T1000 AS chassis entirely out of the frame:

- Fan assemblies
- Hard disk drive assemblies
- Removable media disk drives assembly
- PCI cards



WARNING

show me: To view a video (with sound) that shows some steps of the following procedure, [click here](#). For personnel safety and to protect equipment and data, be sure to read all the steps in the following procedure. For more information about how to view this video, see [Where to Find Other Information](#) on page 3.

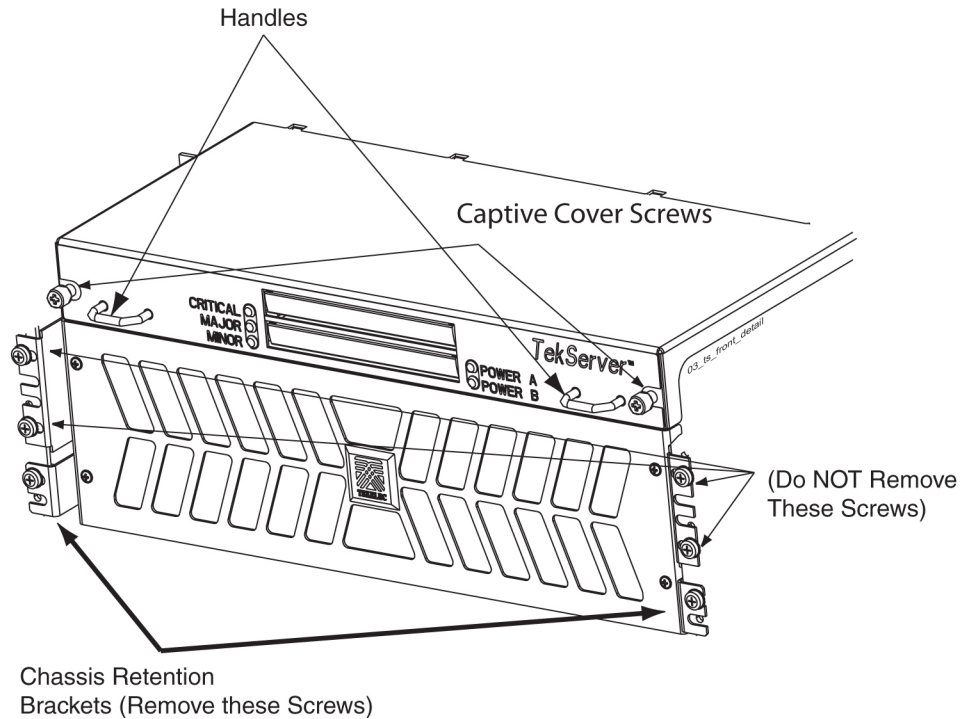
Procedure - Slide T1000 AS Chassis Out from Frame



WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

1. From the front of the frame, remove the # 12-24 Phillips screw from each chassis retention bracket (see [Figure 64: T1000 AS Chassis Front View](#) on page 109). Do not remove the screws in the frame adapter brackets.

Figure 64: T1000 AS Chassis Front View



2. From the front of the frame, using the handles on the front top cover of the chassis, pull forward until the release buttons on the inner arms of the slide assemblies pop into the holes on each side.



DANGER: If the T1000 AS chassis is pulled too far out after the release buttons are disengaged, the inner slide members (attached to the chassis) could come out of the middle slide members (attached to the frame).

3. This procedure is complete.

Next, replace the desired FRU using one of the following procedures:

1. [How to Replace a Fan Assembly](#) on page 118
2. [How to Replace Hard Disk Drive Assemblies](#) on page 121
3. [How to Replace Removable Media Disk Drives](#) on page 129
4. [How to Replace PCI Cards](#) on page 131

When the desired FRU has been replaced, perform [How to Slide T1000 AS Chassis Back into Frame](#) on page 110.

How to Slide T1000 AS Chassis Back into Frame

Perform the procedure in this section to slide the T1000 AS chassis back into the frame if one of the following FRUs was accessed by sliding the T1000 AS chassis out of the frame:

- [How to Replace a Fan Assembly](#) on page 118
- [How to Replace Hard Disk Drive Assemblies](#) on page 121
- [How to Replace Removable Media Disk Drives](#) on page 129
- [How to Replace PCI Cards](#) on page 131



WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

WARNING

1. From the front of the frame, simultaneously press the round release buttons and slowly push the chassis into the frame while observing the cables to avoid binding or stretching.

Note: When the chassis stops moving, the front of the T1000 AS should be slightly recessed to allow clearance of the handles behind the frame door when closed.

2. Adjust the chassis retention brackets on the front of the T1000 AS chassis to contact the frame adapter brackets when the chassis is positioned correctly in the frame.
3. Secure the chassis with one # 12-24 screw in the chassis retention brackets on each side.
4. This procedure is complete.

How to Remove T1000 AS Chassis from a Frame

It may be necessary to remove a T1000 AS chassis from its frame for either of the following reasons:

- To move the chassis to a workbench where one or more of the following FRUs can be replaced (be sure that a replacement FRU is on hand):
 - Fan assemblies
 - Hard disk drive assemblies
 - Removable media disk drives assembly
 - PCI cards

Note: Alternatively, these FRUs can be replaced by sliding the T1000 AS chassis partway out of the frame, using [How to Slide T1000 AS Chassis Out from Frame](#) on page 108.

- To remove and replace a failed T1000 AS chassis.

Note: If the hard disk drives and PCI cards in the failed chassis do not need to be replaced, they can be removed from the failed T1000 AS chassis and placed in the replacement chassis. Moving the disk drives in this way allows data to be preserved.

This procedure details how to remove a T1000 AS chassis from the frame.



show me: To view a video (with sound) that shows some steps of the following procedure, [click here](#). For personnel safety and to protect equipment and data, be sure to read all the steps in the following procedure. For more information about how to view this video, see [Where to Find Other Information](#) on page 3.



WARNING: This procedure CANNOT be performed while the T1000 AS chassis is powered on. Never power OFF a T1000 AS chassis until the application software and platform operating system (OS) are shut down. If possible, use the procedures in the application manual for a “soft shutdown.” If the application interface is not operating or is not accessible, a hard shutdown (turning OFF the breakers) is sometimes required. Contact Tekelec [Customer Care Center](#) on page 7 before doing a hard shutdown.



WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

1. Turn OFF the circuit breakers that supply power to the T1000 AS chassis to be removed.
To locate the circuit breakers supplying power to the T1000 AS chassis, refer to the system interconnect diagram for the system type and/or read the labels on the breakers. To access the circuit breakers on some frames, it may be necessary to remove the plastic covers on the front of the breakers. If the covers are removed, to maintain NEBS compliance, make sure they are replaced when the FRU replacement has been completed.



WARNING: A T1000 AS chassis is redundantly powered from both A and B -48 VDC buses. Ensure that both the circuit breaker supplying A power to a chassis and the circuit breaker supplying B power to a T1000 AS chassis are turned OFF by measuring the voltage with a VOM on the cable that connects the T1000 AS chassis to its breakers. Both A and B power LEDs on the front panel of the T1000 AS chassis should be OFF.

2. Remove the front door and any plastic panels from the rear of the frame.
3. From the rear of the frame, check all cables attached to the chassis for correct labeling. If any labels are missing or damaged, create a label that indicates what connection it is attached to and where the other end is connected.
4. Disconnect all cables from the rear of the chassis.
5. Do one of the following, depending upon the type of cable management system you have:
 - For Rear Cable Management Arm Systems, disconnect the cable management arm at the chassis end by removing the knurled captive fasteners attaching the arm to the chassis. See [Figure 65: Rear Cable Management Arm](#) on page 111 and [Figure 66: T1000 AS Chassis Rear View](#) on page 112 for locations of the screw holes.
 - For Side Cable Management Arm Systems you do not have to remove the cable management arms from the frame. Proceed to the next step.

Figure 65: Rear Cable Management Arm

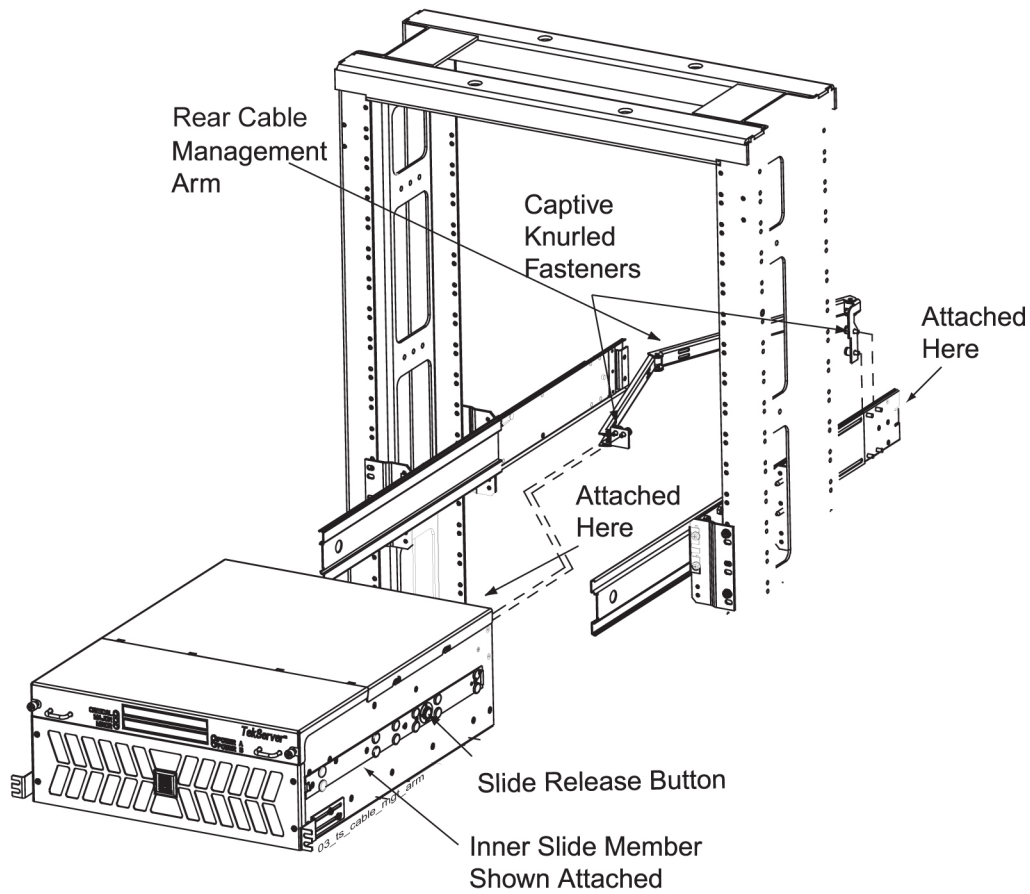
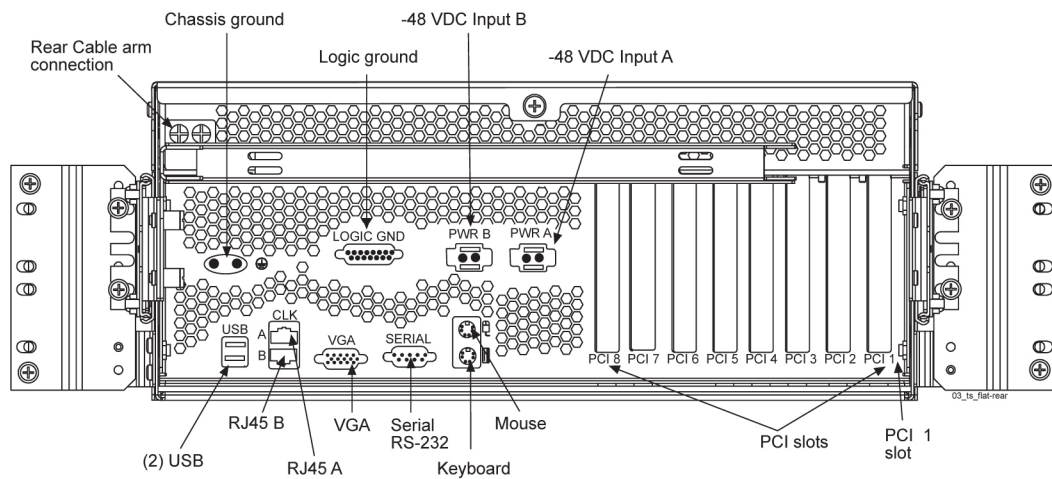


Figure 66: T1000 AS Chassis Rear View



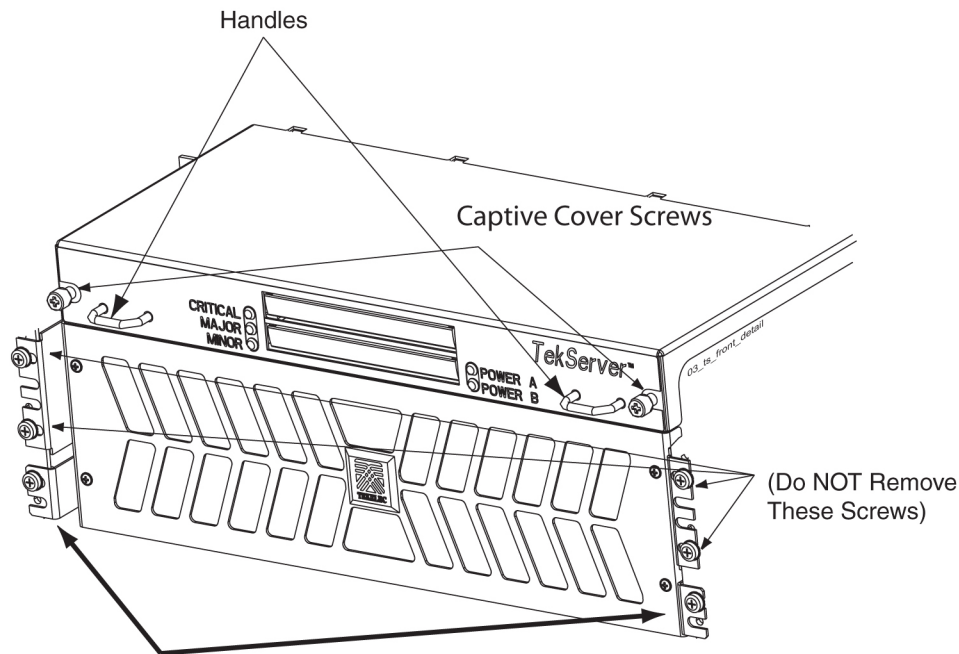
Note:

For clarity, the T1000 AS chassis is shown without any PCI cards installed.

- From the front of the frame, remove the # 12-24 Phillips screw from each of the chassis retention brackets (see [Figure 67: Chassis Retention Hardware](#) on page 113).

Do not remove the screws in the frame adapter brackets.

Figure 67: Chassis Retention Hardware



Chassis Retention
Brackets (Remove these Screws)

7. From the front of the frame, using the handles on the front top cover of the chassis, pull the T1000 AS chassis forward until the release buttons on the inner arms of the slide assemblies pop into the holes on each side.



DANGER

DANGER: Moving a T1000 AS chassis requires two people. Each T1000 AS chassis weighs approximately 30 kg (65 lbs) and may cause personnel injury or damage to the internal components due to shock and vibration if not handled properly.

8. Simultaneously depress the chassis release buttons on each side and slowly pull the chassis forward until the chassis and attached inner slide members are completely free of the slide assemblies. See [Figure 65: Rear Cable Management Arm](#) on page 111 for locations of the release buttons.
9. Place the chassis on a grounded bench and attach the ground wrist strap to the bench.
10. This procedure is complete.

Continue with one of the following procedures:

- If the chassis has been removed from the frame to a workbench to replace one of the following FRUs, go the procedure shown:
 - [How to Replace a Fan Assembly](#) on page 118
 - [How to Replace Hard Disk Drive Assemblies](#) on page 121
 - [How to Replace Removable Media Disk Drives](#) on page 129

- [How to Replace PCI Cards](#) on page 131
- If the T1000 AS chassis is being replaced, but the hard drives and/or the PCI cards from the failed chassis are to be used in the replacement chassis, go to:
 - [How to Replace T1000 AS FRUs](#) on page 117
 - Then go to either or both of the following procedures:
 - [How to Replace Hard Disk Drive Assemblies](#) on page 121
 - [How to Replace PCI Cards](#) on page 131
- If the T1000 AS chassis is being replaced, and it was ordered with replacements for the hard drives and PCI cards, go to [How to Replace T1000 AS FRUs](#) on page 117.

