AVX-10K Application Initialization Issue

This Product Information Letter is to inform you of an issue with launching test applications on some units with serial numbers (S/N) 1000000758 and below (S/N located on the back of the unit). This symptom is a lengthy initialization time resulting in the application data fields not populating, as shown here:

Figure 1: Data does not populate in the application data fields.

Improvements have been made in software release 4.1.2 and above, but to fully correct this issue, a minor factory hardware modification is required. If your unit experiences this symptom, please contact customer care and request an [RMA](#) to receive this modification and a fresh calibration. If your unit is not experiencing this symptom, the modification will be performed on the next scheduled calibration. This issue does not affect performance. S/Ns 1000000758 and above have this modification implemented as of May 2024.

Request service via our [Return Material Authorization (RMA) Request](#) webpage.

Get updates and access to AVX-10K reports on the [VIAVI StrataSync](#) website.

For any technical issues, please contact our Technical Assistance Team at techsupport.avcomm@viavisolutions.com or contact VIAVI Customer Service at (001) 800-835-2350.

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