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Field Alert Bulletin
FAB-200301
IMACS Interface Card Failure (892260, 892360 and 892460)

Reason for This Bulletin

A condition exists where corrupted alarm string characters have been detected coming from the COMP port of the following IMACS interface cards:

892260
892360
892460

Only systems using the COMP port on the above IMACS Interface cards to detect IMACS system alarms and also using terminal devices sensitive to the parity bit, such as Microsoft's Windows 2000 Hyperterminal program, are affected. Older programs, such as Windows 95, ignore any parity bit sent and, therefore, do not produce a corrupted display.

This fault does not affect the operation of the IMACS system, only the reporting of alarms on a terminal screen or printer.

There is no need to make any changes to your IMACS system if you do not experience the problem described in this bulletin.

Workaround

As a workaround, try to use a terminal program that does not detect or ignores the parity bit in the output of the COMP port.

Remedy for Your System

If you have experienced the condition where corrupted alarm string characters are being detected coming from the COMP port of the IMACS interface cards (892260, 892360 or 892460), check to see if your Interface card has the Exar DUART component (see the background information below). If it does, contact your equipment provider or Zhone Technologies, Inc., (at 1-877-946-6320, prompt #3) to have your Interface card reworked or replaced.

Rework on the Interface card consists of removing the Exar DUART and replacing it with a Philips DUART with a date code that precedes the die change made by the manufacturer, as discussed in the background information below. This will change the revision level of these Interface cards as follows:

892260 Rev. A1 will go to A2
892360 Rev. B1 will go to B2
892460 Rev. B0 will go to B1

Interface cards with the Philips DUART with the correct date code are scheduled to start shipping in October 2003.

Long Term Remedy

The 892260, 892360 and 892460 IMACS Interface cards are being redesigned to correct this condition and to allow the use of Exar, Philips or other compatible DUART component. New Interface cards will be introduced into production with the following new revision levels:

892260 Rev. A2 will go to B0
892360 Rev. B2 will go to C0
892460 Rev. B1 will go to C0

Redesigned Interface cards are scheduled to start shipping during the first quarter of 2004.

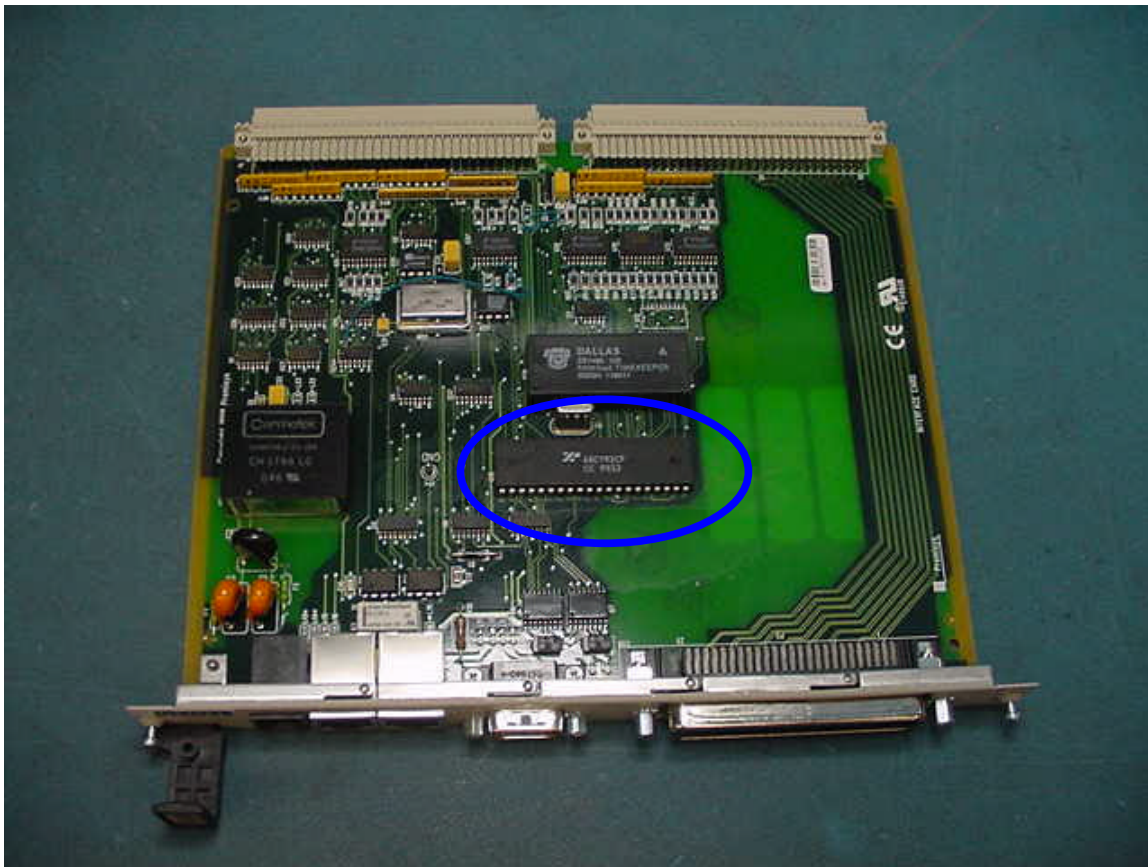
Background Information

In November 2001, the DUART chip, manufactured by Philips, was replaced with an Exar DUART because of a die size change in the Philips DUART which caused it to be incompatible with the access timing design of the Interface cards. This change was made for all IMACS Interface cards using a DUART (892060, 892160, 892260, 892360 and 892460).

In May 2003, corrupted alarm string characters were discovered when an IMACS system in the field was connected to a device using the newer Microsoft Windows 2000 Hyperterminal program. Zhone engineering verified the problem and corrected it by redesigning the affected circuit on the Interface cards. Due to the difference in processing timing signals, corrupted alarm string characters do not occur in the 892060 or 892160 Interface cards.

How to Identify an Interface Card with This Condition

The photos below show the location of the DUART chip and the details of the two manufacturers, Philips and Exar.



Zhone IMACS Interface Card, 892360 Revision B1



Detail of IMACS 892360 showing Philips DUART.



Detail of IMACS 892360 showing Exar DUART.