

# **8D Report**

Reported	Reviewed	Approved
Eh	机塑	John Mr.
2024-02-13	2024-02-13	2024-02-14

1. Customer Complaint

Customer	Kineta	Notification Date	2024-01-11
ZTI Part Number	ZXOS11NPI	Serial Number	ZarmCN23040131 ZarmCN23090018
Customer Part Number	ZXOS11NPI	Seriai Numbei	ZarmCN23090154

2. Report Information

Document No.	ZTI240202-8D01	Issue Date	2024-02-14
Reported by	Seondo choi (+82(0)31-702-6172)	Reviewed by	Kihwan Cheon (+82(0)31-702-6152)
Department Manager	John Yi (+82(0)31-779-6703)	Approved by	Inshik Seo (+82(0)31-702-6174)

#### 3. Describe the Problem

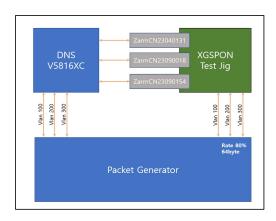
Dejected Overtity	2	Defect Classes	Critical	Major	Minor
Rejected Quantity	3 ea	Defect Classes		0	
Failure Symptom in Customer	Packet Loss Hight Latency at UDM Router Low download speed				

## 4. Analysis Result

#### ■ Test Result

		Eyemask		nask				
NO	Serial Number	Tx Power (dBm)	Rx Sensitivity (dBm)	Extinction Ratio(dB)	Margin (%)	Packet Test	Remark	
1	ZarmCN23040131	5.42	-28.32	6.32	34%	Pass	Packet Test	
2	ZarmCN23090018	6.04	-28.16	7.12	32%	Pass	(64byte, 80%, Error Free)	
3	ZarmCN23090154	5.68	-28.44	7.16	32%	Pass	FW Version ZR00_V090.02	

- OK (No Abnormality Observed)
- OLT(DNS V5816XC)



00	Se   Se   10   1   10   11   11   11   11   11	H → H ·		B R 3 % % ₽	:[ 2 2 2	F& #1 60L	
	A	В	С	D	E	F	G
1	Name	10.0.0.1:12.01	10.0.0.1:12.02	10.0.0.1:12.03	10.0.0.1:12.04	10.0.0.1:12.05	10.0.0.1:12.08
2	Link State	Link Up	Link Up	Link Up	Link Up	Link Up	Link Up
3	Line Speed	10GE LAN	10GE LAN	10GE LAN	10GE LAN	10GE LAN	10GE LAN
4	Frames Sent	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933
5	Frames Sent Rate	0	0	0	0	0	0
6	Valid Frames Received	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933
7	Valid Frames Received Rate	0	0	0	0	0	0
8	Bytes Sent	96,016,132,399,500	96,016,132,399,500	96,016,132,399,500	96,016,132,399,500	96,016,132,399,500	96,016,132,399,500
9	Bytes Sent Rate	0	0	0	0	0	0
10	Bytes Received	96,016,132,399,500	96,016,132,399,500	96,016,132,399,500	96,016,132,399,500	96,016,132,399,500	96,016,132,399,500
11	Bytes Received Rate	0	0	0	0	0	0
12	Fragments	0	0	0	0	0	0
13	Undersize	0	0	0	0	0	0
14	Oversize and Good CRCs	0	0	0	0	0	0
15	Sequence Errors	0	0	0	0	0	0
16	CRC Errors	0	0	0	0	0	0
17	Vian Tagged Frames	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933	64,010,754,933
18	Transmit Duration(Cleared on Start Tx)	72 :4 :16.793303200	72 :4 :16.793303200	72:4:16.793303200	72 :4 :16.793303200	72:4:16.793303200	72 :4 :16.793303200
19	Flow Control Frames Received	0	0	0	0	0	0
20	Oversize and CRC Errors	0	0	0	0	0	0
21	User Defined Stat 1	0	0	0	0	0	0
22	User Defined Stat 2	0	0	0	0	0	0
23	Capture Trigger (UDS 3)	0	0	0	0	0	0
24	Capture Fiter (UDS 4)	0	0	0	0	0	0
25	User Defined Stat 5	0	0	0	0	0	0
26	User Defined Stat 6	0	0	0	0	0	0
27	ProtocolServer Transmit	0	0	0	0	0	0
28	ProtocolServer Receive	0	0	0	0	0	0
29	Transmit Arp Reply	0	0	0	0	0	0
30	Transmit Arp Request	0	0	0	0	0	0
31	Transmit Ping Reply	0	0	0	0	0	0
32	Transmit Ping Request	0	0	0	0	0	0
34	Receive Arp Request	0	0	0	0	0	0

- 72 hour, Packet Loss free

ZTI-P870-1 Zaram Technology, Inc.



## **8D Report**

## 5. Corrective Actions

Replacement Required	Yes	Due Date	2024-02-02
Donla coment has been	n completed for all 2 per		
	n completed for all 3 pcs.	::::::::::::::::::::::::::::::::	
-it is suspected that th	ere is an unknown IOP isue with routers from	a specific vendor.	
6. Estimated Root Cause			
The issues reported ha	s not been reproduced with the routers and s	wtiches Zaram currently h	as in the facility
	ise is unknowkn at this stage.	witches Zaram carrently in	as in the lucinty.
	further on this issue and try to secure the rou	ters that the issues was fo	und at the customers.
, and the second	•		
8. Evaluation for Action			
Distribution Dept	Business Team		
Date	2024-02-14		

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