

MODIFICATION RECOMMENDED

3070-83

**S E R V I C E N O T E**

Supersedes:  
NONE

Agilent Medalist i3070 and i3070 Series 5 In-Circuit Test System

**Serial Numbers:**

- E9901D – ALL
- E9902D – ALL
- E9903D – ALL
- E9905D - ALL
- E9901E – ALL
- E9902E – ALL
- E9903E – ALL
- E9905E - ALL

**Preventive Measures to Minimize Lost Heartbeat Errors**

**Parts Required:**

P/N	Description	Qty.
None		

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.0 Hours
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 30 Apr 2012	
AUTHOR:	Yong Wee Sheng	PRODUCT LINE: 80 – In Circuit Test	
ADDITIONAL INFORMATION:			

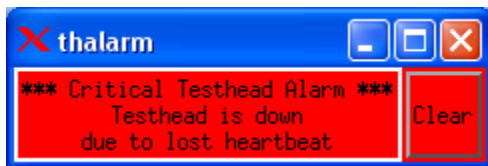
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**Situation:**

Agilent Medalist In-Circuit Testers equipped with the i-System Card and “unmanaged” Micronet SP616B 16 port LAN switch will encounter a high level of “lost heartbeat” error, which requires a re-boot of the testhead to recover.



The root cause of the lost heartbeat error is the mismatch of network settings between classic LAN devices and modern LAN devices. The classic LAN devices are the i-System Card and control cards used in the testhead where the LAN technology has not progressed as much, compared to modern LAN devices such as PC Network Interface Cards (NIC) and LAN switches.

This network setting mismatch is termed as a “duplex mismatch”. It should be noted that the duplex mismatch issue can only arise on NICs and LAN switches that auto-negotiate the port speed/duplex settings, although low traffic tests such as “ping” will work properly.

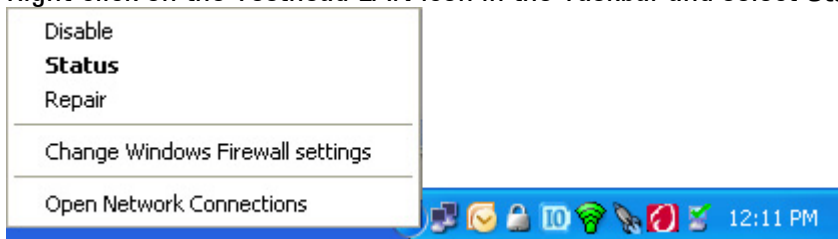
**Solution/Action:**

Explicitly set the private i3070 Testhead LAN for the controller to “10MB/half-duplex”, instead of using the “Auto” setting.

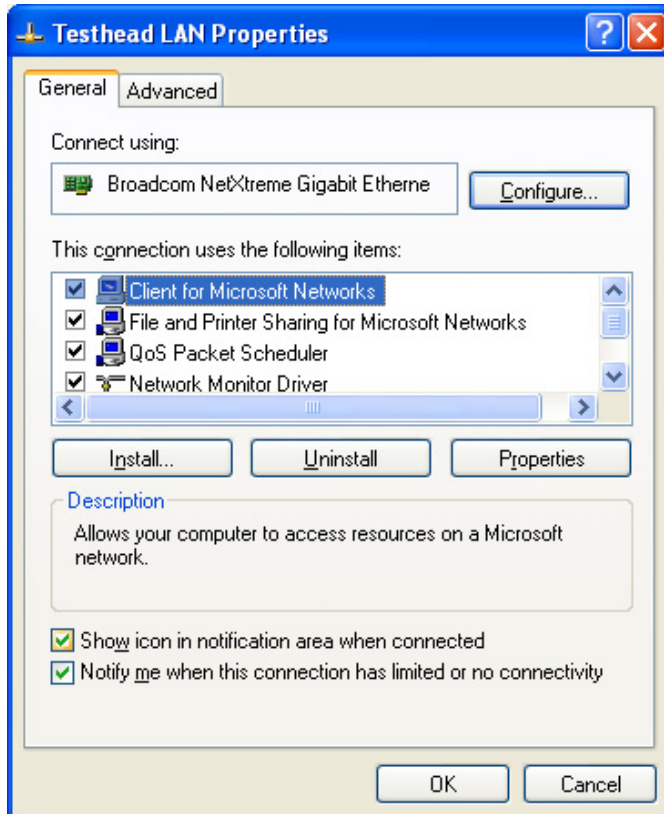
This is recommended for any Medalist i3070 or Medalist i3070 Series 5 system (whether it has the System Card or i-System Card) that is connected to the private Testhead LAN network with LAN switches.

**Forcing 10 Mbps Half Duplex on Testhead LAN**

1. Right-click on the Testhead LAN icon in the Taskbar and select **Status**.



2. In the Testhead LAN Status dialog box, click **Properties**.
3. In the Testhead LAN Properties dialog box, click **Configure**.



4. In the network adapter Properties dialog box, click the **Advanced** tab.
5. Select the **Speed & Duplex** property and change its value to **10 Mb Half**.

