

Service Bulletin		
Doc #: 480054	Saved: 9/12/2025	
Purpose: Potential issue with Processor 0388		
Author: Comet Technical Services		Rev. 2

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/helpdesk/)

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.

Comet Electronics Proprietary Information

This document is the property of Comet Electronics, LLC. It may be used by recipient only for the purpose for which it was transmitted and will be returned upon request or when no longer needed by recipient. It may not be copied or communicated without the written consent of Comet Electronics. In addition, this document could contain technical data, the export of which is restricted by the U.S. Arms Export Control Act (AECA) (title 22, U.S.C. Sec 2751, et seq.) Or the Export Administration Act of 1979, as amended (title 50, U.S.C., app. 2401, et seq.).