After these procedures are completed, return the chassis to the frame using [How to Return a T1000 AS Chassis to the Frame](#) on page 114.

How to Return a T1000 AS Chassis to the Frame

Perform the procedure in this section when it is time to return the T1000 AS chassis to the frame for one of the following reasons:

- A T1000 AS chassis FRU is being replaced and the following procedures have been performed:
 - [How to Remove T1000 AS Chassis from a Frame](#) on page 110
 - [How to Replace a T1000 AS Chassis FRU](#) on page 136. One of the following procedures may also have been performed:
 - [How to Replace Hard Disk Drive Assemblies](#) on page 121
 - [How to Replace PCI Cards](#) on page 131
- An internal FRU is being replaced and the following procedures have been performed:
 - [How to Remove T1000 AS Chassis from a Frame](#) on page 110
 - One or more of the following procedures:
 - [How to Replace a Fan Assembly](#) on page 118
 - [How to Replace Hard Disk Drive Assemblies](#) on page 121
 - [How to Replace Removable Media Disk Drives](#) on page 129
 - [How to Replace PCI Cards](#) on page 131

1. Ensure that the circuit breakers that will be connected to the replaced T1000 AS chassis are still turned OFF.

To locate the circuit breakers supplying power to the T1000 AS chassis, refer to the system interconnect diagram for the system type and/or read the labels on the breakers. To access the circuit breakers on some frames, it may be necessary to remove the plastic covers on the front of the breakers. If the covers are removed, to maintain NEBS compliance, make sure they are replaced when the FRU replacement has been completed.



WARNING: A T1000 AS chassis is redundantly powered from both A and B -48 VDC buses. Ensure that both the circuit breaker supplying A power to a chassis and the circuit breaker supplying B power to a T1000 AS chassis are turned OFF by measuring the voltage with a VOM on the cable that connects the T1000 AS chassis to its breakers. Both A and B power LEDs on the front panel of the T1000 AS chassis should be OFF.



WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

2. Remove the front door and any plastic panels from the rear of the frame.
3. From the front of the frame, extend the slide assemblies approximately 10 to 14 inches until the detent latches on the rear of the slides engage.



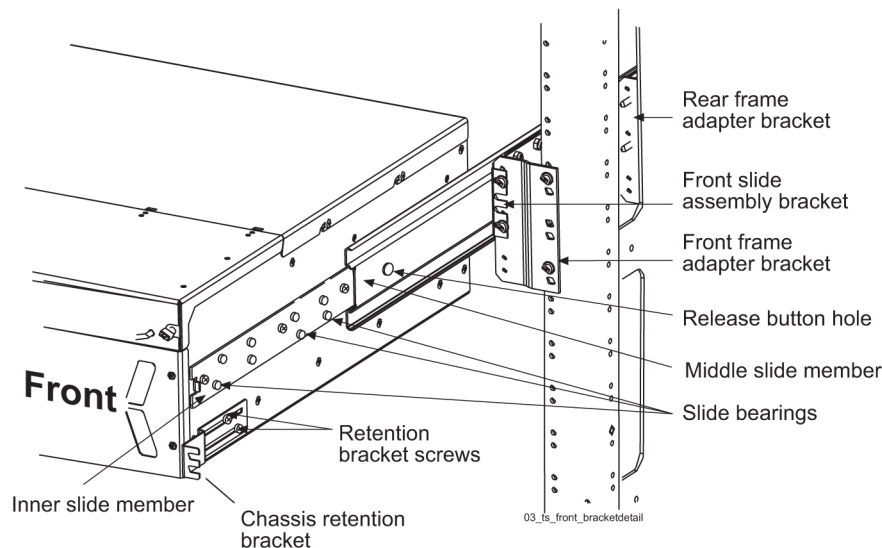
DANGER: Moving a T1000 AS chassis requires two people. Each T1000 AS chassis weighs approximately 30 kg (65 lbs) and may cause personnel injury or damage to the internal components due to shock and vibration if not handled properly.

DANGER

4. Lift the T1000 AS chassis and carefully insert the inner slide members into the middle slide members in the frame.

See [Figure 68: Right Slide Assembly Mounting and Retention Bracket](#) on page 115.

Figure 68: Right Slide Assembly Mounting and Retention Bracket



5. Push the T1000 AS chassis toward the frame.
When the buttons encounter the middle slide members, simultaneously press the release buttons on the inner slide members on both the left and right sides.

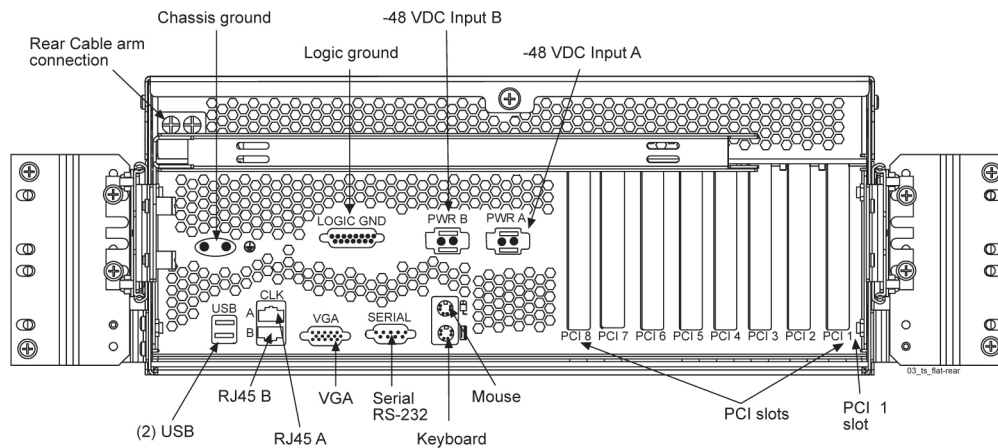
Note: The inner slide members will continue to travel until the release buttons pop into the round holes of the middle slide members.

6. At the rear of the frame, do one of the following:
 - a) For Rear Cable Management Arm Systems, attach the cable management arm to the chassis using the captive knurled fasteners.

See [Figure 68: Right Slide Assembly Mounting and Retention Bracket](#) on page 115 for location of the cable management screw holes on the rear of the chassis.

- b) For Side Cable Management Arm Systems attach the side cable management arms to the rear of the frame above the rails using the bolts provided (see [Figure 52: Detail of a Side Cable Management Arm](#) on page 80).

Figure 69: T1000 AS Chassis Rear View



7. Route and connect the power and data cables through the cable management system to the T1000 AS chassis.

Check the labels on the cables and attach them to the appropriate connectors on the rear of the T1000 AS chassis. Consult the cable running list, labels on the cables, and PCI configuration labels on the right of the chassis as seen from the rear. See [Figure 69: T1000 AS Chassis Rear View](#) on page 116.
8. Loosen the screws that attach the chassis retention brackets to the T1000 AS chassis.

The chassis retention brackets are adjusted in [Step 11](#) on page 116. See [Figure 68: Right Slide Assembly Mounting and Retention Bracket](#) on page 115 for screw locations.
9. From the front of the frame, simultaneously press the round release buttons and slowly push the chassis into the frame while observing the cables to avoid binding or stretching.

Note: When the chassis stops moving, the front of the T1000 AS should be slightly recessed to allow clearance of the handles behind the frame door when closed.
10. Adjust the chassis retention brackets on the front of the T1000 AS chassis to contact the frame adapter brackets when the chassis is positioned correctly in the frame.
11. Tighten the screws that attach the chassis retention brackets to the T1000 AS chassis.
12. Secure the chassis with one # 12-24 screw in the chassis retention brackets on each side.
13. Replace any plastic panels and doors that were removed.
14. This procedure is complete.

Next, turn the power back on as described in [How to Power Up](#) on page 101 the application manual.

How to Replace T1000 AS FRUs


Use one of the following procedures in this section to replace a T1000 AS FRU:

- [How to Replace an Air Filter](#) on page 117
- [How to Replace a Fan Assembly](#) on page 118
- [How to Replace Hard Disk Drive Assemblies](#) on page 121
- [How to Replace Removable Media Disk Drives](#) on page 129
- [How to Replace PCI Cards](#) on page 131
- [How to Replace a T1000 AS Chassis FRU](#) on page 136

How to Replace an Air Filter

It is recommended that the air filter on the T1000 AS chassis be replaced at least once a month. Before beginning this procedure, ensure that a spare filter is on hand. If the number of spare filters is running low, order additional filters.

Note: It is not necessary to slide out or remove the T1000 AS chassis from its frame in order to replace the filter.

 **show me:** To view a video (with sound) that shows some steps of the following procedure, [click here](#). For personnel safety, be sure to read all the steps in the following procedure. For more information about how to view this video, see [Where to Find Other Information](#) on page 3

1. Using a Phillips screwdriver, remove the front fascia of the T1000 AS chassis by loosening the four spring-loaded captive 1/4 turn screws. See [Figure 70: T1000 AS Front Fascia Fasteners](#) on page 117.

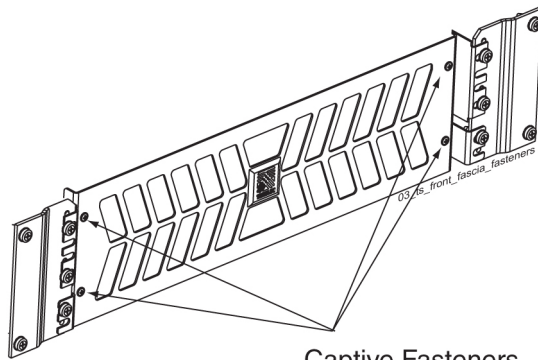


WARNING

WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

Note: Fan filters can be removed from the chassis without turning off the power. A finger-safe perforated panel separates the moving fans from the filters. The T1000 AS chassis does not have to be extended from the frame for this procedure.

Figure 70: T1000 AS Front Fascia Fasteners



Captive Fasteners

2. Remove the old filter and discard.
3. Insert the new filter (P/N 551-0022-01).

Note: The filter has an arrow to indicated direction of airflow. The arrow should point toward the rear of the chassis.


4. Using a Phillips screwdriver, replace the front fascia by tightening the four spring-loaded captive 1/4 turn screws.

Note: To orient the fascia when replacing, there is a label “TOP” that can be observed from the back of the fascia.


5. This procedure is complete.

How to Replace a Fan Assembly

Perform the following procedure to replace a fan assembly. This procedure can be performed while the T1000 AS chassis remains powered.

 **show me:** To view a video (with sound) that shows some steps of the following procedure, [click here](#). For personnel safety and to protect equipment and data, be sure to read all the steps in the following procedure. For more information about how to view this video, see [Where to Find Other Information](#) on page 3.

1. Ensure that the following have been done:
 - a) An RMA has been obtained (see [Repair and Return Shipping Instructions](#) on page 12); for information about the part number to be supplied, see [Fan Assembly Part Number Information](#) on page 15.
 - b) A spare part is available

 **WARNING:** The T1000 AS chassis performance requires both fan assemblies be installed and operational for optimum performance. The procedure in this section can be done while the chassis remains powered. The T1000 AS chassis can operate with one fan assembly for brief periods. Perform ALL of this procedure without delay. If the replacement fan assembly is not available, DO NOT begin this procedure.

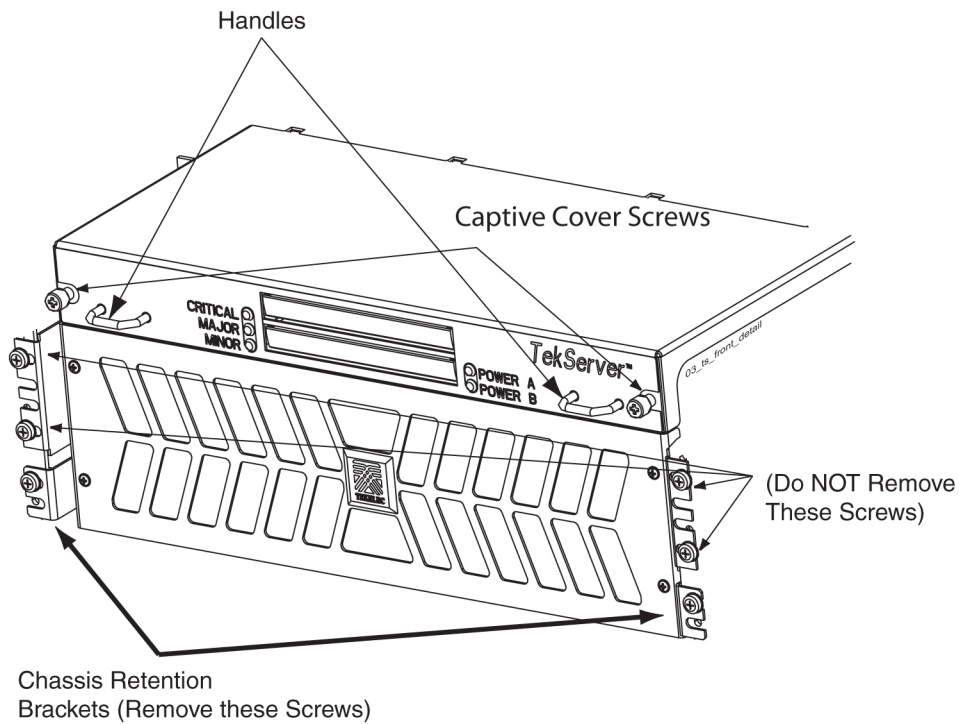
2. Prepare the T1000 AS chassis for access to the FRU using one of the following procedures:

**WARNING**

WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

- a) [How to Slide T1000 AS Chassis Out from Frame](#) on page 108
 - b) [How to Remove T1000 AS Chassis from a Frame](#) on page 110 (do not use this procedure when the fan assembly is replaced while the chassis remains powered)
3. Using a Phillips screwdriver, loosen the captive spring-loaded screws on the T1000 AS chassis top cover until they are free. See [Figure 71: T1000 AS Front Top Cover](#) on page 119 for locations.

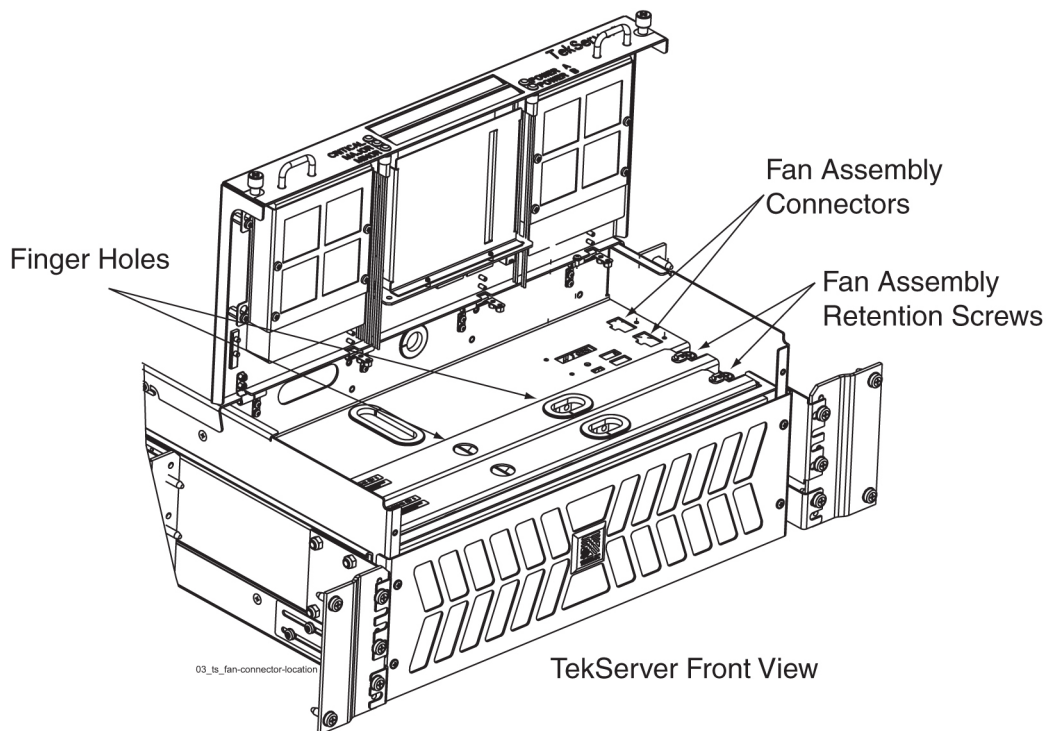
Figure 71: T1000 AS Front Top Cover



4. Grasp the handles on the front top cover of the chassis and lift up until the constant torque hinges support the weight of the cover and the four attached disk drives located under the cover.
5. Disconnect the fan assembly cable of the fan to be removed from the connector on the midplane board.

