

S E R V I C E N O T E

SUPERSEDES: None

37718A Comms Performance Analyzer

Serial Numbers:GB00000147/GB00000364

Options 204, 205,206 (JITTER options)

Firmware Revisions Affected: A.04.06 and below

Operational Software Defect

Note:

BER instruments options 104, 105 and 106 are not affected.
Only JITTER option units within the above serial range are affected.

Situation

Transfer/Tolerance Graphs measured using different Jitter Masks cannot be displayed in the Results window. Instrument hangs up and the keyboard/display are locked up.

NOTE:

This problem does NOT affect Graphs displayed on the TX window during measurement. The problem only exists when displaying the Graph in Results window.

Continued

DATE: April 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
INFORMATION ONLY		
AUTHOR:	ENTITY:	ADDITIONAL INFORMATION:
DG	E610	

Solution/Action

Re-initialize the unit as follows:

- Hold in Front Panel Softkeys 0 & 4 (first and fifth from left)
- While holding the keys pressed, power-up the instrument.
- When the LOS signal led has flashed off/on a few times the keys can be released.
- Follow the instructions on the display.

Temporary Operational Workaround to Avoid Hang-up

Before measuring Jitter Tolerance, set to Jitter Transfer mode and check the Mask is the same as the one you intend to use for the Jitter Tolerance Measurement.

If not, set to be the same and begin a Jitter Transfer Calibration, then press Stop to abort. This is to ensure graph axis scaling will be the same for both modes.

Similarly, before measuring Jitter Transfer, check, and if necessary, set and momentarily Start/Stop a Jitter Tolerance measurement.

Cause of Problem

Results Graph software problem. It cannot cope with different axis/scaling for Tolerance/Transfer graphs on Results page.

Resolution

A new revision of firmware disks with installation procedure will be sent to affected customers. Initial testing of the fix firmware is in progress and expected to be available in April. Advisory Note being added to all current Jitter unit shipments until the fix code is implemented.