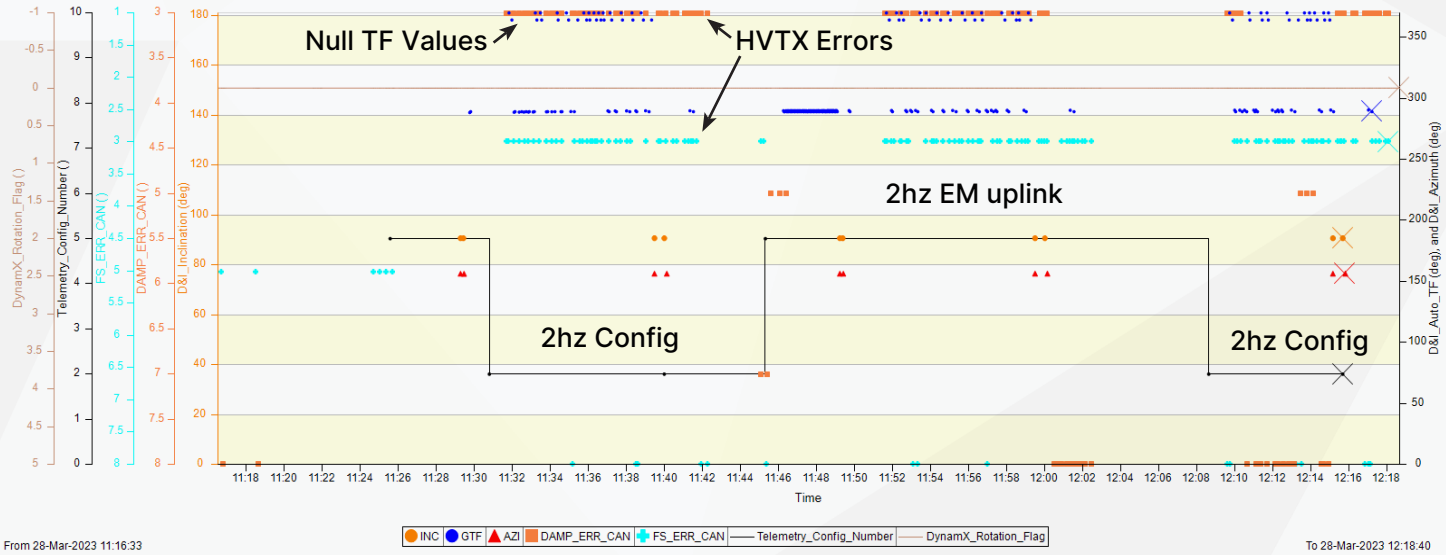
EXTREME SALES AND RENTAL

DNI Null Values in 2hz with XEM

BACKGROUND INFORMATION

Electrical noise from EM transmission in 2Hz/2cyle in some applications can interfere with internal tool string communications, resulting in null toolfaces observed in operations. The issue has been reproduced in lab testing after multiple confirmed reports from the field.

Below is logged data from one of the tests conducted to replicate the issue. Whenever the string was set to transmit in 2hz several HVTX errors would start to occur and tool faces would intermittently be sent and recorded as null values. These are seen as -8888 decodes on the surface gear and tool faces above 360° in the memory.



PROCESS IMRPOVEMENTS

2 Hz configurations should be avoided for use in the field. 2.5Hz configurations have been proven to not cause the issues in bench testing and field use. The engineering team will continue to evaluate the situation and advise when and how 2 Hz configurations can safely be used in the future.

MOVING FORWARD

- This notice identifying the problem when using 2hz with XEM will be distributed to all clients who currently use this technology in the field.
- Future configurations will also remove 2hz/2cy uplink parameters and replace those options with 2.5hz/2cy. Contact Command if you need replacement configurations generated.
- The command center and all training personnel are now aware of the issue and know the steps to troubleshoot the issue if it appears.