Components used in the following steps are shown in [Figure 72: Fan Assemblies and Connectors](#) on page 119.

Figure 72: Fan Assemblies and Connectors



6. Loosen the captive fan assembly retention screws on both ends of the fan assembly.
See [Figure 72: Fan Assemblies and Connectors](#) on page 119.



DANGER

DANGER: After disconnecting the fan assembly cable and before removing the fan assembly, allow sufficient time (about three minutes) for the fans to quit rotating. Fans will continue to rotate after this interval because of the airflow from the other fan assembly. The continued rotation will not cause injury.

7. Insert fingers into the finger holes on top of each fan assembly and lift the fan assembly up and out of the chassis.
8. Set the fan assembly aside.
9. Lower the new fan assembly inserting the guide edges into the chassis fan guides (black).
10. Using a Phillips screwdriver tighten the captive fan retention screws on both ends of the assembly.
11. Plug the fan assembly cable into the connector on the midplane board.
12. Close the chassis top cover.
13. Tighten the captive screws to secure the top cover.
14. Depending on how the fan assembly was accessed in [Step 2](#) on page 118, return the T1000 AS chassis to its original position using the following procedure:
 - a) [How to Slide T1000 AS Chassis Back into Frame](#) on page 110
 - b) [How to Return a T1000 AS Chassis to the Frame](#) on page 114
15. If requested, return the failed fan assembly to Tekelec.
Arrange the return shipment by using the procedures in [Repair and Return Shipping Instructions](#) on page 12.

16. This procedure is complete.

How to Replace Hard Disk Drive Assemblies

Use the procedure in this section for either of the following purposes:

- To replace a failed hard disk drive
- To remove both hard disk drive assemblies from a failed T1000 AS chassis and place them in a replacement T1000 AS chassis



WARNING

show me: To view a video (with sound) that shows some steps of the following procedure, [click here](#). For personnel safety and to protect equipment and data, be sure to read all the steps in the following procedure. For more information about how to view this video, see [Where to Find Other Information](#) on page 3.

1. Do one of the following:
 - a) If this procedure is being performed to move hard disk drive assemblies from a failed T1000 AS chassis to the replacement T1000 AS chassis, skip to the next step.
 - b) If this procedure is being performed to replace a failed hard disk drive, ensure that the following have been done:
 - An RMA has been obtained (see [Hardware Repair and Return](#) on page 11); for information about part number information to be supplied, see [Hard Disk Drive Assembly Part Number Information](#) on page 21.
 - A spare hard disk drive assembly is available. Ensure that the contents in the shipping container are complete; notify the site supervisor or Tekelec [Customer Care Center](#) on page 7 of any discrepancies. In particular, verify that the contents include:
 - A part number label on the replacement hard disk drive assembly
 - “A” and “C” labels to be attached to the replacement hard disk drive assembly (see [Step 13](#) on page 125)
 - A label to attach to the base unit/hard disk label at the front of the left side of the T1000 AS chassis (see [Step 21](#) on page 128)
2. Refer to the application manual to perform any procedures recommended to limit data loss or corruption.



WARNING

WARNING: This procedure CANNOT be performed while the T1000 AS chassis is powered on. Never power OFF a T1000 AS chassis until the application software and platform operating system (OS) are shut down. If possible, use the procedures in the application manual for a “soft shutdown.” If the application interface is not operating or is not accessible, a hard shutdown (turning OFF the breakers) is sometimes required. Contact Tekelec [Customer Care Center](#) on page 7 before doing a hard shutdown.

For example, the application manual may require:

- a) Data mirroring before replacing a failed hard disk drive
- b) Application shutdown before powering off a T1000 AS chassis

3. Turn OFF the circuit breakers that supply power to the T1000 AS chassis containing the hard disk drive assembly to be removed.

To locate the circuit breakers supplying power to the T1000 AS chassis, refer to the system interconnect diagram for the system type and/or read the labels on the breakers. To access the circuit breakers on some frames, it may be necessary to remove the plastic covers on the front of the breakers. If the covers are removed, to maintain NEBS compliance, make sure they are replaced when the FRU replacement has been completed.



WARNING: A T1000 AS chassis is redundantly powered from both A and B -48 VDC buses. Ensure that both the circuit breaker supplying A power to a chassis and the circuit breaker supplying B power to a T1000 AS chassis are turned OFF by measuring the voltage with a VOM on the cable that connects the T1000 AS chassis to its breakers. Both A and B power LEDs on the front panel of the T1000 AS chassis should be OFF.

4. Prepare the T1000 AS chassis for access to the FRU using one of the following procedures:



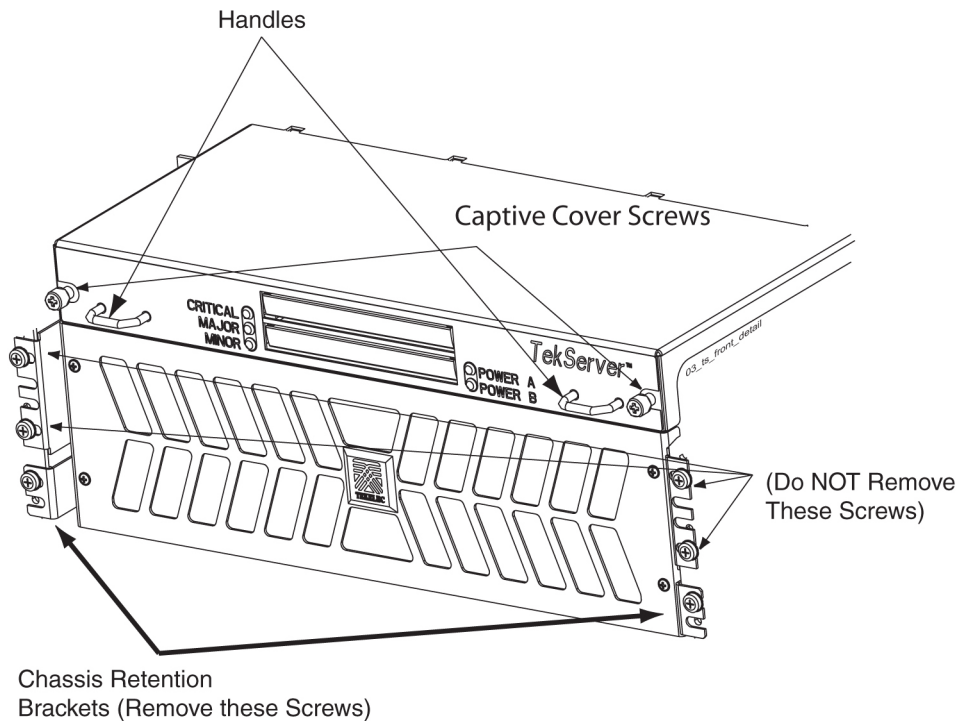
WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

- a) [How to Slide T1000 AS Chassis Out from Frame](#) on page 108
- b) [How to Remove T1000 AS Chassis from a Frame](#) on page 110

Note: If this procedure is being performed to move hard disk drives from a failed T1000 AS chassis to a replacement T1000 AS chassis, [How to Remove T1000 AS Chassis from a Frame](#) on page 110 is recommended.

5. Using a Phillips screwdriver, loosen the captive spring-loaded screws on the T1000 AS chassis top cover until they are free. See [Figure 73: T1000 AS Front Top Cover](#) on page 122 for locations.

Figure 73: T1000 AS Front Top Cover



6. Grasp the handles on the front top cover of the chassis and lift up until the constant torque hinges support the weight of the cover and the four attached disk drives located under the cover.
7. Do one of the following:
 - a) If this procedure is being performed to replace a failed hard disk drive, skip to the next step.
 - b) If this procedure is being performed to move hard disk drive assemblies from a failed T1000 AS chassis to the replacement T1000 AS chassis, note the position of the hard disk drive assembly that is about to be removed.

The brackets on which the hard disk drives are mounted have position location labels. From the front of the chassis, the "A" drive is on the left and the "C" drive is on the right. It is recommended that this entire procedure be performed to remove the "A" hard disk drive assembly from the failed T1000 AS chassis and replace it into the "A" position in the replacement chassis, and then the procedure be repeated to remove the "C" hard disk drive assembly from the failed chassis and replace it into the "C" position of the replacement chassis.

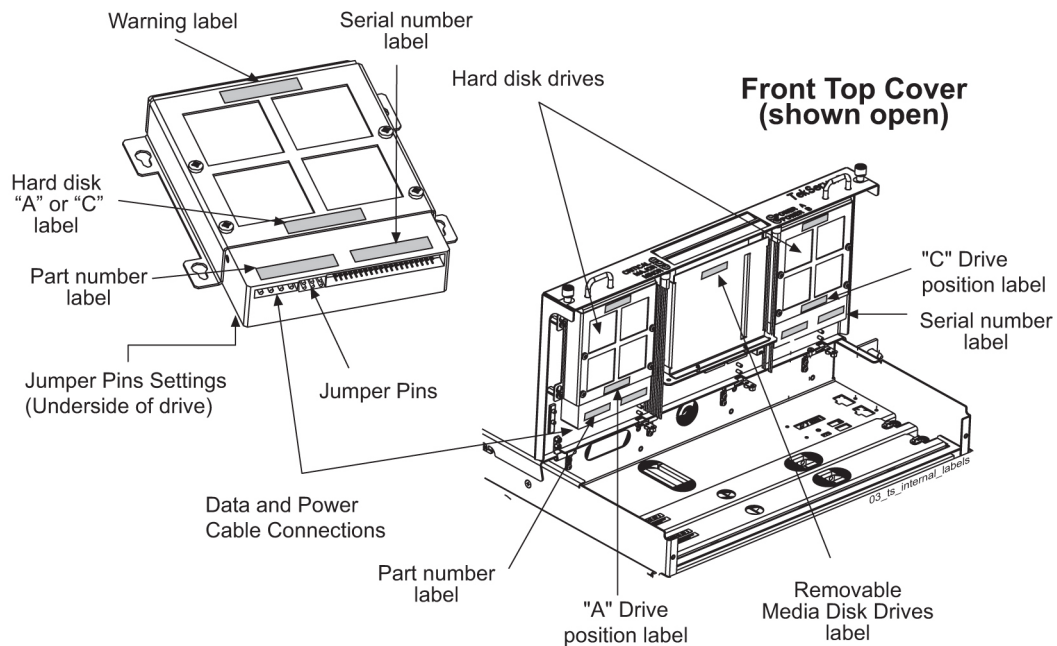


WARNING

WARNING: When replacing both drives in a failed T1000 AS chassis always place the drives in the locations they were removed from. Failure to replace the drives in the correct locations will cause data corruption and render the unit inoperable.

8. Disconnect the flat data cable and power cable from rear of the hard disk drive.
See [Figure 74: Chassis Front View Top Cover Open](#) on page 123 for drive locations and cable connections.

Figure 74: Chassis Front View Top Cover Open

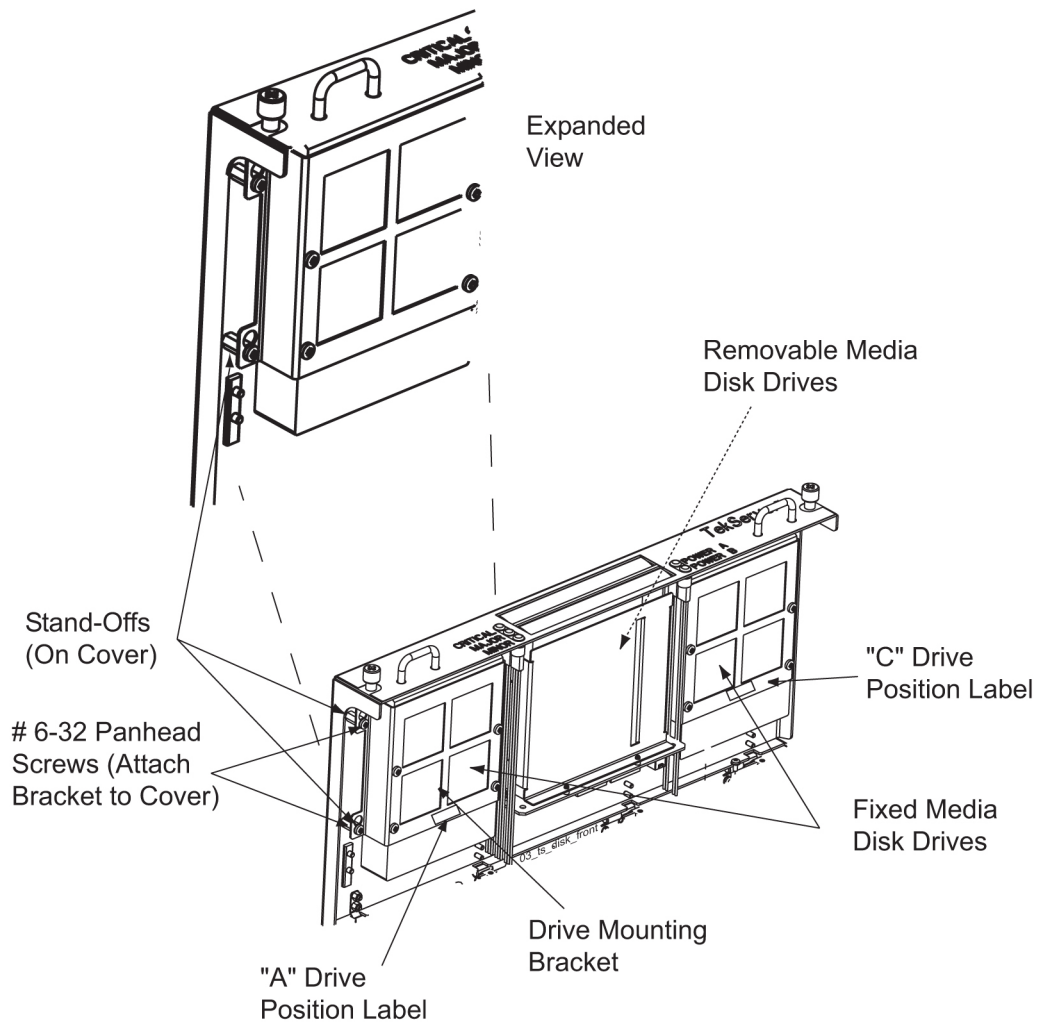


9. Loosen, but do not remove, the four # 6-32 pan-head screws that attach the hard disk drive assembly mounting bracket to the stand-offs on the bottom of the front top cover.

See [Figure 75: Front Cover With Drive Mounting Brackets](#) on page 124.

Note: The drive mounting brackets have four keyhole slots to allow removal of the brackets with the attached hard disk drive assemblies without completely removing the screws from the stand-offs in the cover.

Figure 75: Front Cover With Drive Mounting Brackets



10. Slide the drive mounting bracket with attached hard disk drive down until the # 6-32 screws in the stand-offs can slip through the larger holes in the keyhole slots.
11. Remove the hard disk drive with attached mounting bracket and store in an approved ESD package or place on a grounded bench.

Note: DO NOT remove the drive from the drive mounting bracket. The mounting bracket is part of the drive assembly. A replacement drive is shipped with the bracket. A replacement T1000 AS chassis is not shipped with drive brackets installed.

