SUPERSEDES: 4980A-03

HP 4980A Network Advisor

Serial Numbers: 0000A00000 / 3132A00434

Duplicate Service Notes:

4981A-03

4982A-03

J2176A Mainframe Assembly/Hard Disk Drive

Modification To Eliminate Bad Sectors on Hard Disk Drive

To Be Performed By: HP-Qualified Personnel

Parts Required:

Part Number	Description	Qty.
5000-5572	Shield- Hard Disk	1

Situation:

Instruments have the potential for developing bad sectors on the hard disk drive due to magnetic interference inside of the network advisor mainframe chassis assembly. The sector errors can cause boot-up problems. The sector errors can occur with no warning and cause the network advisor to become inoperable.

Continued

DATE: 13 November 1991

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:				
MODIFICATION RECOMMENDED				
ACTION CATEGORY:	☐ IMMEDIATELY ☐ ON SPECIFIED FAILURE ■ AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hours		
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ■ ON-SITE ■ HP LOCATION	SERVICE INVENTORY: ☐ RETURN ☐ SCRAP ■ SEE TEXT	USED PARTS:	☐ RETURN ☐ SCRAP ■ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	RESPONSIBLE ENTITY: 3800	UNTIL: 01 January 1994	
AUTHOR: RCB	ENTITY: 3800	ADDITIONAL INFORMATION:		

HEWLETT PACKARD

Solution/Action:

Install a hard disk drive shield (see parts listing from above). Use the following procedure for installing the shield. Reference the network advisor service manual for disassembly and assembly procedures.

1. Remove the top cover of the network advisor.

2. Disconnect the external ports board ribbon cable from the main system board.

3. Disconnect the hard disk drive ribbon cable from the main system board.

4. Remove the torx screw from the rear mounting point on the hard disk drive bottom shield.

5. Place the disk shield (new) over the top of the hard disk drive with the mounting screw hole aligning with the bottom screw hole on the rear of the bottom shield. Secure the top shield along with the bottom shield and grounding wire with torx screw removed in step 4.

6. Reconnect all cables removed in previous steps.

7. Reassemble the top cover and power on the instrument.

8. After the instrument has come up to Top Level, activate the Utils window and select "Exit to DOS".

9. Run the command "chkdsk" on each logical drive. If bad sectors are reported there are two options to remove them.

   a. Format the logical drive with the bad sectors. Software may need to be reinstalled if the disk formatted is drive C or D. Rerun "chkdsk".

   b. If after formatting the bad sectors are still reported, the hard drive will need to be replaced and the software will need to be installed.