

S E R V I C E N O T E

SUPERSEDES: None

**HP 4981A Network Advisor**

**Serial Numbers:** 0000A00000 / 3132A00696

**Duplicate Service Notes:**

4980A-09  
4982A-09

J2171A Ethernet Interface/Main Network Board/5062-2178

**Modification To Resolve "Boot Up/Timeout Errors"**

**To Be Performed By:** HP-Qualified Personnel

**Parts Required:**

Part Number	Description
5062-9617	Main Network Interface Board

**Situation:**

Instruments can experience intermittent bootup errors associated with the main board in the network interface. The errors occur because during reset modes, an error counter sometimes does not get reset. This causes the counter to reach its limit resulting in the boot up errors. Some boards may already have the modification performed on them. See the "Inspection Section" for mod location on the network board.

*Continued*

DATE: 05 October 1992

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 1.0 Hour
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> HP LOCATION	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: RCB	ENTITY: 3800	RESPONSIBLE UNTIL : 04 October 1994	
		ADDITIONAL INFORMATION:	



The most common bootup error message which will appear will be

"ARTFATALerrormajorcode = 2120 or 2121"

**Solution/Action:**

Using the service documentation as reference, replace the main board in the network interface using the bluestripe board. The part number is mentioned above.

**Inspection**

Some of the instruments may already have had this modification completed. An inspection of the main network interface board will tell whether or not the mod needs to be completed. Looking at the component side of the main interface board with the SIMMS towards the top, if there are 4 wires to the right of the SIMMS and to the left of the ROM, the mod has already been performed.