

J6801B-03

S E R V I C E N O T E

Supersedes:
None

J6801B Distributed Network Analyzer

Serial Numbers:

MY48200055, MY48200063, MY48200065, MY48200066, MY48250017, MY48250023, MY48250024, MY48250029-MY48250034, MY48250036, MY48250040, MY48250041, MY48250048, MY48330101-MY48330104, MY48330106-MY48330110, MY48330112-MY48330114, MY48330117-MY48330119, MY48340101, MY48340103, MY48340104-MY48340106, MY48340108, MY48340109, MY48340112, MY48340114, MY48340118, MY48340119, MY48340120-MY48340122, MY48340125, MY48340128, MY48350102-MY48350109, MY48420102, MY48420104, MY48490101-MY48490103, MY48500101-MY48500105, MY48510101, MY48510103-MY48510105, MY48510108-MY48510111, MY48510113, MY48510116, MY48510119, MY49020101, MY49020102, MY49020104, MY49020108-MY49020112, MY49020115-MY49020118, MY49020120, MY49020122-MY49020131, MY49020133, MY49020134

The possibility exists that some of the instruments from the above table were shipped with a manufacturing defect of yet undetermined severity. This defect causes a RTSM failure issue in that some DNAs stop streaming RTSM data. When the failure occurs, a dialog box will appear with the message “Capture stopped. Cannot keep up with incoming data rate.”

Parts Required:

P/N	Description	Qty.
None		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY	
AUTHOR: DM	PRODUCT LINE: 2J
ADDITIONAL INFORMATION:	

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Situation:

Under normal operating conditions, if the DNA is connected to a system capable of handling Gigabit RTSM data, this failure message should not appear.

Solution/Action:

To obtain the Network Analyzer 6.10.102.001 software patch files, go to: <http://analyzer.cos.agilent.com/updates>. Download the PC Installer for the Network Analyzer.

To install/upgrade this software patch, follow these steps:

- 1. Unzip the na6.10.102.001patch.zip file to a convenient location on your PC.**
- 2. Double-click the na6.10.102.001patch.exe file.**
- 3. Start the Network Analyzer application and use Help | About to verify that your Network Analyzer software version is 6.10.102.001 when the installation has completed.**