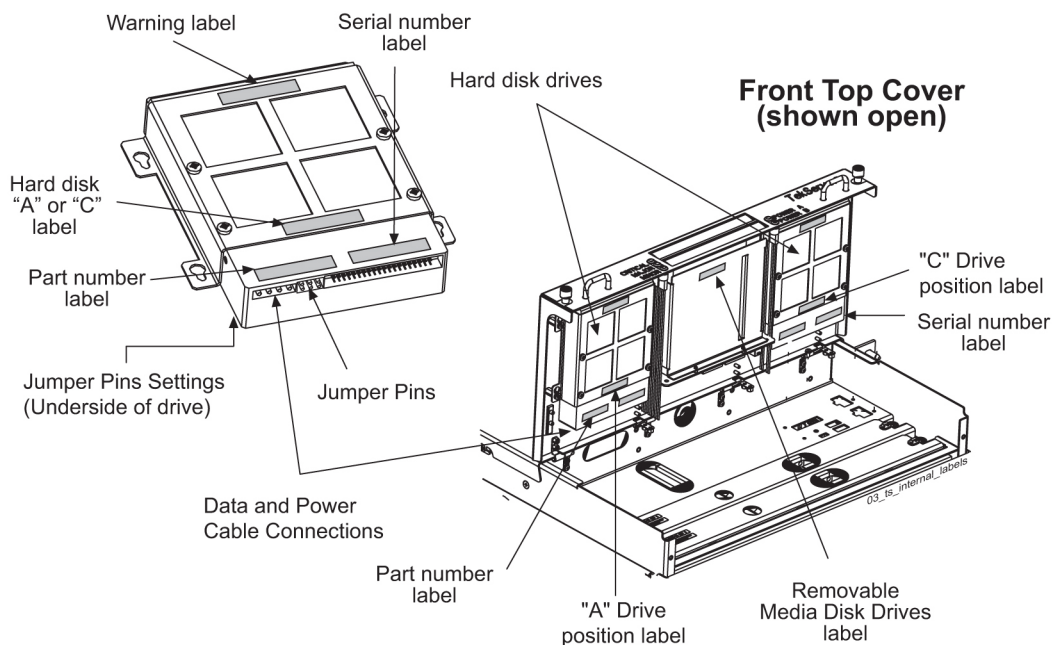
12. Inspect the four # 6-32 pan-head screws inserted in the cover standoffs for enough clearance (approximately 1/4 inch) to slide the disk mounting bracket over the large keyhole slots in the bracket.

Add any missing screws or loosen screws if necessary. See [Figure 75: Front Cover With Drive Mounting Brackets](#) on page 124.

13. Do one of the following:
 - a) If this procedure is being performed to replace a failed hard disk drive, do both of the following:

- Note the position label attached to the failed hard disk drive assembly. Select the matching label ("A" or "C") from the contents of the shipping container in which the replacement hard disk drive assembly was received, and apply it to the bracket holding the hard disk drive. *Figure 75: Front Cover With Drive Mounting Brackets* on page 124 shows where the labels should be applied.
- Ensure that the jumper settings of the replacement hard disk drive match the jumper settings of the failed hard disk drive. For example, if the failed hard disk drive jumper settings are set to Master, ensure that the replacement hard disk drive jumper settings are also set to Master. Jumper settings may differ for different manufacturers. *Figure 76: Hard Disk Drive Jumper Pins and Settings* on page 126 shows where the jumper pins are located and where the jumper settings are shown.

Figure 76: Hard Disk Drive Jumper Pins and Settings



- b) If this procedure is being performed to move hard disk drive assemblies from a failed T1000 AS chassis to the replacement T1000 AS chassis, locate the part numbers on each of the hard disk drive assemblies (see *Figure 76: Hard Disk Drive Jumper Pins and Settings* on page 126). Ensure that the part numbers on hard disk drive assemblies to be moved match the part numbers for both the A and C positions on the base unit/hard disk label on the front of the left side of the replacement T1000 AS chassis (see *Figure 77: T1000 AS Chassis Label Locations* on page 126 and *Figure 78: Hard Disk Drive Label on T1000 AS Chassis* on page 127). If the part numbers do not match, contact Tekelec *Customer Care Center* on page 7.

Figure 77: T1000 AS Chassis Label Locations

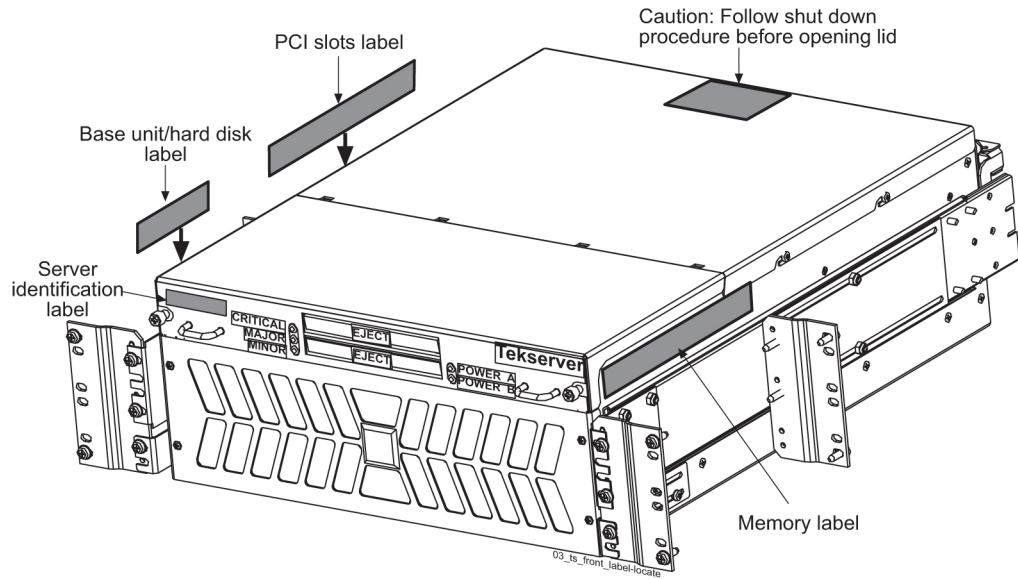
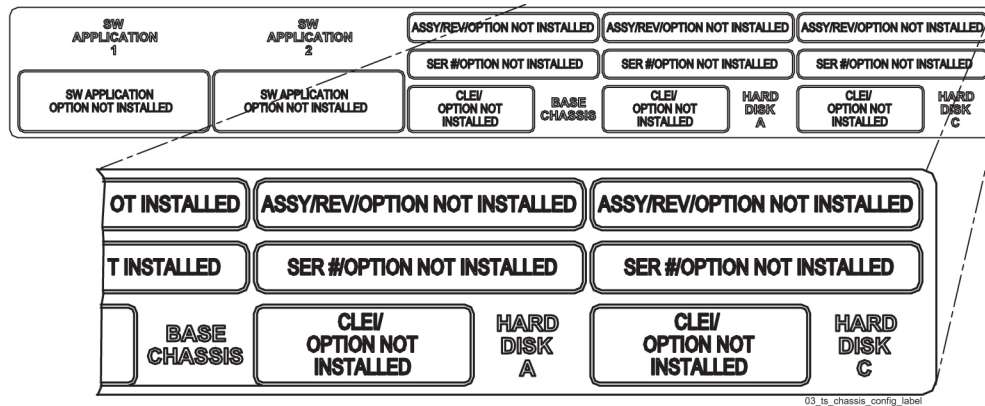


Figure 78: Hard Disk Drive Label on T1000 AS Chassis



- Place the hard disk drive and mounting bracket with the large sections of the keyholes slots over the # 4-32 pan-head screws in the cover standoffs.



WARNING inoperable.

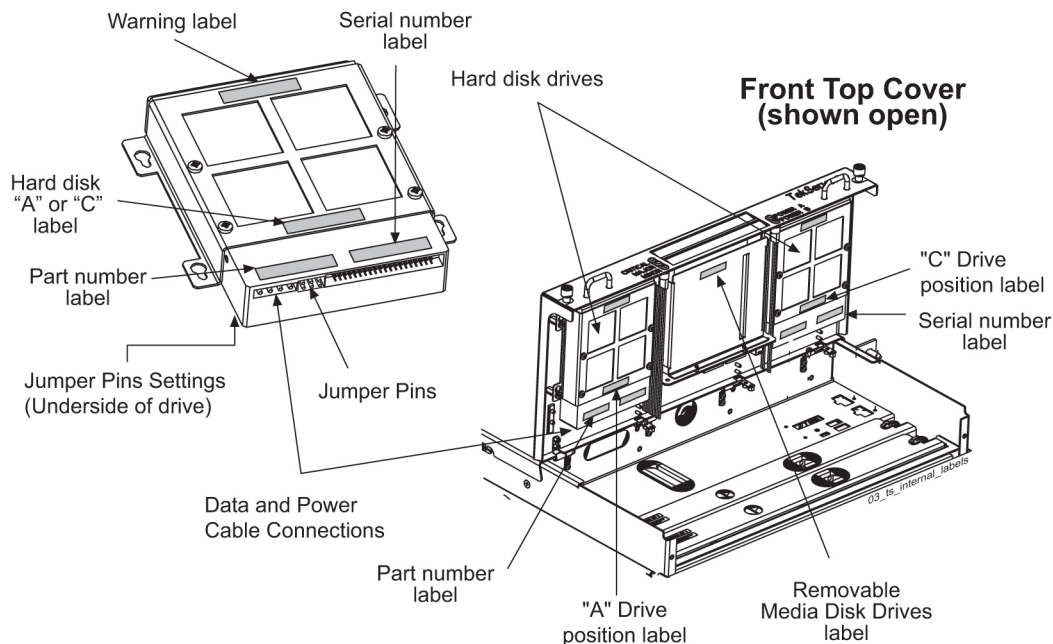
WARNING: When replacing both drives in a failed T1000 AS chassis always place the drives in the locations they were removed from. Failure to replace the drives in the correct locations will cause data corruption and render the unit inoperable.

See [Figure 75: Front Cover With Drive Mounting Brackets](#) on page 124 for screw locations.

- Slide the disk mounting bracket up until standoff screws are in the small sections of the keyhole slots.
- Tighten the # 6-32 pan-head screws into the standoffs to secure the drive mounting bracket.
- Attach the data and power cables on the back of the hard disk drive.

See [Figure 79: Hard Disk Drives](#) on page 127.

Figure 79: Hard Disk Drives



18. Do one of the following:

- a) If this procedure is being performed to replace a failed hard disk drive, skip to the next step.
- b) If this procedure is being performed to move hard disk drive assemblies from a failed T1000 AS chassis to the replacement T1000 AS chassis, repeat [Step 7](#) on page 123 through [Step 17](#) on page 127 to move the other drive.

19. Close the chassis top cover.

20. Tighten the captive screws to secure the top cover.

21. Do one of the following:

- a) If this procedure is being performed to move hard disk drive assemblies from a failed T1000 AS chassis to the replacement T1000 AS chassis, skip to the next step.
- b) If this procedure is being performed to replace a failed hard disk drive, do the following:
 - Attach the label that was received with the replacement hard disk drive assembly on the base unit/hard disk label located on the front of the left side of the T1000 AS chassis (for label placement, see [Figure 77: T1000 AS Chassis Label Locations](#) on page 126).
 - Return the failed hard disk drive assembly to Tekelec, using the shipping contained in which the replacement hard disk drive assembly was received. Arrange the return shipment by using the procedures described in [Repair and Return Shipping Instructions](#) on page 12.

22. Depending on how the hard disk drive assembly was accessed in [Step 4](#) on page 122, return the T1000 AS chassis to its original position using the following procedure:

- a) [How to Slide T1000 AS Chassis Back into Frame](#) on page 110
- b) [How to Return a T1000 AS Chassis to the Frame](#) on page 114

23. Refer to applications documentation to determine whether additional steps are required.

24. This procedure is complete.

How to Replace Removable Media Disk Drives

Use the procedure in this section to replace the assembly that contains two removable media disk drives (also called CDRW/DVD drives). This assembly is located on the underside of the front top cover.

1. Ensure that the following have been done:
 - a) An RMA has been obtained (see [Repair and Return Shipping Instructions](#) on page 12)
 - b) A spare removable media disk drive assembly is available.

Inspect the replacement unit and its shipping container for indications of damage. If damage is noted, contact the site supervisor or report damage to the carrier. Ensure that the contents in the shipping container are complete; notify the site supervisor or Tekelec [Customer Care Center](#) on page 7 of any discrepancies.

Note: T1000 AS removable media drives and adapter are considered one FRU. Remove and replace the entire adapter assembly including both removable media drives.

2. Turn OFF the circuit breakers that supply power to the T1000 AS chassis containing the removable media disk drive assembly to be removed.



WARNING

WARNING: This procedure CANNOT be performed while the T1000 AS chassis is powered on. Never power OFF a T1000 AS chassis until the application software and platform operating system (OS) are shut down. If possible, use the procedures in the application manual for a "soft shutdown." If the application interface is not operating or is not accessible, a hard shutdown (turning OFF the breakers) is sometimes required. Contact Tekelec [Customer Care Center](#) on page 7 before doing a hard shutdown.

To locate the circuit breakers supplying power to the T1000 AS chassis, refer to the system interconnect diagram for the system type and/or read the labels on the breakers. To access the circuit breakers on some frames, it may be necessary to remove the plastic covers on the front of the breakers. If the covers are removed, to maintain NEBS compliance, make sure they are replaced when the FRU replacement has been completed.



WARNING

WARNING: A T1000 AS chassis is redundantly powered from both A and B -48 VDC buses. Ensure that both the circuit breaker supplying A power to a chassis and the circuit breaker supplying B power to a T1000 AS chassis are turned OFF by measuring the voltage with a VOM on the cable that connects the T1000 AS chassis to its breakers. Both A and B power LEDs on the front panel of the T1000 AS chassis should be OFF.

3. Prepare the T1000 AS chassis for access to the FRU using one of the following procedures:



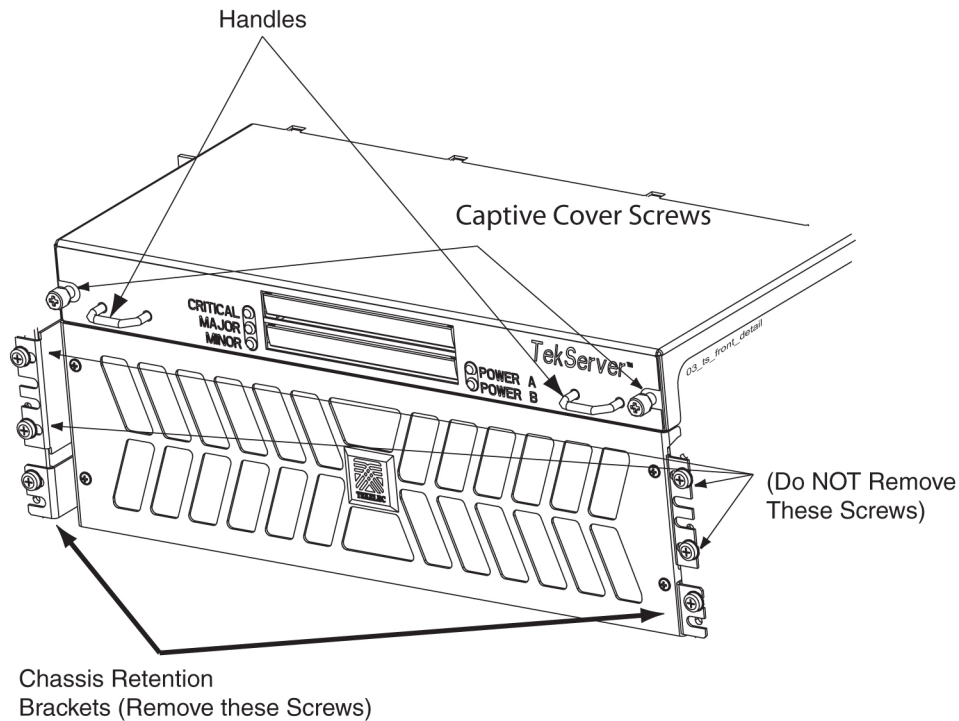
WARNING

WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

- a) [How to Slide T1000 AS Chassis Out from Frame](#) on page 108
- b) [How to Remove T1000 AS Chassis from a Frame](#) on page 110

- Using a Phillips screwdriver, loosen the captive spring-loaded screws on the T1000 AS chassis top cover until they are free. See [Figure 80: T1000 AS Front Top Cover](#) on page 130 for locations.

