

J6803B-02

S E R V I C E N O T E

Supersedes:
None

J6803B DNA Pro

Serial Numbers:

MY48300101, MY48310101, MY48310104, MY48310105, MY48330102, MY48370101, MY48370102, MY48380102, MY48410101, MY48410101, MY48410102, MY48410103, MY48460101, MY48460101, MY48460101, MY48460107, MY48470101, MY48480102, MY48490101, MY48490105, MY48520101

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		

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.

ADMINISTRATIVE INFORMATION

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

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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.**