SN J6800A-06A

S E R V I C E   N O T E

Supersedes:
J6800A-06

J6800A Network Analyzer

Serial Numbers: [0000A00000 / 9999Z99999]
All units prior to EC:12:13

We have determined a root-cause of the NA failures in daisy chaining. It is due to the Ethernet switch chip on the Ethersync PCA being programmed to use "flow control". What we see is that one of "N" DNA's in a chain send a "pause" frame to all switch ports periodically that causes the unit to disconnect the DNAs, thus causing a "Connection lost to Server" error message.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
5065-8283	Switched Ethersync PCA	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	[[]] IMMEDIATELY [[]] ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS: LABOR: 1.5 Hours	

LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE
	[[]] ON-SITE
	X SERVICE CENTER
		SERVICE X RETURN
		INVENTORY: [[]] SCRAP
		               X SEE TEXT
			USED X RETURN
			PARTS: [[]] SCRAP
			          [[]] SEE TEXT

AVAILABILITY: 04/2005 PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: April 2007	
AUTHOR: DM PRODUCT LINE: 2J			
ADDITIONAL INFORMATION:			

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Agilent Technologies

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Situation:

Reprogramming the switch on the 5065-8283 to the correct selection restores proper operation of chained DNA's when used with the Control and Sync Out function of the J6800A.

Solution/Action:

The PCA 5067-8283 must be replaced with one that has a properly programmed switch chip. The re-programming is done at CSO Singapore. Inventory has been purged so all 5065-8283 will have the new programming. Please expedite return of the incorrectly programmed parts to CSO Singapore.