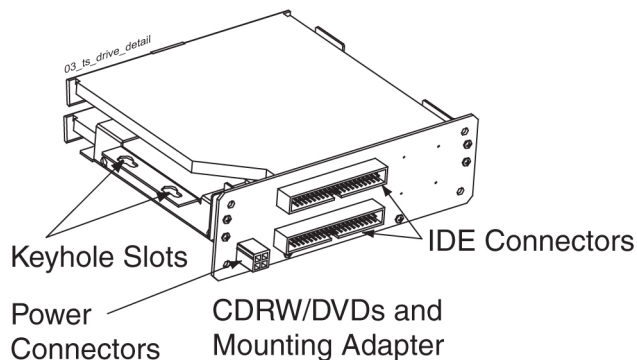
Figure 80: T1000 AS Front Top Cover



- Grasp the handles on the front top cover of the chassis and lift up until the constant torque hinges support the weight of the cover and the four attached disk drives located under the cover.
- Unplug the two flat 40-position IDE data cables and the single power cable from the drive adapter board.

With a permanent marker, mark the IDE cable that is attached to the top IDE connector on the board. See [Figure 81: Removable Media Disk Drive Adapter Assembly](#) on page 130.

Figure 81: Removable Media Disk Drive Adapter Assembly



Note: T1000 AS removable media drives and adapter are considered one FRU. Remove and replace the entire adapter assembly including both removable media drives.

7. Using the #1 Phillips screwdriver, loosen but do not remove the four 6-32 pan head screws that connect the slimline CDRW/DVD drive adapter assembly to the standoffs on the front lid.
8. Move the slimline CDRW/DVD drive adapter assembly down toward the chassis until the screws loosened in [Step 7](#) on page 131 can slide through the larger openings in the keyhole slots.
9. Place the CDRW/DVD drive adapter assembly in an ESD container.
If requested return the drive to Tekelec using the procedures described in [Repair and Return Shipping Instructions](#) on page 12
10. Place the disk mounting bracket with the large sections of the keyholes slots over the # 6-32 screws in the cover standoffs.
(These screws were loosened in [Step 7](#) on page 131.)
11. Slide the disk mounting bracket up until standoff screws are in the small sections of the keyhole slots.
12. Tighten the # 6-32 pan-head screws into the standoffs to secure the drive mounting bracket.
13. Attach the data and power cables on the back of the removable media disk drives.
See [Figure 81: Removable Media Disk Drive Adapter Assembly](#) on page 130.
Note: The location of the top cable was marked in [Step 6](#) on page 130.
14. Close the chassis top cover.
15. Tighten the captive screws to secure the top cover.
16. Depending on how the removable media disk drive assembly was accessed in [Step 3](#) on page 129, return the T1000 AS chassis to its original position using one of the following procedures:
 - a) [How to Slide T1000 AS Chassis Back into Frame](#) on page 110
 - b) [How to Return a T1000 AS Chassis to the Frame](#) on page 114.
17. This procedure is complete.

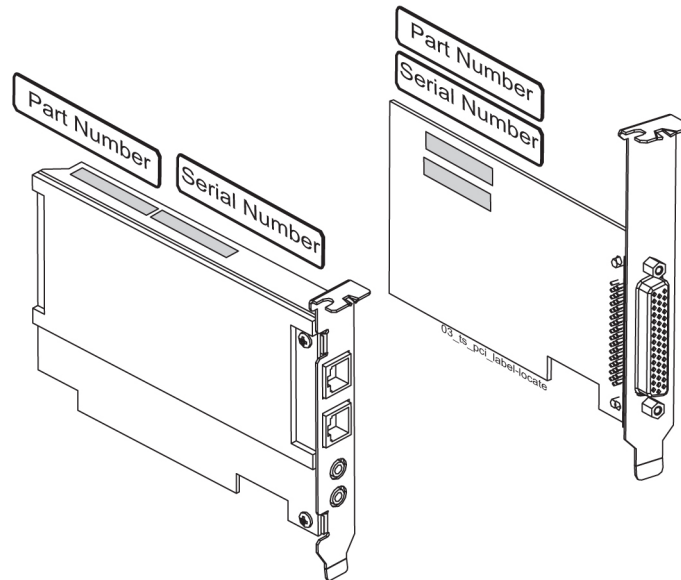
How to Replace PCI Cards

Use the procedure in this section for either of the following purposes:

- To replace a failed PCI card
 - To remove PCI cards from a failed T1000 AS chassis and place them in a replacement T1000 AS chassis
1. Do one of the following:
 - a) If this procedure is being performed to move PCI cards from a failed T1000 AS chassis to the replacement T1000 AS chassis, skip to the next step.
 - b) If this procedure is being performed to replace a failed PCI card, ensure that the following have been done:
 - An RMA has been obtained (see [Repair and Return Shipping Instructions](#) on page 12)
 - A spare PCI card is available. Inspect the replacement card and shipping container for indications of damage. If damage is noted, contact the site supervisor or report damage to the carrier. Ensure that the contents in the shipping container are complete; notify the site supervisor or Tekelec [Customer Care Center](#) on page 7 of any discrepancies. In particular, verify that the contents include:

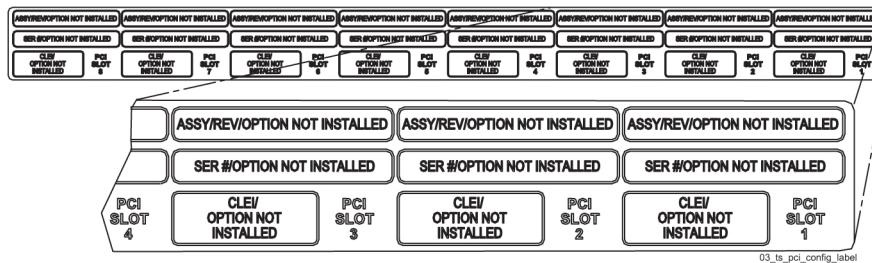
- A part number label on the replacement PCI card (see [Figure 82: PCI Card Part Label](#) on page 132)

Figure 82: PCI Card Part Label



- A label (see [Figure 83: PCI Slots Label](#) on page 132) to attach to the PCI card label on the left side of the T1000 AS chassis (see [Figure 7: T1000 AS Chassis Label Locations](#) on page 22)

Figure 83: PCI Slots Label



2. Turn OFF the circuit breakers that supply power to the T1000 AS chassis containing the PCI card to be removed.



WARNING: This procedure *CANNOT* be performed while the T1000 AS chassis is powered on. Never power OFF a T1000 AS chassis until the application software and platform operating system (OS) are shut down. If possible, use the procedures in the application manual for a “soft shutdown.” If the application interface is not operating or is not accessible, a hard shutdown (turning OFF the breakers) is sometimes required. Contact Tekelec [Customer Care Center](#) on page 7 before doing a hard shutdown.

To locate the circuit breakers supplying power to the T1000 AS chassis, refer to the system interconnect diagram for the system type and/or read the labels on the breakers. To access the circuit breakers on some frames, it may be necessary to remove the plastic covers on the front

of the breakers. If the covers are removed, to maintain NEBS compliance, make sure they are replaced when the FRU replacement has been completed.



WARNING

WARNING: A T1000 AS chassis is redundantly powered from both A and B -48 VDC buses. Ensure that both the circuit breaker supplying A power to a chassis and the circuit breaker supplying B power to a T1000 AS chassis are turned OFF by measuring the voltage with a VOM on the cable that connects the T1000 AS chassis to its breakers. Both A and B power LEDs on the front panel of the T1000 AS chassis should be OFF.

3. Prepare the T1000 AS chassis for access to the FRU using one of the following procedures:



WARNING

WARNING: Always wear an ESD wrist strap grounded to the bench or frame when working on electronic components.

- a) *How to Slide T1000 AS Chassis Out from Frame* on page 108
- b) *How to Remove T1000 AS Chassis from a Frame* on page 110

Note: If this procedure is being performed to move PCI cards from a failed T1000 AS chassis to a replacement T1000 AS chassis, *How to Remove T1000 AS Chassis from a Frame* on page 110 is recommended.

4. Determine the slot location of the PCI card to be removed using the T1000 AS PCI slots label located on the left rear of the of the chassis.

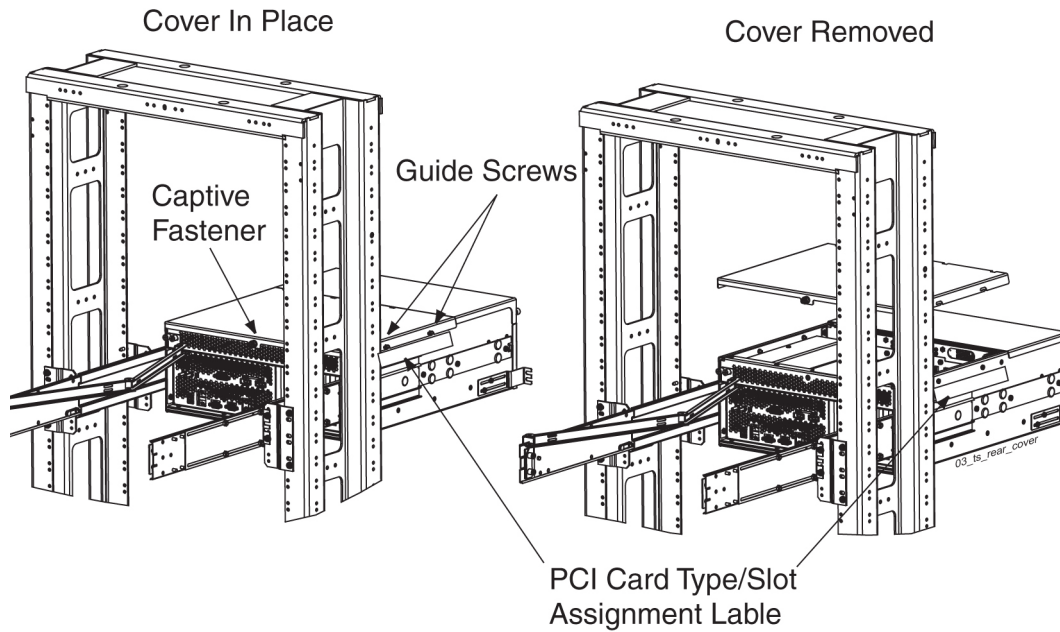
See *Figure 84: Chassis Rear Cover Views.* on page 133.

Note: Each T1000 AS chassis has a unique PCI configuration label listing card types and slot arrangements.

5. From the rear of the frame remove any cables attached to the PCI card to be removed.
6. From the rear of the chassis remove the rear top cover.
 - a) First loosen the four screws in the guide slots on both sides of the rear top cover.
 - b) Unscrew the captive fastener at the rear of the cover until it releases.
 - c) Pull the cover toward the rear until the screws are clear of the guide slots then lift up.

See *Figure 84: Chassis Rear Cover Views.* on page 133.

Figure 84: Chassis Rear Cover Views.



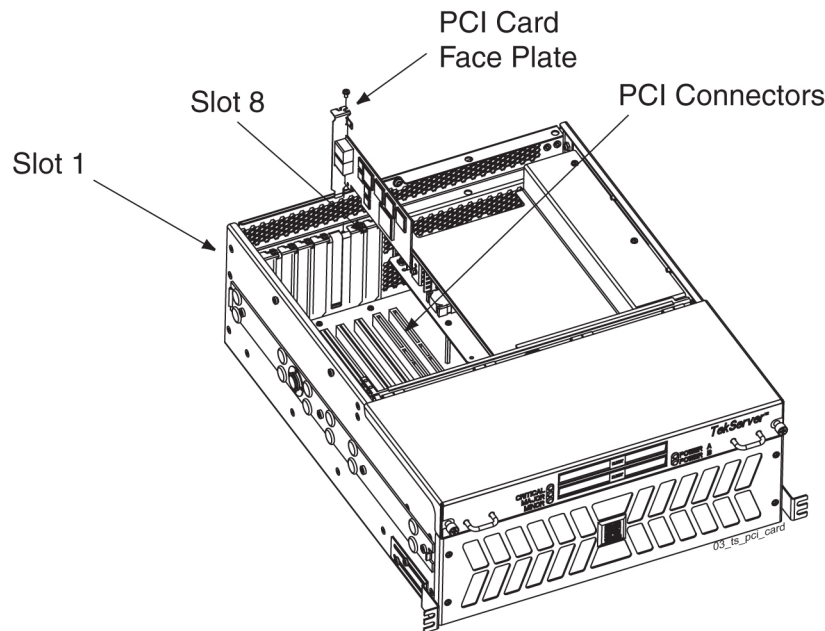
- Using a #1 Phillips screwdriver remove the retention screw located at the top of the PCI faceplate.

Note: If a PCI card is being added, remove the PCI filler plate. When adding or removing cards apply the correct label to the PCI configuration label. Labels are shipped with PCI cards indicating card type and CLEI code.

- Remove the PCI card by grasping with both hands and lifting until the card is disconnected from the card connector.

See [Figure 85: PCI Cards and Slot Assignments](#) on page 134.

Figure 85: PCI Cards and Slot Assignments



9. Place the card in an approved ESD storage bag or container.
10. Store the card for later return or other disposition.

Note: If PCI cards are to be discarded they must be scrapped in accordance with accepted environmental recycling procedures.
11. Remove the replacement PCI card from the ESD container.
12. Inspect the replacement PCI card for damage and correct card type.

Make sure the replacement card has the same information on the inventory label as the card that was removed. Card labels are located on the side of the card (see [Figure 82: PCI Card Part Label](#) on page 132).
13. Insert the replacement PCI card into the correct card connector by grasping with both hands and pressing firmly down while maintaining alignment with the connector.

Note: When inserting full-length PCI cards align with the correct slot guide on the bulkhead toward the front of the chassis.
14. Using a #1 Phillips screwdriver replace the retention screw located at the top of the PCI faceplate.
15. From the rear of the frame attach the cable to the PCI card.
16. Do one of the following:
 - a) If this procedure is being performed to replace a failed PCI card, skip to the next step.
 - b) If this procedure is being performed to move PCI cards from a failed T1000 AS chassis to the replacement T1000 AS chassis, repeat [Step 4](#) on page 133 through [Step 15](#) on page 135 for each PCI card to be moved.
17. Replace the rear cover on the T1000 AS chassis.

Slide the guide slots over and past the screws loosened in [Step 6](#) on page 133.
18. Tighten the four guide screws attaching the rear top cover to the T1000 AS chassis.
19. Tighten the captive fastener at the rear of the cover.
20. Close the chassis top cover.
21. Tighten the captive screws to secure the top cover.
22. Do one of the following:
 - a) If this procedure is being performed to move PCI cards from a failed T1000 AS chassis to the replacement T1000 AS chassis, skip to the next step.
 - b) If this procedure is being performed to replace a failed PCI card, do the following:
 - Attach the label that was received with the replacement PCI card on the appropriate section of the PCI card label located on the left side of the T1000 AS chassis (for a diagram of the label, see [Figure 83: PCI Slots Label](#) on page 132; for placement of this label on the T1000 AS chassis, see [Figure 7: T1000 AS Chassis Label Locations](#) on page 22).
 - Return the failed PCI card to Tekelec, using the shipping container in which the replacement PCI card was received. Arrange the return shipment by using the procedures described in [Repair and Return Shipping Instructions](#) on page 12.
23. This procedure is complete.

How to Replace a T1000 AS Chassis FRU

Replacing a T1000 AS chassis requires that the slide assemblies be removed from the failed chassis and attached to the replacement chassis. A replacement chassis always contains fan assemblies and a removable media disk drive assembly. However, it does not contain replacement PCI cards or hard disk drives unless those parts are specified to be replaced when the Return Material Authorization (RMA) is obtained.

Usually, when a T1000 AS chassis needs to be replaced, the PCI cards and hard disk drive assemblies are removed from the failed T1000 AS chassis and placed in the replacement chassis. It is recommended that the slide assemblies be attached to the replacement chassis, using the procedure in this section, before moving the PCI cards and hard disk drive assemblies.

Note: To view a video (with sound) that shows some steps of the following procedure, [click here](#). For personnel safety and to protect equipment and data, be sure to read all the steps in the following procedure. For more information about how to view this video, see [Where to Find Other Information](#) on page 3.

Use the following procedure when Tekelec [Customer Care Center](#) on page 7 has determined that the T1000 AS chassis needs to be replaced.

