SUPERSEDES: 4982A-05

HP 4982A Network Advisor

Serial Numbers: See Text

Duplicate Service Notes:

4980A-05A
4981A-05A

J2172A Ethernet/Token-Ring Interface

Modification to Resolve "Service Request Timeout on Port XXX" Error

To Be Performed By: HP-Qualified Personnel

Parts Required: None

Situation:

J2172A Serial Numbers Effected: 0000A00000 / 3121A00155

Instruments can experience a problem where the plastic, conductive coated case can cause an electrical short to traces on the network interface main PCBA. The failure mechanism is two plastic tabs which touch and support the connector area of the interface main board. With time, the tabs can wear through the solder resistant coating and short out the traces. A fatal system error, "Service Request Timeout on Port XXX From Requester: Response Method", occurs and renders the network advisor inoperable.

Continued

DATE: 08 October 1991

ADMINISTRATIVE INFORMATION

| SERVICE NOTE CLASSIFICATION:				
MODIFICATION RECOMMENDED				
ACTION CATEGORY:	☐ IMMEDIATELY ☐ ON SPECIFIED FAILURE ■ AGREEABLE TIME	STANDARDS: LABOR: 0.7 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:

The solution to the problem involves locating the plastic tabs and removing the conductive coating from them. To remove the conductive coating from the tabs use a fine sand paper, exacto knife, or an ink pen eraser.

The following procedure implements the solution:

1. Turn the network advisor over and locate the four quarter turn lock screws. Turn these four screws a quarter turn and remove the interface module.

2. Remove the plastic top cover from interface module by removing 6, Torx-15 screws from the plastic cover.

3. Turn the plastic cover over and locate the plastic tabs.
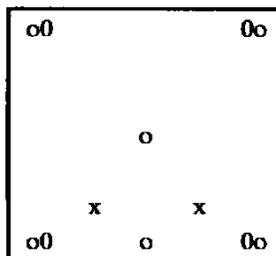
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┌─────────────────────────┐
│ o0                   0o  │          0 - Quarter-Turnscrews
│                          │          o - Torx screws holes
│                          │
│             o            │          x - tabs causing problem
│                          │
│        x        x        │
│ o0          o      0o    │
└─────────────────────────┘
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4. Using a ink pen eraser, an exacto knife or some fine sand paper, remove conductive coating from the ends of the tabs.

DO NOT CUT OR REDUCE THE HEIGHT OF THE PLASTIC TABS

5. Clean or remove all shavings from the plastic cover.

6. Reassemble the network interface module by following steps 1-3 in reverse order.

7. After attaching the network interface module to the network advisor mainframe, turn the power on and make sure the network advisor comes up to the top level with no errors reported.

8. As an optional verification test, connect the network advisor to a live or test network (Ethernet or Token-ring) and run a simple measurement, such as Ethernet Summary Stats or Token-Ring Summary Stats to insure proper operation. This should be coordinated through the local network manager.