

Subject: TP3K XL LAN Connectivity

Overview

A recent issue has been seen with certain configurations of the TP3K XL terminal when connected to a long LAN run. This issue will only be seen in the following conditions:

- TP3K XL with an Intelligent PIN that begins with: EM, FM, GM, HM

AND

- The LAN cable from the terminal to its next connection (Hub/Switch/Server) is over 200 feet (cable length not physical distance).

The symptoms that can be seen (though not limited to these) are:

- Unreliable LAN or PXE boot.
- Slow or unreliable LAN connectivity – lost packets or connection timeouts.
 - These appears most often when Executing a program across the LAN, not simply transferring data.

This issue is not seen in TP3K XL² terminals or in TP3K XL terminals that have the ‘M’ or Aurora Backplane installed (Intelligent PIN’s that start with AM, BM, CM, or DM).

It should also be noted, that while this issue has been identified, there are many other conditions that will cause similar symptoms. All situations should follow thorough troubleshooting and problem isolation practices.

Solution

Listed below are the know solutions at this time:

- Reduce length of LAN cable. Many times there is a significant length of cable that is simply coiled at one or both ends to allow future upgrades or equipment movement. If eliminating these coils will reduce the cable length to approx 200 feet or less, this will resolve the issue. This may not be acceptable or possible for some customers.
- Replace the terminals current ‘Y’ Backplane (11002056) with the ‘M’ Backplane (11000178) and re-label the Intelligent PIN as appropriate (EM>AM, FM>BM, GM>CM, HM>DM).

Impact

- Production All TP3K XL terminals built after April 13th will have the ‘M’ backplane.
 - All units currently in production stock are being updated.
 - During this update process, for critical deliveries that are confirmed to have short LAN cable length and/or the customer is notified and accepts this risk, deviations may be authorized for the existing configuration.
- Installed Units Perform the above troubleshooting and isolation steps.
 - If no other solution is found, replace the ‘Y’ Backplane (11002056) with an ‘M’ Backplane (11000178).
 - Re-label the terminal Intelligent PIN as indicated (EM>AM, FM>BM, GM>CM, HM>DM).
 - Time to replace Backplane, 20 minutes per terminal.
 - All removed ‘Y’ Backplanes should be returned to good spares stock if replaced only for this issue.
- Repair Center N/A
- Service Spares Spares stock of both model Backplanes will need to be continued. The previous plan was to only spare the ‘Y’ Backplane for both models of the TP3K terminal.

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