

N4387A-01

S E R V I C E N O T E

Supersedes:
NONE

N4387A Distributed Temperature System – Fire Detection Series

Serial Numbers: 0000A00000 / 9999Z99999

Rarely loss of USB connection between PC and DTS

Parts Required:

P/N	Description	Qty.
-----	-------------	------

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR: JM

PRODUCT LINE: 3E

ADDITIONAL INFORMATION:

© AGILENT TECHNOLOGIES, INC. 2007
PRINTED IN U.S.A.



Agilent Technologies

June 11, 2007

Situation:

During software qualification tests Agilent has encountered a potential problem with the USB connection to a DTS. In rare cases the USB connection between a DTS and a PC might get lost. The problem could only be reproduced with a few PCs, which are subject to special PC configurations and subject to heavy PC CPU load. On such an affected PC the problem can occur within a time frame of several hours to several days.

Agilent is investigating into various directions to identify the root cause and correspondently to make a solution available for this connectivity issue.

The DTS itself is not affected by such a potential lost connection and it continues its monitoring and measurement tasks. Also LAN connections are not affected.

Solution/Action:

In case the above described behavior is identified it is recommend connecting the instrument via LAN to the PC. If a direct connection between DTS and PC is required a cross-connect LAN cable should be used.

If for any reason the USB interface needs to be used the lost connection can be restored either by unplugging and re-plugging the USB cable or disconnecting and reconnecting the DTS through the Agilent IO libraries.