J6811A-01C

S E R V I C E N O T E

Supersedes:
J6811A-01B

Network Analyzer LIM J6811A

Serial Numbers:

J6811A - SG42430101 to 0218

A wrong memory component was loaded on the LIM Digital Board 5065-9740

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

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

PRINTED IN U.S.A.

April 23, 2003

Agilent Technologies

Situation:

A wrong memory component was loaded on the LIM Digital Board 5065-9740 used in all our recently introduced "B" LIMs for the Network Analyzer family. Superficially, the LIMs *appear* to work but have a number of ATM related problems (detailed below) making it likely that we will have to recall all of these LIMs for re-work.

The LIMs affected and requiring rework are:

J6811A	STM-1/OC-3 LIM
J6813B	E3/T3 (DS3) LIM
J6815B	T1/E1 LIM Bantam
J6816B	E1/T1 LIM DB-9
J6817B	E1 BNC
J6818A	ATM25 LIM

- Affects ATM only. Other WAN applications (FR, PoS, etc.) don't use the memory concerned.
- ATM cell mode and frame mode would have bad data in the capture buffer, usually indicated by phantom VP.VCs in the protocol stats and the capture buffer. In frame mode, frames over 1K bytes WILL be corrupted, not just the frame beyond 1K bytes, but the whole frame because of memory fold-over (aliasing): the software expects 256 Mb address range of the memory that should have been loaded, not just the 64 Mb of the memory actually loaded, so data written to memory addresses beyond 64 Mb overwrite data at addresses below this. This over-writing of data is what also causes the appearance of the phantom VP.VCs, which will invariably also have bad headers (HEC errors), since they are the result of frame payload data overwriting the memory reserved for cell headers.
- The corruption is likely to be made worse by:
  - Higher bandwidth
  - Longer runs
  - More VP.VCs in the data
  - Longer frames
  - More overlap (cell interleaving) of frames in the traffic.

Solution/Action:
Repair of the affected LIMs is being managed at CSO Singapore ONLY.
Use the following routing guide to identify the proper repair trans-ship location. Include all customer contact and RMA information when trans-shipping the LIMs to the designated repair site. CSO Singapore will manage the repair, operational verification, and shipment back to the local service center. Local service centers will ship repaired LIMs back to customers.

Routing Guide

Continent	Designated Repair Location
Asia	CSO
Africa	CSO
Australia / Oceania	CSO
Europe	CSO
Japan	CSO
North America	Roseville CA
South America	Roseville CA

CSO Manufacturing Site Shipping Address
Agilent Technologies
Communication Solutions Operation
No. 1 Yishun Avenue 7
Singapore 768923
Attention: CSO Factory Repair (Sreedhar Pagolu / NG Timothy)

Roseville Service Center Shipping Address
Agilent Technologies, Inc
10090 Foothill Boulevard
Dock Door #1284
Roseville, CA, USA 95747-7102
Attention: Scott Raffa