S E R V I C E N O T E

SUPERSEDES: J2913A-02

J2912A Internet Advisor OC-3 module
J2912B Internet Advisor OC-3 module
J2913A Internet Advisor OC-3 module
J2913B Internet Advisor OC-3 module

Serial Numbers: See Below

Modification to Correct False Line Status

Duplicate Service Notes:

J2912A-02A	Serial Numbers US36330001 / US36331264
J2912B-01A	Serial Numbers US38350001 / US38350363
J2913A-02A	Serial Numbers US37400001 / US37400354
J2913B-01A	Serial Numbers US38470001 / US38470231

To Be Performed By: Agilent-Qualified Personnel

Parts Required: T10 Torx driver
See Solution section below

Continued

DATE: May 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	☐ IMMEDIATELY ■ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR 1.0 Hours			
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ■ SERVICE CENTER	SERVICE INVENTORY:	■ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS:	■ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: May 2001			
AUTHOR: RM	ENTITY: 0801	ADDITIONAL INFORMATION:			

Agilent Technologies

Situation:

When monitoring OC-3c/STM-1 data output in a network where the data is multiplexed from a OC-3c to OC-12 or higher (STM-1 to STM-4 or higher), the Line Status view will falsely indicate Far End, BIP and Yellow alarms, and counters for Remote, B3 BIP Errors, and Label Mismatch will increment. During these false error indications, the Line Vitals view will count HEC Errors and Path FEBE's, the Decode View will indicate Invalid HEC's, the Discover/VP.VC Statistics view will indicate false VP.VC's, and Cell BERT results will indicate BERT errors.

The problem does not seem to occur in networks where the network data does not undergo transitions to higher data rates(OC-12/STM-4, etc), although the possibility exists in purely OC-3c (ATM) networks that may be encountering abnormal conditions which cause consistent pointer adjustments.

The problem is caused by the way that the framer chip in the J2912A modules handle H1/H2 pointer adjustments. These pointer adjustments are a normal phenomena of Sonet and SDH networks, and are particularly important when OC-3/STM-1 data rates are multiplexed up to higher rates, where differences in the clock signals of the multiplexing devices can cause drift (jitter) in the location of the SPE payload bytes within the Sonet/SDH frame. The H1/H2 pointers' sole existence is to compensate for these variations in the locations of the Sonet/SDH payloads by incrementing or decrementing in response to movement in the location of the payload within the Sonet/SDH frame. Unfortunately, when these pointers equal certain values, the framer chips erroneously indicate to the Advisor that Far End, BIP and Yellowalarms have occurred.

Solution / Action:

If a J2912A/B or J2913A/B is returned for repair with the error explained above replace the J2912A/B or J2913A/B with the exchange module. In the USA contact Rosemary Vigil at T-531-4321 to schedule the module return to NSTD for update. For the international customers NSTD will setup exchange modules at Winnersh UK, Boblingen Germany, Hachioji Japan, and Singapore. The other international service centers will need to work with one of these service centers to exchange the module. The international service center affecting the exchange will need to return the unmodified module back to Rosemary Vigil with in 7 working days of CSO completion, to keep the pipeline going. The top panel of the exchange module needs to be swapped with the customers J2912A/B or J2913A/Btop panel to preserve the customers serial number. The EC: label supplied with the exchange module needs to placed over any existing EC: label or added by the serial number on the customers repaired module before returning it to the customer.