1. Ensure that the following have been done:
 - a) An RMA has been obtained (see [Repair and Return Shipping Instructions](#) on page 12); for information about the part numbers to be supplied, see [T1000 AS Chassis Part Number Information](#) on page 26.
 - b) A spare part is available
2. Inspect the unit and shipping container for indications of damage.
If damage is noted, contact the site supervisor or report damage to the carrier.
3. Inventory the material in the shipping container and notify the site supervisor or Tekelec Production Control of any discrepancies.



WARNING: Observe proper ESD procedures when handling the T1000 AS chassis. Always wear an ESD wrist strap connected to a grounded bench or frame.

4. Unpack the T1000 AS chassis from the shipping container and place the unit on a secure workbench that is grounded for ESD protection.

Save the container and packing material for use in [Step 9](#) on page 137.



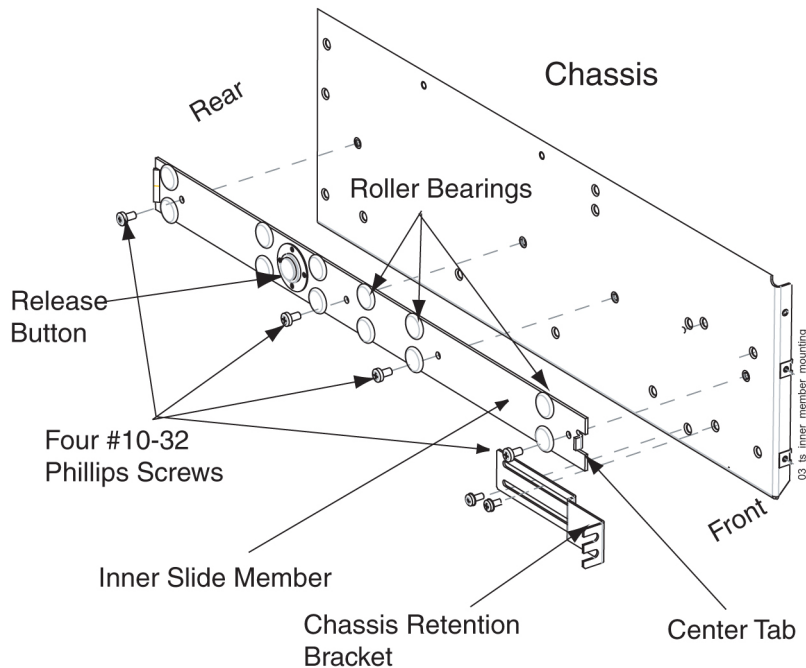
WARNING: This procedure CANNOT be performed while the T1000 AS chassis is powered on. Never power OFF a T1000 AS chassis until the application software and platform operating system (OS) are shut down. If possible, use the procedures in the application manual for a “soft shutdown.” If the application interface is not operating or is not accessible, a hard shutdown (turning OFF the breakers) is sometimes required. Contact Tekelec [Customer Care Center](#) on page 7 before doing a hard shutdown.

5. Remove the failed T1000 AS chassis from the frame using [How to Remove T1000 AS Chassis from a Frame](#) on page 110.

6. Using a Phillips screwdriver remove, the four # 10-32 screws that attach each inner slide member to the chassis and set the slide members aside.

Note: Observe the orientation of the inner slide members with the roller bearings outward and the center tabs toward the front of the chassis. The inner slide members are attached to the replacement T1000 AS chassis in [Step 7](#) on page 137.

Figure 86: Left Slide Member Mounting



7. Attach inner slide members on both sides of the replacement T1000 AS chassis with four # 10-32 Phillips screws each.
Orient the inner slide members with the roller bearings outward and the center tabs toward the front of the T1000 AS chassis. See [Figure 86: Left Slide Member Mounting](#) on page 137.
 8. If the hard disk drives and/or PCI cards from the failed T1000 AS chassis need to be moved to the replacement chassis, perform either or both of the following procedures:
 - a) [How to Replace Hard Disk Drive Assemblies](#) on page 121
 - b) [How to Replace PCI Cards](#) on page 131
 9. If requested, return the failed T1000 AS chassis to Tekelec.
Arrange the return shipment by using the procedures in [Hardware Repair and Return](#) on page 11
 10. This procedure is complete.
- Next, perform [How to Return a T1000 AS Chassis to the Frame](#) on page 114.

Appendix

A

T1000 AS Hardware Feature Information

Topics:

- *Introduction.....140*
- *Hardware Components.....140*
- *Interfaces.....140*
- *Electrical Features.....142*
- *Mechanical Design.....142*
- *T1000 AS Diagnostics.....144*

This chapter provides additional information about the base configuration hardware features of the T1000 AS hardware system.

Introduction

This appendix provides additional information about the Tekelec 1000 Application Server (T1000 AS) hardware features. For an overview of T1000 AS hardware features, see [T1000 AS Hardware System Overview](#) on page 41.

Hardware Components

The Tekelec 1000 platform offers the following standard hardware components:

- Intel® E7501 chipset
- Dual Intel Pentium® 4 Xeon™ processors
- Redundant BIOS architecture
- 266-MHz DDR RAM, registered, with ECC and Chipkill(TM) support
- 533 megahertz (MHz) processor bus speed
- Light Emitting Diode (LED) diagnostic display
- Battery-backed real-time clock
- Hardware monitors that read and report:
 - Supply, battery, and core voltages
 - Fan speed inputs
 - Ambient and processor temperatures
- E1/T1 composite clock signals
- Four devices for storage media (for example, hard disk drives and CD-RW/DVD ROMs) for internally supporting persistent storage

In addition, the Tekelec 1000 platform has a variety of internal and external interfaces, as described in [Interfaces](#) on page 140 .

Interfaces

The Tekelec 1000 platform includes interfaces for accommodating expansion, control and configuration, network connectivity, and peripheral support.

- [Table 9: Basic Interfaces](#) on page 141 shows the basic interfaces supplied to all implementations that use the T1000 AS platform.
- [Table 10: Optional Interfaces \(on PCI Cards\)](#) on page 141 shows additional interface types that can be added, using PCI cards, depending on product application.

Table 9: Basic Interfaces

Interface	Description
PCI Slots	Eight Peripheral Computing Interface (PCI) expansion slots can accommodate Tekelec-designed or commercial-off-the-shelf (COTS) expansion modules.
Serial interface	A standard RS-232D serial interface is usually used for connecting to other servers. However, this connection can be disconnected so that a terminal can be connected to perform error recovery or system upgrade. Additional serial interfaces can be added optionally (see Table 10: Optional Interfaces (on PCI Cards) on page 141).
USB ports	Four Universal Serial Bus (USB) ports to support direct connectivity to peripherals, including keyboard and mouse. The USB ports are accessible as follows: <ul style="list-style-type: none"> • Two from the rear. • Two under the lid.
External timing interface	External timing interface for synchronizing operations with network timing standards, as required for specific configurations. This timing interface may be implemented on Signaling Link modules as applicable.
Video port	Direct connection to standard video graphic array (VGA) color monitors for applications that require direct workstation connectivity.

Table 10: Optional Interfaces (on PCI Cards)

Interface	Description
Dial-up access	An internal modem for remote dial-up access for troubleshooting and provisioning purposes.
Ethernet	The Tekelec 1000 platform can support Ethernet ports of 10Mbps, 100Mbps, or 1Gb operation as needed for specific product configurations. Each PCI slot can support a qualified Ethernet card that can support two Ethernet ports (although it is not typical that all PCI slots contain Ethernet cards).
Serial	PCI cards that supply additional serial interfaces can be added to the T1000 AS platform. These serial interfaces are used to connect to other servers located in the same frame.

Electrical Features

The Tekelec 1000 platform offers the following standard electrical features:

- Operates from -48 VDC +/- 5% power input according to Network Equipment Building System (NEBS) requirements in accordance with typical telecommunications applications
- Includes short-circuit protections and safety precautions in accordance with common standards

Mechanical Design

The Tekelec 1000 mechanical design meets all applicable NEBS requirements and is designed to protect all of the active components. The design has efficient component cooling using low-impedance air paths, and its compact size allows multiple units to be configured in a frame with zero top and bottom clearance when stacked.

Mechanical Maintenance Features

The Tekelec 1000 hardware has been designed for easy maintenance. The following components are field-replaceable units (FRUs):

- Fans
- Fan filters
- Disk drives (located on the removable lid)
- CD/DVD drive assemblies (located on the removable lid)
- Peripheral Component Interconnect (PCI) cards
- Complete T1000 AS Chassis

The fans, filters, and disk drives have lower mean time between failures (MTBF) and can be easily replaced, so they have been grouped together. The fans and fan filters are grouped in the front panel (for more information, see [Fans, Fan Trays, and Air Filters](#) on page 143). The disk drives are located in the removable lid (for more information, see [Component Access Front Lid](#) on page 143). The PCI cards are located at the rear of the T1000 AS chassis and plug into the main board.

All other components, which are less likely to fail and are more difficult to replace, are located in the Tekelec 1000 main unit. If one of the components in the main unit fails, the hard disk drive assemblies (preserving the data which is stored on the hard disk drives in the lid) can be removed from the failed chassis and installed in the replacement chassis.

Note:

Use the procedures in [Field Replaceable Units](#) on page 103 when removing or replacing FRUs. Always perform a soft shutdown of the T1000 AS chassis before switching OFF both circuit breakers supplying redundant power. For more information about troubleshooting systems and performing soft shutdowns, see the appropriate maintenance manual for the application.

Component Access Front Lid

The Tekelec 1000 platform has a hinged lid at the front that is locked in place by captive screws during normal operation. This lid allows access to the fan trays, BIOS select switch, reset button, and two USB ports that are located under the lid. The front lid also has the following features:

- Light emitting diode (LED) alarm indicators, mounted to the front surface of the lid.
- Space for routing and strain relief of cables to the media device, LEDs, and fan trays.
- Constant torque hinges, which are a safety feature to protect the attached components from shock by preventing sudden closure of the lid.
- The following devices, mounted to the bottom side:
 - Two 3.5 disk drives (HDD) mounted separately. Each HDD is mounted to a bracket. This assembly is then mounted to the front lid.
 - Two slimline drives (for removable media devices) and drive adapter board, mounted together with a dual CD-RW/DVD ROM bracket. These assemblies are then mounted to the front lid.

For both these assemblies, non-conducting stand-offs are used to isolate the assembly from the lid to maintain isolation between chassis ground and logic ground. The metal parts of the media devices are at logic ground due to the construction methods.

Fans, Fan Trays, and Air Filters

The Tekelec 1000 platform has two fan trays to provide a redundant air source. This enables the system to run with a single fan failure and allows for replacement of a fan tray while the Tekelec 1000 platform is operational. The fan trays are mounted in the Tekelec 1000 platform with captive hardware.

The fans have a tachometer output that is monitored by the platform software. If a fan fails, the platform software generates an alarm. All Tekelec 1000 internal cables are routed for minimal impact to airflow.

The fan tray front support provides the mounting locations for the fan tray and provides mounting for guides that facilitate the insertion and removal of the fan trays. The fan tray front support also is part of the retaining component for the air filter and provides finger protection from the spinning fan blades during air filter replacement.

The front fascia attaches to the front of the Tekelec 1000 platform with four $\frac{1}{4}$ turn fasteners. It is the air inlet cover and also serves to retain the air filter. The fascia can be removed for air filter replacement while the drive is still mounted in the frame. Finger guards between the filter and the fan assemblies located behind it allow removal of the filter while the T1000 AS chassis is in operation.

The air filter is a disposable assembly and one of the field replaceable units (FRUs). The filter material is held in an aluminum frame for ease of handling. Recommended replacement interval for the filters is monthly or more frequently depending on the operating environment.

Tekelec 1000 Main Board

The main board has eight PCI card slots. PCI cards are plugged directly into the main board, and the PCI cards bulkhead panels are fixed to the Rear I/O Panel with screws. Slots one through six

support full length (12.283 inch) PCI cards, slots seven and eight support cards 6.875 inches long, or less.

T1000 AS Diagnostics

All components that comprise the Tekelec 1000 platform are designed for testability to ensure that operational status can be accurately determined and that appropriate levels of fault detection and isolation are possible with a minimum of effort.

The following levels of diagnostics are provided:

1. Power-On Self Test (POST) diagnostics run once at start-up to determine whether all required devices are installed and functional. POST can also be run by Tekelec [Customer Care Center](#) on page 7 to verify that the Tekelec 1000 platform is operational.
2. Online diagnostics actively monitor the health of a running Tekelec 1000 platform. When online diagnostics encounter a problem, an alarm is raised and front panel light-emitting diodes (LEDs) are illuminated to indicate a problem. Online diagnostics can be run while maintaining in-service operation of node. Individual links undergoing tests will be out-of-service.
3. Offline diagnostics can be used by Tekelec [Customer Care Center](#) on page 7 to detect system hardware problems that POST cannot detect. Offline diagnostics can also provide load simulation and stress testing

Diagnostics enable troubleshooting of installed systems by verifying:

- Operational capability of Field Replaceable Units (FRU).
 - Operational status of peripheral system components (such as cables and connectors) through automated testing initiated by FRU components. Examples are loop-back and Bit Error Rate Test (BERT) tests.

Appendix B

ELAP or EPAP Network Integration

Topics:

- *Introduction.....146*
- *Network Overview.....146*
- *Customer-Supplied Information.....147*
- *IP Address Assignment.....148*
- *Netmask and Broadcast.....150*
- *Network Interface Functions.....151*
- *Network Assumptions.....152*
- *Network Configuration.....153*
- *Firewall and Router Filtering Considerations.....153*
- *Serial Communication.....155*

This chapter provides network integration information for the Multi-Purpose Server (MPS) systems.

Introduction

The MPS platform can be configured as an EAGLE Local Number Portability (ELAP) or EAGLE Provisioning Application Processor (EPAP) server. The MPS platform can be a Netra-based ELAP system or an ELAP/EPAP system based on the Tekelec 1000 Application Server (T1000 AS) or the Tekelec 1100 Application Server (T1100 AS).

The MPS provides an interface between the customer provisioning network and the EAGLE 5 ISS Database Service Module (DSM) cards. As the customer's data is updated, the MPS stores the data and updates the DSM cards. An MPS is usually co-located with an EAGLE 5 ISS. If you need to install an MPS at a distance from the EAGLE 5 ISS, contact your [Customer Care Center](#) on page 7 for assistance.

Network Overview

ELAP and EPAP provide network connections to allow interaction with DSMs, other MPS Servers, and the remote provisioning system. There are four network connections. [Figure 87: MPS Network Connections, Netra](#) on page 146 and [Figure 88: MPS Network Connections, T1000 AS, T1000 AS](#) on page 147 illustrate the networks and how they are connected.

All networks, except the provisioning network, use internal connections in the MPS. Only the provisioning network connects to the customer's network. The Ethernet interfaces are -10/100BaseT for Netra-based systems and Gigabit for T1000 AS or T1000 AS-based systems. All networks use TCP/IP and UDP/IP as the transport protocol.

- The provisioning network uses the Ethernet interface that typically connects to an external wide area network (WAN). This interface provides connectivity to the remote MPS system, an LSMS, or to a customer-provided provisioning system.
- The main DSM Network uses the Ethernet interface that connects to the primary network port on all DSM cards. This network has sufficient capacity to support up to 25 DSMs. The primary port on all DSM cards runs at 100BaseT.
- The backup DSM Network uses the Ethernet interface that connects to the backup network port on all DSM cards. This network has sufficient capacity to support up to 25 DSMs. The backup port on all DSM cards runs at 10BaseT.
- The Synchronization Network uses the Ethernet interface that is on private LAN segment. This interface provides direct connectivity between MPS A and MPS B. IP addresses on this network are also used to provide remote dial up Point-to-Point Protocol (PPP) access (two IP addresses are reserved for the upper MPS and two IP addresses are reserved for the lower MPS.). Both systems are configured for PPP access.

