

MODIFICATION AVAILABLE – PERFORMANCE ENHANCEMENT
CHARGEABLE TO CUSTOMER SERVICE / RELIABILITY
ENHANCEMENT CHARGEABLE TO CONTRACT IF THERE IS ONE.

SN J6801A-04

S E R V I C E N O T E

Supersedes:
NONE

J6801A DNA

Serial Numbers: [0000A00000 / 9999Z99999]

We have determined a root-cause of the DNA failures in daisy chaining. It is due to the Ethernet switch chip on the Ethersync PCA being set to use "flow control" which the should never be used. What we see is that one of "N" DNAs in a chain send a "pause" frame to all switch ports periodically that causes the server to disconnect the DNAs, thus causing a "Connection lost to Server" error message.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	AGREEABLE TIME	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL: Mar 2006
AUTHOR: DM PRODUCT LINE: 2J		
ADDITIONAL INFORMATION:		

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March 15, 2005

To Be Performed By: Agilent-Qualified Personnel or Customer**Parts Required:**

P/N	Description	Qty.
NONE		

Situation:

Changing the switch setting to the correct selection restores proper operation of chained DNA's.

Solution/Action:

The 1st picture shows the bottom of the J6801A. The second picture shows the bottom of the J6801A with the access plug removed and the original setting of the ether sync switch. The 3rd picture shows the "new" setting for the switch. After changing the switch setting the user should replace the access plug.



