

4951C-14

S E R V I C E N O T E

SUPERSEDES

HP 4951C Protocol Analyzer

Serial Numbers:0000A00000 / 3124A00000

SCC Retrofit Kit 04951-62726

To be performed by: HP Qualified Personnel

Situation:

The 4951C receives ABORT frames intermittently when there is none on the network and the Carrier Detect (CD) lead stops being detected by the analyzer.

The problem occurs when using a 3/4 duplex polling circuit (Master at Full Duplex and remote is at Half Duplex) and the CD lead is switched to indicate valid DCE data to the Analyzer. The problem is related to a timing violation around the Serial Communication Controller (SCC) device in the Data Link circuit.

Action:

Install retrofit kit 04951-62726 only upon above complaint.

DATE: 1 June 1991

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 0.7 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> HP LOCATION	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: NB	ENTITY: 3800	RESPONSIBLE ENTITY: 3800	UNTIL: Support Life
ADDITIONAL INFORMATION:			