Figure 87: MPS Network Connections, Netra

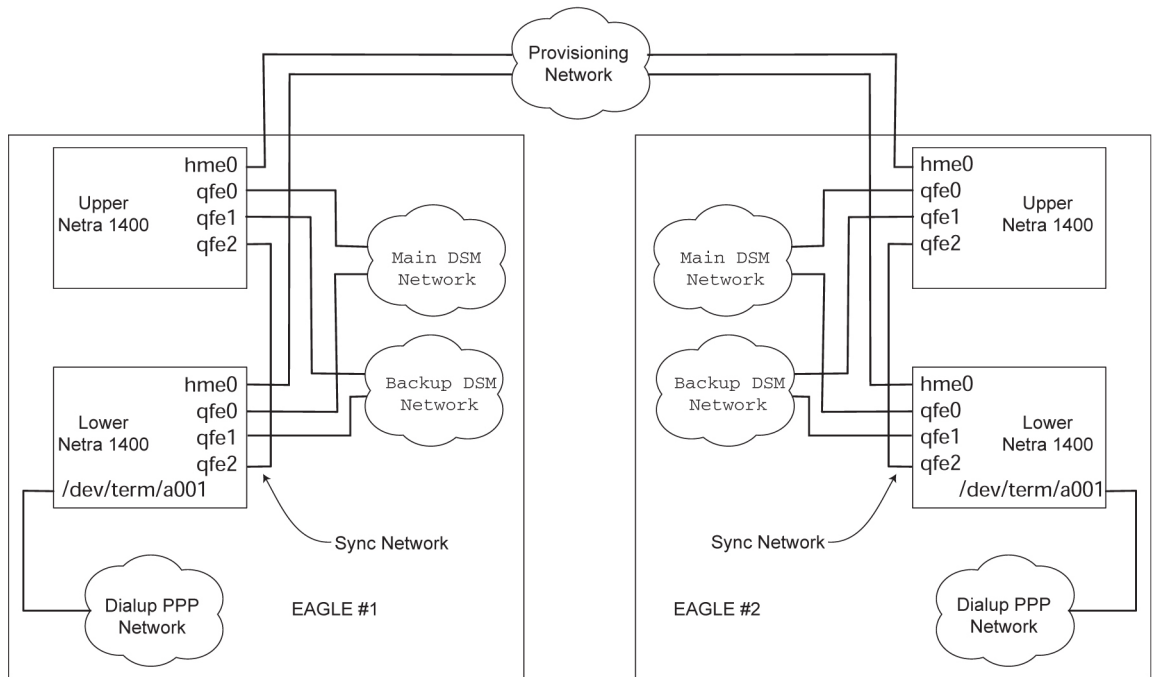
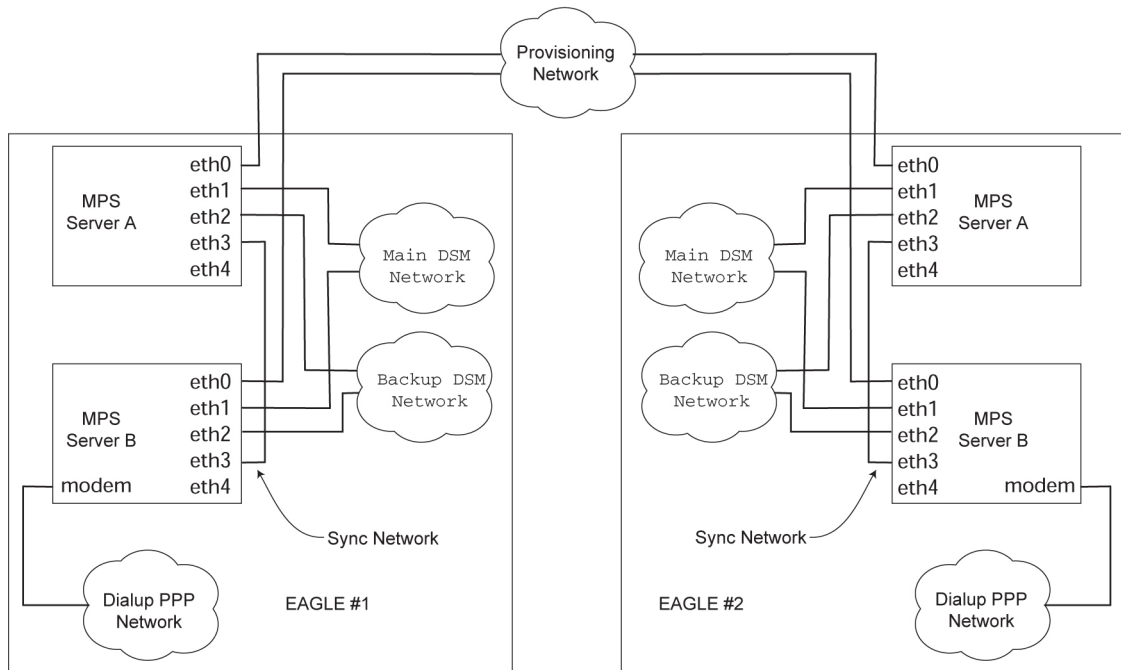


Figure 88: MPS Network Connections, T1000 AS, T1000 AS



Customer-Supplied Information

The customer's network administrator provides the following information:

1. Two IP addresses on the provisioning network
2. Netmask of the provisioning network
3. Default router on the provisioning network

IP Address Assignment

The provisioning network requires two IP addresses, one for each MPS Server. The IP addresses are provided by the customer network administrator.

The main DSM Network, the backup DSM Network and the Synchronization Network addresses are pre-set prior to customer delivery. If there is a conflict in the customer's numbering plan with the pre-set addresses, the pre-set addresses can be changed.

The addresses require private class "C" network addresses as defined in RFC 1597 and RFC 1918. These networks are not routed (not visible to any external networks).

The third octet for each ELAP or EPAP Sync network address is set to .2 as the default. It can be changed if necessary. If you change this octet value, follow the instructions in "Configure ELAP or EPAP Sync Network" in the ELAP Administration Manual or the EPAP Administration Manual.

The fourth octet of the address is selected as follows:

- If the ELAP or EPAP is configured as ELAP A or EPAP A, the fourth octet has a value of 100.
- If the ELAP or EPAP is configured as ELAP B or EPAP B, the fourth octet has a value of 200.

Tekelec recommends that the addresses range between 192.168.1.0 and 192.168.255.0. The netmask of these networks must be 255.255.255.0. [Table 11: IP Address for the DSM Network](#) on page 148 depicts the IP address allocation for the DSM Network.

Table 11: IP Address for the DSM Network

IP Range	Function
xxx.xxx.xxx.1 - xxx.xxx.xxx.25	DSM Interfaces (One IP address per card)
xxx.xxx.xxx.100	MPS Server A IP Address
xxx.xxx.xxx.200	MPS Server B IP Address
xxx.xxx.xxx.210 - xxx.xxx.xxx.215	Local Access IP address (on Backup DMS network)

The same network address range selected for the MPS interfaces must be used when configuring the DSM cards within the EAGLE 5 ISS. [Table 12: IP Address for the Sync Network](#) on page 149 depicts the IP address allocation for the Sync Network.

Table 12: IP Address for the Sync Network

IP Range	Function
zzz.zzz.zzz.100	MPS Server A Ethernet IP Address
zzz.zzz.zzz.101	MPS Server A PPP Modem Address
zzz.zzz.zzz.102	MPS Server A PPP Dial-up Address
zzz.zzz.zzz.201	MPS Server B PPP Modem Address
zzz.zzz.zzz.202	MPS Server B PPP Dial-up Address
zzz.zzz.zzz.200	MPS Server B Ethernet IP Address

The Dialup Point-to-Point Protocol (PPP) Network allows multiple user interface sessions to be established to the ELAP or EPAP from a remote workstation.

The MPS servers are configured for the use of a modem on port a001 on the serial expansion board. The modem connection supports PPP (TCP/IP). With this capability, multiple networked applications can be run across the PPP link at the same time. The remote dial-in serial port configuration is described in [Modems](#) on page 156.

PPP requires two IP addresses to be registered, one to the serial port on the server, and one to the client dialing into the server. These IP addresses are allocated on the Sync network, and will be different for each system.

If the IP address of the Sync network is changed using the ELAP or EPAP user interface menu item, the PPP IP addresses will be updated by the user interface operation at the same time.

[Table 13: EAGLE 5 ISS IP Addresses](#) on page 149 depicts valid sample IP addresses as an example. This example shows three DSM cards in the EAGLE 5 ISS.

Table 13: EAGLE 5 ISS IP Addresses

IP Range	Function
192.168.2.100	MPS Server A Sync IP Address
192.168.2.101	MPS Server A PPP Modem Address
192.168.2.102	MPS Server A PPP Dial-up Address
192.168.2.201	MPS Server B PPP Modem Address
192.168.2.202	MPS Server B PPP Dial-up Address

IP Range	Function
192.168.2.200	MPS Server B Sync IP Address
192.168.122.1	DSM #1 Main DSM Network IP Address
192.168.122.2	DSM #2 Main DSM Network IP Address
192.168.122.3	DSM #3 Main DSM Network IP Address
192.168.122.100	MPS Server A Main DSM Network IP Address
192.168.122.200	MPS Server B Main DSM Network IP Address
192.168.123.1	DSM #1 Backup DSM Network IP Address
192.168.123.2	DSM #2 Backup DSM Network IP Address
192.168.123.3	DSM #3 Backup DSM Network IP Address
192.168.123.100	MPS Server A Backup DSM Network IP Address
192.168.123.200	MPS Server B Backup DSM Network IP Address
192.9.200.22 a	MPS Server A Provisioning DSM Network IP Address
192.9.200.66 a	MPS Server B Provisioning DSM Network IP Address
192.9.200.1 a	Provisioning Network Router (default router)
255.255.255.0 a	Provisioning Network Netmask

^a These addresses are provided by the customer's network administrator.

Netmask and Broadcast

The MPS netmask defaults to that matching the address assigned to each interface. In the event of a class "C" network, the default broadcast address is the interface address ORed with a mask of x000000FF. For example, an IP address of 192.168.89.40 would have a broadcast address of 192.168.89.255. Only the netmask on the Provisioning network can be changed.

Network Interface Functions

Table 14: Interface Functions Required for MPS on page 151 shows the interface functions required for MPS and the assignment to interfaces.

Table 14: Interface Functions Required for MPS

Interface Function	Protocol	Speed Netra Tekserver	Assigned to (Netra/Tekserver)	Assigned to (Netra/Tekserver)
Connection to Provisioning Network *	TCP/IP	10/100BaseT Gigabit	MPS Server A (hme0 port/interface eth0)	MPS Server A (hme0 port/interface eth0)
Connection to Provisioning Network *	TCP/IP	10/100BaseT Gigabit	MPS Server B (hme0 port/interface eth0)	MPS Server B (hme0 port/interface eth0)
Dial-up PPP server on Sync Network	TCP/IP	PPP modem	MPS Server A PPP serial port (ipdptp0)	MPS Server A PPP serial port (ipdptp0)
Dial-up PPP server on Sync Network	TCP/IP	PPP modem	MPS Server A Client PPP serial port	MPS Server A Client PPP serial port
Dial-up PPP server on Sync Network	TCP/IP	PPP modem	MPS Server B PPP serial port (ipdptp0)	MPS Server B PPP serial port (ipdptp0)
Dial-up PPP server on Sync Network	TCP/IP	PPP modem	MPS Server B Client PPP serial port	MPS Server B Client PPP serial port
Main DSM Network	TCP/IP	10/100BaseT Gigabit	MPS Server A (qfe0 port/interface eth1)	MPS Server A (qfe0 port/interface eth1)

Interface Function	Protocol	Speed Netra Tekserver	Assigned to (Netra/Tekserver)	Assigned to (Netra/Tekserver)
Main DSM Network	TCP/IP	10/100BaseT Gigabitt	MPS Server B (qfe0 port/interface eth1)	MPS Server B (qfe0 port interface eth1)
Backup DSM Network	TCP/IP	10/100BaseT Gigabitt	MPS Server A (qfe1 port/interface eth2)	MPS Server A (qfe1 port/interface eth2)
Backup DSM Network	TCP/IP	10/100BaseT Gigabitt	MPS Server B (qfe1 port/interface eth2)	MPS Server B (qfe1 port/interface eth2)
Sync Network	TCP/IP	10/100BaseT Gigabitt	MPS Server A (qfe2 port/interface eth3)	MPS Server A (qfe2 port/interface eth3)
Sync Network	TCP/IP	10/100BaseT Gigabitt	MPS Server B (qfe2 port/interface eth3)	MPS Server B (qfe2 port/interface eth3)

* These are generally visible outside of the immediate MPS area and they will pass through routers and firewalls

Network Assumptions

The MPS network route and gateway implementation conforms to the following:

- Four individual networks are required. Three of these networks are internal to the MPS system and should not need to be changed.
- MPS is configured to listen for Routing Information Protocol (RIP) broadcasts but does not send out any routing updates.
- Individual interfaces are configured with default IP addresses at the time of EPAP or ELAP initialization. IP addresses are assigned as part of the manufacturing procedure and can be

changed at initialization if required. See [Network Configuration](#) on page 153 to implement a change.

- No use of virtual LANs, custom subnets, or other routing parameters are used that could conflict with the customer network.
- Matching of the interfaces to the external destinations is implemented using a default route.

Network Configuration

DSM and Sync Network addresses are configured to default values at EPAP or ELAP initialization and should not need to be changed. If they need to be changed for any reason, refer to sections “Network Connection” and “Configuration Menu” in the *ELAP Administration Manual* or *EPAP Administration Manual* included in your current *Documentation Suite*.

The provisioning network addresses are configured using the ELAP or EPAP user interface configuration menu; refer to “Configuration Menu” in the *ELAP Administration Manual* or *EPAP Administration Manual*.

Firewall and Router Filtering Considerations

If a firewall is installed in the provisioning network between the MPS systems or between the MPS system(s) and the provisioning system, it must be configured to allow selected traffic to pass.

Firewall protocol filtering for the various interfaces is defined in [Table 15: Interface Functions Required for MPS](#) on page 153 from the perspective of each MPS.

Table 15: Interface Functions Required for MPS

Interface	IP Port	Use	In bound	Out bound	MPS Application
To Provisioning Network Netra: 10/BaseT (hme0) Tekserver: Gigabit (eth0)	20	ftp-data ¹ - The customer may need to transfer provisioning data for bulk loading into PDB	yes ¹	yes	EPAP and ELAP
	21	ftp ¹ - Tekelec Customer Service may need to ftp	yes ¹	yes	EPAP and ELAP

Interface	IP Port	Use	In bound	Out bound	MPS Application
		software to MPS in recovery situations			
	22	TCP (ssh) - ssh connections use TCP	yes ²	yes	EPAP and ELAP
	23	telnet - needed by customer or Tekelec customer service	Yes	Yes	EPAP and ELAP
	123	NTP - needed for time-sync	Yes	Yes	EPAP and ELAP
	80	Apache - needed for ExAP Web-based GUI	Yes	No	EPAP and ELAP
	8001 ³	SuEXEC - needed by ExAP Web-based GUI	Yes	No	EPAP and ELAP
	8473 ³	GUI server - needed by ExAP Web-based GUI	Yes	Yes	EPAP and ELAP
	5871-5873 ³	Provisioning data to the EPAP	Yes	No	EPAP only
	5874	Provisioning data to the EPAP	Yes	Yes	EPAP only

Interface	IP Port	Use	In bound	Out bound	MPS Application
	5019	Versant Fault Tolerant Server - EPAP database mgmt system	Yes	Yes	EPAP only
	9696	PDBA - PDB application messages the provisioning data	Yes	Yes	EPAP only
	1030 ³	LSMS Bulk Download and High Speed Audit	Yes	Yes	ELAP only
	7483 ³	LSMS Provisioning Data	Yes	Yes	ELAP only
	9691	Watcher Port (diagnostics)	Yes	Yes	ELAP only

1. FTP data is normally received from the customer's Provisioning System. This assumes the firewall automatically opens the high numbered return port (the default behavior of firewalls like Firewall-1). If using a basic packet filtering router, contact the [Customer Care Center](#) on page 7.
2. The two-way TCP communication channel endpoints are the port number 22 and the Server spawned random port value.
3. These ports are configurable via the configuration menus of the ELAP and EPAP software. See "Configuration Menu" in the *ELAP Administration Manual* or *EPAP Administration Manual* for more information.

Serial Communication

Each MPS server has two onboard serial ports. Serial port A is the Console port and serial port B is connected by a null-modem cable to serial port A on the mate

MPS server. The lower ELAP or EPAP server is configured with an additional 8 serial ports in a multiport PCI serial port card.

