Pulsar
Technologies, Inc.
PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: CC46-03001B

DATE: **9-3-03 (revised 11-14-03)**

AFFECTED PRODUCT(S): TC-10B Power Line Carrier units with the Universal Checkback module option or UCBS (Universal Checkback Standalone) units

AFFECTED MODULE(S): Universal Checkback modules (Part # CC20-UCBMN-001, software versions 2.04, 2.05, & 2.06) that are set to perform auto checkback tests only once every 24 hours at a specific time instead of a specific period. (*Note: Originally this problem was thought to only occur in software version 2.06, but there were other versions indicated above that have shown the same problem. This is the reason for the A revision to this PAL.*)

SYMPTOM(s): The Checkback module will not perform checkback tests correctly when the module is set to do only one test every 24 hours at a specific time each day. The problem only shows up when "Interval Type" is set to TIMED and then all four times, "Checkback Time 1-4", are set to the same hour. There is no problem if using the "Interval Type" set to PERIODIC and the "Checkback Period" set to 24 hours or if doing 2 or more checkback tests a day with "Interval Type" set to TIMED.

RECOMMENDATION: Pulsar recommends the corrective action listed below be taken for all Universal Checkback modules described above that are being set to perform auto checkback tests once every 24 hours at a specific time. It is best that all Universal Checkback modules in a particular system be upgraded at the same time.

CORRECTIVE ACTION: Download the software Version 2.07 upgrade file (chk**1**xx_207.zip or chk**2**xx_207.zip) from the Pulsar website or Pulsar can provide a disk with the software Version 2.07 upgrade file. The download file includes instructions (readme file) on how to upgrade the module. This upgrade is available at no charge and will not affect any applicable warranty. To download from the web, please visit www.pulsartech.com and navigate to the download area. If your Checkback module is earlier than version 2.06 (has the word NOISE on the front panel), then you will also need to request modification kit # CC56-02005 because the NOISE LED has been changed to REMOTE LOG ON. Call Pulsar customer service at phone # 800-785-7274 to obtain this kit.

TECHNICAL DETAILS: A software defect was discovered in versions 2.04-2.06 that prevents the Checkback module from performing checkback tests correctly when the module is set to do only one test every 24 hours at a specific time each day. When set this way the Checkback module usually will perform one automatic test the first day and then never perform any more tests on subsequent days. There are no alarms to indicate that the Checkback has stopped automatically doing tests. This software defect was only in versions 2.04-2.06 and not in any earlier versions.

NOTE: Version 1.xx is not compatible with version 2.07. Version 2.01 and newer versions are compatible with version 2.07 for most operations, including checkback tests, but they do not have all the newest features and defect fixes of V2.07. Even though V2.07 is compatible with V2.01 and higher, Pulsar recommends changing all Checkback modules in a network to be the same version at some convenient time. The software version is displayed when first powering up the module while running a communications program (Hyperterminal, etc.) on a PC connected to the 9-pin connector on the front of the module. There are two separate upgrades available depending on whether the Checkback is being upgraded from version 1.xx or version 2.xx. The customer must determine the present version on the Universal Checkback module before doing the upgrade or if unsure of the version then the upgrade from version 1.xx (chk**1**xx_207.zip) should be used.

Pulsar Technologies appreciates your past support and we want to continue to provide you the best service possible. Please help us by letting us know if future notices should be sent to another individual.