AVX-10K Application Initialization Issue

This Product Information Letter is to inform you of an issue with launching test applications that have been seen on a few units. This symptom is a lengthy initialization time resulting in the application data fields not populating, as shown here:

Data does not populate in the application data fields, as shown here.

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. Performance is not affected by this issue.

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.

Contact Information

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