

# Technical Bulletin CS-06-04

## SVP 100 Server RAM Mismatch



When running a system with multiple SVP-100 servers, each server must have the same amount of RAM. As of 11/14/01 SpectraLink began shipping all SVP-100 servers with 16Mb RAM. Older SVP-100 servers in the field (8Mb) are NOT compatible with the newer 16Mb SVP-100 servers.

There are no memory mismatch issues with SVP-10 servers or SVP-20 servers.

## Description

When running a system with multiple SVP-100 servers, each server must be equipped with the same amount of RAM. When trying to install SVP-100 servers with different RAM (16Mb vs. 8Mb) a RAM mismatch error will appear on both SVP servers. The mismatch will cause the SVP-100 servers to lock up and all phones will be out of service.

## Resolution

All SVP-100 servers are manufactured today with 16Mb of RAM. The 8Mb RAM SVP-100 servers are no longer available. The resolution is to make sure that all SVP-100 servers have the same amount of RAM.

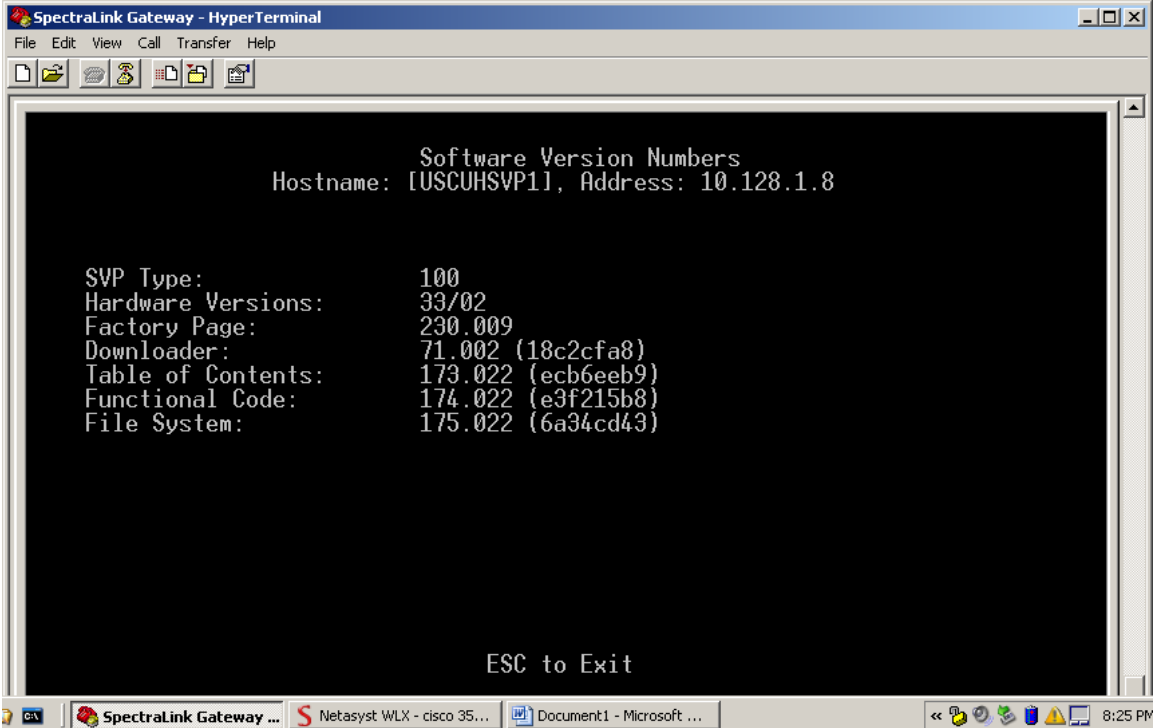
Therefore, to avoid receiving the RAM mismatch error, customers who need to RMA one of their 8Mb SVP-100 servers also needs to RMA their other 8Mb SVP-100 servers to have those all exchanged for 16Mb SVP-100 servers.

Customers who experience the RAM mismatch error in the field must likewise RMA all their 8Mb SVP-100 servers and have then replaced by 16Mb SVP-100 servers.

## Additional Information

There are two ways you can determine if the SVP 100 has 8Mb or 16Mb:

1. On the SVP's "software versions" UI screen, look for the "hardware versions" value; it should be AB/CD, i.e. 33/02. (see screen shot below)
  - a. If B is value 3 then the SVP has 16MB.
  - b. If B has some other value the SVP has 8MB



```
Software Version Numbers
Hostname: [USCUHSVP1], Address: 10.128.1.8

SVP Type:          100
Hardware Versions: 33/02
Factory Page:      230.009
Downloader:         71.002 (18c2cfa8)
Table of Contents: 173.022 (ecb6eeb9)
Functional Code:    174.022 (e3f215b8)
File System:        175.022 (6a34cd43)

ESC to Exit
```

2. The amount of RAM a SVP 100 has can also be determined without booting it up but the unit itself has to be physically opened. Once opened look for a chip (IC SDRAM MT48LC4M16A2TG) installed in either positions U29 & U40 or positions U35 & U41. If positions U29 & U40 are occupied the SVP is the 16Mb model. If positions U35 & U41 are occupied the SVP is the 8Mb model.