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## SERVICE BULLETIN MAINTENANCE OF WAY EQUIPMENT

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**DATE:** 09 - 2018

**BULLETIN NO:** 18-006

**TITLE:** Replacement of Network adapter

**RATING:**

**DIRECTIVE**  
(Action Is Required)

**ALERT**  
(Potential Problem)

**INFORMATION**  
(Action Is Optional)

**PRODUCT IMPROVEMENT**  
(Enhance Product)

**PRODUCT SERIES / MODEL:** ProAccess PT-0310

**SERIAL NO:** N/A

**SUMMARY:** Protran Technology has found an issue with the setup of the network adapters in the PT-0310 products. If Dynamic Host Configuration Protocol (DHCP) is enabled when a Static IP Address is used, there is a chance the unit will not use the Static IP Address. This causes problems in tightly controlled networks in which the subnet masks and IP Address are tightly restricted. In order to correct this problem, the PT-0310 will need to be powered down and connected to a system that has DHCP enabled. The User can then go into the configuration settings and disable the DHCP to allow the system to run off the assigned Static IP Address.

**OPERATIONAL IMPACT:** PT-0310 will not connect to the customer's network if the Static IP Address is not being used due to connected system has DHCP enabled.

**ACTION:** Replace the properly configured network adapter inside the PT-0310 unit, or replace the entire PT-0310 with a new unit (not recommended).

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## Safety Information



- FOLLOW APPLICABLE RAILROAD LOCKOUT - TAGOUT PROCEDURES WHEN PERFORMING MAINTENANCE, MAKING ADJUSTMENTS OR REPAIRS TO THE EQUIPMENT. FAILURE TO HEED THIS WARNING COULD RESULT IN SEVERE BODILY INJURY.

### Replacement of Network Adapter - See Figures 1 and 2

1. Use key (2) to turn off power to the PT-0310 unit. Green LED on box will go off.
2. Open the PT-0310 by unscrewing the two faceplate screws (3) on the front side of the unit.
3. Disconnect the internal network cable (5) from the network adapter (4).
4. Remove the four screws (6) on the corners of the network adapter (4) and remove the adapter.
5. Install new network adapter and ensure the orientation is correct and that the pins seat properly.
6. Make sure the screw holes align properly with the mounting studs.
7. Secure adapter in place by reinstalling four screws (6).

**Note:** Torque for tightening screws is 10 in-lbs or hand tight and then 1/4 turn.

8. Attach the network cable (5) to the newly installed adapter.
9. Close the box and make sure the cover is tightly secured with two faceplate screws (3).

**Note:** Torque for tightening faceplate screws is 20 in-lbs or hand tight and then 1/2 turn.

10. Turn the key (2) switch to turn the PT-0310 unit back on. The Green LED will be illuminated.

FIGURE 1  
PT-0310 UNIT

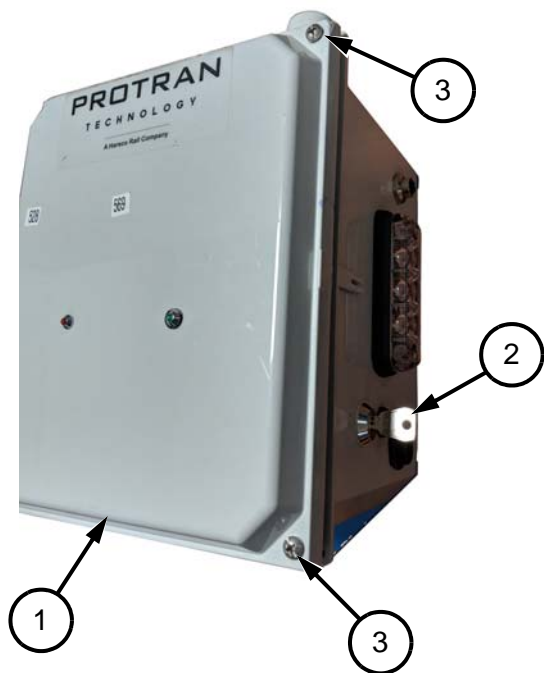
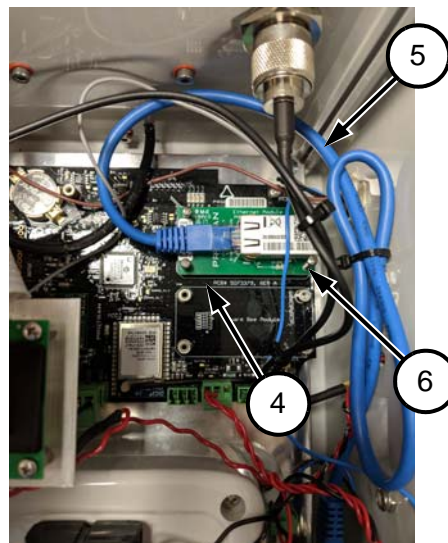


FIGURE 2  
NETWORK ADAPTER



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