Table 16: Serial Port Assignments for MPS Servers A and B on page 156 depicts the Serial Port assignments for MPS Servers A and B

Table 16: Serial Port Assignments for MPS Servers A and B

MPS Server	Serial Port Name	Serial Port Use
A	ttya ttyb	Console MPS Server B Console monitor
B	ttya ttyb term/a000 term/a001 term/a002 term/a003 term/a004 term/a005 term/a006 term/a007	Console MPS Server A Console monitor Connection for local provisioning terminal Dial in modem connection Connection to EAGLE for EAGLE testing/configuration Used to monitor upper power distribution panel Used to monitor lower power distribution panel Reserved, currently configured for local provisioning terminal Reserved, currently configured for local provisioning terminal Reserved, currently configured for local provisioning terminal

Modems

Dial-in Capability

MPS Server B is configured for a modem on port a001 on the 8-Port Connector Box and supports PPP (TCP/IP). With this capability, multiple networked applications can run across the PPP link simultaneously. PPP also requires two IP addresses to be registered, one to the serial port on the server, and one to be assigned to the client dialing into the server. These IP addresses are allocated on the synchronization network.

The remote dial-in serial port will be configured as follows:

- Hardware flow control (RTS/CTS)
- 38400 bps port speed
- 8-bit data
- No parity

If the remote dial-in serial port is not functional at one EAGLE 5 ISS site, dialing into the remote EAGLE 5 ISS site and connecting back to the functional MPS at the failed EAGLE 5 ISS site will allow remote recovery.

Modem Configuration

To simplify configuring the modem to the setting described in the previous section ([Dial-in Capability](#) on page 156), use the script

```
/opt/TKLClplat/bin/modem_setup. (also can be executed from Application GUI)
```

This script supports five modems:

- Motorola V.3600
- US Robotics X2 Sportster External
- US Robotics V.90 Sportster External
- Multitech MT5634ZBA (no long supported)
- 3Com US Robotics Courier 56k V-Everything

Note: This script does NOT support any other modems.

Set up the modem using this script with the following procedure.

1. Attach the modem to MPS server B, port a001 of the serial expansion board using an appropriate cable.
(This cable must be wired straight through, all 25 pins wired.)
2. Apply power to the modem.
3. Run the script from a user shell account on MPS server B, such as epapdev or elapdev.

Here is a sample execution of the script:

```
$ /opt/TKLClplat/bin/modem_setup tmodem
connected
Setting up Motorola V.3600 modem.
Done setting up Motorola modem.
```

Printers

Printers are not supported on the MPS systems.

Tip Utility (EAGLE Only)

On MPS Server B, the UNIX tip utility is also used to connect an MPS Server to the EAGLE 5 ISS attached to serial port a002. A tip utility can be opened using the Connect to EAGLE MMI

Port menu item in the debug menu of the ELAP or EPAP user interface. Use the tip command, "Return ~." to drop the connection and exit.

VT100 Ports

On MPS Server B, serial ports a000 and a005-a007 are configured as VT100 login ports for use with a standard EAGLE 5 ISS VT520 terminal. The configuration is 9600 baud, 8-bit data, and no parity. Ports a005-a007 are reserved for future use.

Platform Security

The EPAP and ELAP platform uses Secure Shell (ssh) for platform security. The Ssh protocol uses public-key encryption and does not pass passwords in clear text

Glossary

A

AC	Alternating Current Application Context Authentication Center
AE	Application Entity
ANSI	American National Standards Institute An organization that administers and coordinates the U.S. voluntary standardization and conformity assessment system. ANSI develops and publishes standards. ANSI is a non-commercial, non-government organization which is funded by more than 1000 corporations, professional bodies, and enterprises.
AS	Application Server A logical entity serving a specific Routing Key. An example of an Application Server is a virtual switch element handling all call processing for a unique range of PSTN trunks, identified by an SS7 DPC/OPC/CIC_range. Another example is a virtual database element, handling all HLR transactions for a particular SS7 DPC/OPC/SCCP_SSN combination. The AS contains a set of one or more unique Application Server Processes, of which one or more normally is actively processing traffic.

B

B

BATT	Battery, including power supply cable.
BERT	Bit Error Rate Test
BIOS	Basic Input-Output System
BP	Board Prom

C

CD	Carrier Detect Compact Disk
COTS	Commercial Off-the-Shelf
CTS	Clear to Send

D

Database	All data that can be administered by the user, including cards, destination point codes, gateway screening tables, global title translation tables, links, LNP services, LNP service providers, location routing numbers, routes, shelves, subsystem applications, and 10 digit telephone numbers.
DC	Direct Current
DMS	Disk Management System
DO	Derived Object
DS1	Digital Signal Level-1 (1.544Mbits/sec)

D

A widely used standard in telecommunications in North America and Japan to transmit voice and data between devices. The data transmitted over a physical T1 line.

DSM

Database Service Module.

The DSM provides large capacity SCCP/database functionality. The DSM is an application card that supports network specific functions such as EAGLE Provisioning Application Processor (EPAP), Global System for Mobile Communications (GSM), EAGLE Local Number Portability (ELAP), and interface to Local Service Management System (LSMS).

DVD

Digital Versatile Disk

E

E1

The European equivalent of T1 that transmits digital data over a telephone network at 2.048 Mbps.

ECC

Error Correction Coded

ELAP

EAGLE Local Number Portability Application Processor

EMC

Electro-Magnetic Compatibility

EOAP

Embedded Operation Support System Applications Processor
Also, Enhanced OSS Application Process.

E

EPAP EAGLE Provisioning Application Processor

ESD Electro-Static Discharge

F

FRU Field Replaceable Unit
A circuit board or part that can be quickly and easily removed and replaced by the user or by a technician without having to send the entire product or system to a repair facility.

FTP File Transfer Protocol
A client-server protocol that allows a user on one computer to transfer files to and from another computer over a TCP/IP network.

G

GUI Graphical User Interface
The term given to that set of items and facilities which provide the user with a graphic means for manipulating screen data rather than being limited to character based commands.

H

HDD Hard Disk Drive

I

IEC International Escape Code

IP Internet Protocol
IP specifies the format of packets, also called datagrams, and the addressing scheme. The network layer for the TCP/IP protocol suite

I

widely used on Ethernet networks, defined in STD 5, RFC 791. IP is a connectionless, best-effort packet switching protocol. It provides packet routing, fragmentation and re-assembly through the data link layer.

IP Address

The location of a device on a TCP/IP network. The IP Address is a number in dotted decimal notation which looks something like [192.168.1.1].

L

LAN

Local Area Network

A private data network in which serial transmission is used for direct data communication among data stations located in the same proximate location. LAN uses coax cable, twisted pair, or multimode fiber.

See also STP LAN.

LED

Light Emitting Diode

An electrical device that glows a particular color when a specified voltage is applied to it.

LSMS

Local Service Management System

M

MHz

Megahertz

MMI

Man-Machine Interface

MPS

Multi-Purpose Server

The Multi-Purpose Server provides database/reload functionality and

M

a variety of high capacity/high speed offboard database functions for applications. The MPS resides in the General Purpose Frame.

MTBF Mean Time Between Failures

N

NC Network Cluster
Network Code

NEBS Network Equipment Building Systems

NTP Network Time Protocol

O

OS Operations Systems

P

PCI Peripheral Component Interface
Point Code International
Protocol Control Information
Peripheral Component Interconnect

PDB Provisioning Database

PDBA Provisioning Database Application

There are two Provisioning Database Applications (PDBAs), one in EPAP A on each EAGLE 5 ISS. They follow an Active/Standby model. These processes are responsible for updating and maintaining the Provisioning Database (PDB).

P

PDF	Policy Decision Function
POST	Power-On Self Test
PPP	Point-to-Point Protocol
PR	Problem Report

R

RAM	Random Access Memory A type of computer memory that can be accessed randomly; that is, any byte of memory can be accessed without touching the preceding bytes.
RFC	Request for Comment RFCs are standards-track documents, which are official specifications of the Internet protocol suite defined by the Internet Engineering Task Force (IETF) and its steering group the IESG.
RIP	Routing Information Protocol
RMA	Return Material Authorization
ROM	Read Only Memory
RS	Requirement Specification
RTS	Ready to Send Request to Send

S

S

Signaling Link The transmission path connecting the EAGLE 5 ISS to other signaling points in the network and providing access to ANSI SS7 and ITU SS7 network elements. The signaling link is connected to the EAGLE 5 ISS at the link interface module (LIM).

SR Screening Reference

STP Signal Transfer Point

STPs are ultra-reliable, high speed packet switches at the heart of SS7 networks, which terminate all link types except F-links. STPs are nearly always deployed in mated pairs for reliability reasons. Their primary functions are to provide access to SS7 networks and to provide routing of signaling messages within and among signaling networks.

T

T1 Transmission Level 1

A T1 interface terminates or distributes T1 facility signals for the purpose of processing the SS7 signaling links carried by the E1 carrier.

A leased-line connection capable of carrying data at 1,544,000 bits-per-second.

TCP Transfer Control Protocol

TCP/IP Transmission Control Protocol/Internet Protocol

TO Timing Output

U

UDP User Datagram Protocol

UL Underwriters Laboratories

USB Universal Serial Bus

V

VOM Volt Ohm Meter

W

WAN Wide Area Network

Index

8-Port Connector 156

A

AC environment
 power requirements 39
administrator requirements, customer (provisioning) network 147
admonishments, documentation 7
air filter
 replace 117
anchor frame
 for raised floor with support channel 65
 for raised floor with support channel and spring nut 67
 to concrete under raised floor 62
 to slab floor 59
anchoring
 to concrete under raised floor 62
 to raised floor using support channel 65
 to raised floor with support channel and spring nut 67
 to slab floor 59
assignments
 MPS Server serial port 155
availability, documentation 6

C

CAUTION admonishment 7
chalk line 58
checklist, post-installation 99
configuration, Dialup PPP network serial port 156
configuring the modem 157
Connect to Eagle MMI Port menu item 157
connections
 DSM network 146
 EPAP or ELAP Sync network 146
 provisioning (customer) network 146
connections, ELAP and EPAP network 146
crimping tool 89
CSR, See Customer Service Request (CSR)
customer (provisioning) network
 administrator requirements 147
 interface 153
 IP addresses 147
Customer Care Center
 contact information 7
 emergency response 11
Customer Service Request (CSR) 7

Customer Support site
 how to access 6

D

DANGER admonishment 7
DC environment
 power requirements 39
default
 EPAP or ELAP Sync network IP addresses 148
Dialup PPP network
 description 149
 IP addresses 146, 149
 modem 149
 remote dial-in port 149
 serial port configuration 156
documentation 6, 7
 availability, packaging, and updates 6
 Documentation Bulletins 6
 electronic files 6
 locate on Customer Support site 6
 printed 6
 Related Publications 6
 Release Notice 6
drill bit, masonry 57
DSM networks
 connections 146
 IP addresses 148

E

Eagle
 tip utility 157
 VT100 terminal ports 158
 VT520 terminal 158
ear protectors 57
ELAP
 Connect to Eagle MMI Port menu item 157
 network connections 146
 Sync network connection 146
 Sync network IP addresses 148
electric shock 88
electronic files, documentation 6
elevation requirements 35
emergency response, Customer Care Center 11
EPAP
 Connect to Eagle MMI Port menu item 157
 network connections 146
 Sync network IP addresses 148

F

- fan assembly
 - part number label 15, 18
- Field Replaceable Unit 103
- filtering
 - firewall protocol 153
 - router 153
- firewall protocol filtering 153
- floor 37, 57, 58, 59, 62, 65, 67
 - loading 37
 - plan 57
 - slab, anchoring frame 59
- frame 56, 57, 59, 62, 65, 67
 - floor preparation 57
 - template 57
 - unpacking 56
- FRU 103, 105

G

- ground
 - main 91
 - plane 89
 - window 90
- grounding requirements
 - site 37

H

- hard disk drive
 - label 23, 26, 29
 - on part 23, 26, 29
 - part number 23, 26, 29
- heavy duty frame
 - anchoring to concrete under raised floor 62
 - anchoring to raised floor with support channel and spring nut 67
 - anchoring to slab floor 59
 - floor preparation 57
- Htapped 90

I

- inspection, post-installation 99
- installing
 - heavy duty frame 56
- interface
 - customer (provisioning) network 153
 - firewall protocol filtering 153
 - functions, network 151
- inventory
 - additional server 72
- IP addresses
 - default for EPAP or ELAP Sync network 148
 - Dialup PPP network 149

- IP addresses (*continued*)
 - RFC 1597 standard 148
 - RFC 1918 standard 148
- isolator pad 38, 57

L

- label 15, 18, 23, 24, 26, 29
 - fan assembly 15, 18
- locate documentation on Customer Support site 6

M

- main ground 91
- marking
 - cable holes 58
- masking tape 57
- masonry drill-bit 57
- Maximum weight 37
- menu item, ELAP user interface
 - Connect to Eagle MMI Port 157
- menu item, EPAP user interface
 - Connect to Eagle MMI Port 157
- modem for PPP connection 149
- modems supported 157
- MPS Server
 - serial port assignments 155
 - VT100 terminal ports 158
- Multi-Purpose Server 145

N

- network
 - connections, ELAP and EPAP 146
 - customer (provisioning) 146, 147, 153
 - Dialup PPP 149, 156
 - DSM main and backup 146
 - EPAP or ELAP Sync 146
 - interface functions 151
- network, Dialup PPP 149

O

- one-inch diameter hole 58

P

- P/N 690-0131-01 93
- P/N 804-0228-R01 89, 93
- P/N 804-0817-R02 93
- packaging, documentation 6
- part number
 - fan assembly 15, 18
 - hard disk drive 23, 26, 29
 - PCI card 24

Hardware Manual

- PCI card
 - label 24
 - on card 24
 - part number 24
- Point-to-Point Protocol (PPP)
 - for Dialup PPP network 149
 - modem for 149
- port speed 157
- port, remote dial-in 149, 156
- ports
 - assignments, MPS Server serial 155
 - configuration for Dialup PPP serial 156
 - firewall protocol filtering 153
 - VT100 for Eagle VT520 terminal 158
- post-installation inspection 99
- power requirements
 - AC environment 39
 - DC environment 39
 - site 37
- preparation
 - for heavy duty frame 57
- preparing
 - floor for heavy duty frame 57
- printed documentation 6
- protocol
 - filtering, firewall 153
- Protocol, Point-to-Point (PPP) 149
- provisioning (customer) network
 - connection 146
 - interface 153
 - IP addresses 148
 - network 146
- R**
- raised
 - additional preparations 58
 - anchoring frame to concrete under raised floor 62
 - anchoring frame using support channel and spring nut 67
 - anchoring with support channel 65
- raised floor
 - anchor with support channel 65
 - anchor with support channel and spring nut 67
- Related Publications 6
- relative humidity 35
- Release Notice 6
- remote dial-in port 149, 156
- remote dial-in serial port 157
- replace
 - air filter 117
- replacement
 - tools required 105
- requirements
 - customer network administrator 147
- return shipment 14, 120
- RFC 1597 network address standard 148
- RFC 1918 network address standard 148
- risk of electric shock 88
- rotary impact drill 57
- router filtering 153
- S**
- safety glasses 57
- script to configure modems 157
- serial ports
 - Dialup PPP network configuration 156
 - Eagle VT520 terminal 158
 - MPS Server assignments 155
- site requirements
 - grounding and power 37
- slab floor, anchoring frame 59
- space requirements 36
- standard, RFC 1597 address 148
- standard, RFC 1918 address 148
- supported modems 157
- Sync network, EPAP or ELAP
 - connection 146
 - IP addresses 148
- synchronization network 156
- T**
- TAC Regional Support Office 8
- temperature requirements 35
- template, frame 57
- terminal
 - for Dialup PPP network 156
 - VT100 ports for Eagle VT520 terminal 158
- tip utility, Eagle 157
- tools required for FRU replacement 105
- tools, recommended
 - to install heavy duty frame 57
- TOPPLE admonishment 7
- U**
- unpacking frame 56
- updates, documentation 6
- utility, Eagle tip 157
- V**
- vacuum cleaner 57
- VT100 ports for Eagle VT520 terminal 158
- VT520 Eagle terminal 158
- W**
- WARNING admonishment 7

