

1 June 2015

RE: ENET-A429 Ethernet Lock-up Issue for Serial Numbers Before 1501-00310
LEVEL: Customer Voluntary Exchange

Dear Customer:

Alta has identified and fixed an Ethernet lock-up issue with ENET-A429 devices with serial numbers **BEFORE 1501-00310**. In addition to Serial Number marking on the device, the **revision number** will change to “**C1**” or later. Earlier “AX” or “BX” versions are affected. Example of new revision marking: 99403-XXXXX-**C1**.

The issue is random Ethernet traffic could lock-up the device’s network interface logic and could only be resolved by power-up reset. When the issue occurs, the device will lock-up and no longer have Ethernet communications (so client’s software would time-out). The root cause was determined to be signal noise between the Ethernet lines on the printed circuit board (PCB). A new PCB design has been implemented and tested, and the issue is resolved.

Alta would be glad to provide a no cost exchange for a new ENET-429 device for affected products (all ENET-A429s with serial numbers below 1501-00310 – for example, SN 1501-00303). Simply contact your local sales representative or email alta.support@altadt.com and **provide the serial number** that is to be replaced; Alta will issue an RMA for the old module and will ship you a new module at no cost. Alta will also pay freight for both directions.

We apologize for any inconvenience this may have caused. Please contact the undersigned if there are any questions or comments.

Best Regards,



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