

Service Bulletin



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Purpose: Potential issue with Processor 0388

Affected Equipment

LX-800s shipped between February 2024 and July 2024 that include Processor 0338 (PROC0338).

The Issue

Because of a file-naming conflict, certain files may be removed incorrectly.

Symptoms

This can cause time-sync and correlation errors.

Containment

Should you encounter this issue, reinstall PROC0338, which will restore the missing files.

Installation Instructions

You can find Proc0338.exe using this link.

[Helpdesk : Comet \(cometind.com\)](https://cometind.com)

Or

Login to Freshdesk Support. Go to Solutions>Software>Updating.

To install.

Zrec the file to the APU.

Enter, Shell proc0338.exe -o (the letter "o" as in Omaha)

Do a full reboot.

Confirm that the processor was successfully installed by logging back on the APU.

Solution

The next processor versions, PROC0339 and greater, will correct the problem.

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