November 13, 2008

DIGIUM TECHNICAL BULLETIN

Re: Potential Performance Issue on PCI Express Telephony Cards

Summary

A potential performance issue with PCI Express (PCIe) telephony cards was recently discovered. While this issue will only impact a small number of PCIe card customers, Digium is notifying all registered customers and channel partners as part of our ongoing commitment to quality.

Affected Products and revisions

AEX410 (rev A)	AEX800 (rev A, B)
AEX2400 (rev A)	TE121 (rev B)
TE220 (rev B)	TE420 (rev B)

Problem Description

In a small number of installations, the affected PCIe cards may not be properly detected, or potentially "lock up" the host system after installation. The cause of this problem has been traced to recent date codes of a voltage regulator in use on the affected products.

Problem Resolution

For PCIe cards already installed, there is no need to remove and return the PCIe card unless the symptoms described manifest themselves. If any of the symptoms occur during or after installation, please contact Digium Technical Support for assistance with card replacement.

This issue has been resolved for all cards shipped from Digium after 11/5/08.

Signed,

Steve Burcham
Director of Quality
(256) 428-6048 (office)
sburcham@digium.com