Technical Tip
Date: 5 May 2011

Business Communications Manager (BCM) – BCM 50: Use of unpowered USB hubs

Revision History		
Date	**Revision #**	**Summary of Changes**
5 May 2011	Original bulletin	This is the original publication

Summary

Avaya would like to advise its partners that it has observed technical issues with unpowered USB hubs used on the BCM 50, and therefore would like to advise its customers and partners to use only AC-powered USB hubs for BCM 50 deployments.

Analysis

A recent investigation uncovered that using unpowered USB hubs may impact the stability of the BCM 50 software and cause an unintended reboot. The investigation has also shown that the failures do not occur when AC-powered USB hubs are used instead.

Scope

Instabilities have been reported from the field on BCM 5.0 and 6.0 software but can affect all releases.

Recommended Action

Avaya recommends that only AC-powered USB hubs be used for all BCM 50 deployments.

Compas ID: 151952

avaya.com

Compas ID: 151952