J6804A-01

<u>S E R V I C E</u>   <u>N O T E</u>

Supersedes:
None

J6804A DNA HD

Serial Numbers:
MY48280102, MY48310101, MY48310102, MY48320106, MY48360101, MY48380101, MY48380102,
MY48420101, MY48420102, MY48420103, MY48440101, MY48440103, MY48460101, MY48470107,
MY48480103, MY48480109

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:

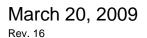| P/N	Description	Qty.

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.