Manufacture Discontinue of Q20 Session Border Controller

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Background:

The media processing card is an integral component of the Q20 Session Border Control (SBC). There is a component on the media processing card that is obsolete and can no longer be sourced. This component issue affects the availability of the Q20 SBC platform as detailed below.

Analysis:

There is a component supply issue on the media processing card and there are no replacement parts available. GENBAND has secured a last time buy on this component so that a defined number of the media processing cards can be built. The Q20 cannot be deployed without the media processing. As a result of this supply issue, new sales of the Q20 will be limited. The Q20 will be available for sale until the Manufacture Discontinue (MD) date of March 31st 2018 or until the supply of the media processing card is exhausted. The support of the Q20 will continue for 5 years, until the targeted EOL date of March 31st 2023.

The affected component is not used in the Q21. The Q21 is not affected by this notice.

The following Q20 servers are affected by this notice.

Server	Description
500-0585-161	Q20, 2U-RMS with Copper Interfaces - AC
500-0586-161	Q20, 2U-RMS with Copper Interfaces - DC
500-0587-161	Q20, 2U-RMS with SX Fiber Interfaces - AC
500-0588-161	Q20, 2U-RMS with SX Fiber Interfaces - DC
500-0589-161	Q20, 2U-RMS with LX Fiber Interfaces - AC

500-0590-161	Q20, 2U-RMS with LX Fiber Interfaces - DC
500-0634-161	Q20, 2U-RMS Transcoding with Copper Interfaces - AC
500-0635-161	Q20, 2U-RMS Transcoding with Copper Interfaces - DC
500-0636-161	Q20, 2U-RMS Transcoding with SX Fiber Interfaces - AC
500-0637-161	Q20, 2U-RMS Transcoding with SX Fiber Interfaces - DC
500-0638-161	Q20, 2U-RMS Transcoding with LX Fiber Interfaces - AC
500-0639-161	Q20, 2U-RMS Transcoding with LX Fiber Interfaces - DC
500-0740-161	Q20, 2U-RMS with Copper Interfaces, DC with Crimp connector
500-0741-161	Q20, 2U-RMS Transcoding with Copper Interfaces, DC with Crimp connector
545-0008-161	HA S3 2000 PAIR COPPER-NEBS-AC WITH 1,000 BASE SIP SESSIONS
545-0009-161	HA S3 2000 PAIR COPPER-NEBS-DC WITH 1,000 BASE SIP SESSIONS
545-0010-161	HA S3 2000 PAIR SX Fiber-NEBS-AC WITH 1,000 BASE SIP SESSIONS
545-0011-161	HA S3 2000 PAIR SX Fiber-NEBS-DC WITH 1,000 BASE SIP SESSIONS
545-0012-161	HA S3 2000 PAIR LX Fiber-NEBS-AC WITH 1,000 BASE SIP SESSIONS
545-0013-161	HA S3 2000 PAIR LX Fiber-NEBS-DC WITH 1,000 BASE SIP SESSIONS
545-0019-161	S3 2000 PAIR TRANSCODING-COPPER-NEBS-AC WITH 1,000 BASE SIP
545-0020-161	S3 2000 PAIR TRANSCODING-COPPER-NEBS-DC WITH 1,000 BASE SIP
545-0021-161	S3 2000 PAIR TRANSCODING-SX Fiber-NEBS-AC WITH 1,000 BASE SIP
545-0022-161	S3 2000 PAIR TRANSCODING-SX Fiber -NEBS-DC WITH 1,000 BASE SIP
545-0023-161	S3 2000 PAIR TRANSCODING-LX Fiber-NEBS-AC WITH 1,000 BASE SIP
545-0024-161	S3 2000 PAIR TRANSCODING-LX Fiber -NEBS-DC WITH 1,000 BASE SIP
545-0025-161	S3 2000 Transcoding Field Upgrade Kit
545-0026-161	S3 2000 COPPER, DC, TRANSCODING UPGRADE KIT
545-0027-161	S3 2000 FIBER-SX, AC, TRANSCODING UPGRADE KIT
545-0028-161	S3 2000 FIBER-SX, DC, TRANSCODING UPGRADE KIT
545-0029-161	S3 2000 FIBER-LX, AC, TRANSCODING UPGRADE KIT
545-0030-161	S3 2000 FIBER-LX, DC, TRANSCODING UPGRADE KIT
545-0033-161	KIT, IA-RMS Intel RMM4 Upgrade Kit

Recommendations:

The Q20 platform is fully supported for technical support as well as repair and return services. A sufficient number of parts have been reserved to maintain repair service for 5 years from the planned Manufacture Discontinue (MD) date of March 31st 2018, targeting the EOL date of March 31st 2023.

The Q21 SBC is available now, and uses software based media processing, rather than the media processing card. The Q21 SBC supports the same software releases starting at release 9.1 as the Q20 SBC, supporting the same set of services and functionality, whilst also offering greater flexibility in scaling to meet separate needs of signaling and media processing capacity.

The Q21 uses the same RSM element manager and follows common practices for provisioning and management. The Q21 can be added to existing Q20 networks as a like-for-like

configuration (since Q21 provides 1G/10G auto-neg. media interfaces), allowing customers to replace a deployed Q20 with a Q21.

Required Actions:

For deployed Q20's there are no required actions. Q20 servers remain fully functional and will be supported with ongoing software releases and repair services.
If there are pending network expansions, the recommendation is to contact GENBAND Sales by the as soon as possible for Q20 availability. Otherwise accounts should target the Q21 for expansions.

Additional Information:

The affected component is not used in the Q21. The Q21 is not affected by this notice.

Attachments:

There are no attachments for this bulletin.

Products and Releases:

The information in this bulletin is intended to be used with the following solutions/products and associated releases:

SOLUTION	SOLUTION RELEASE(S)	PRODUCT	RELEASE(S)
View all products	Products	Session Border Controller (SBC)	Applicable to all Releases
View all products	Products	Session Border Controller (SBC) Q20	Applicable to all Releases

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