

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

SN J6800A-06

S E R V I C E N O T E

Supersedes:
NONE

J6800A Network Analyzer

Serial Numbers: 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.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 1.5 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> 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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To Be Performed By: Agilent-Qualified Personnel**Parts Required:**

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

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.