S E R V I C E   N O T E

SUPERSEDES: NONE

4985B Token-Ring LanProbe

Serial Numbers: US00000000 / US36340808

Noise on internal buss causes processor to corrupt its internal program.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Quantity
04985-69504 rev. A-3713-0801	EXCH 04985-66504	1
or		
04985-66504 rev. A-3713-0801	PCA Main/ROM	1
5183-1425	Label SN-01	1

Continued

DATE: September 1997

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 ■ SERVICE CENTER	SERVICE INVENTORY:	■ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS:	■ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: September 1998			
AUTHOR: DH	ENTITY: 0801	ADDITIONAL INFORMATION:			

 Agilent Technologies

Situation:

Noise on the internal buss can cause the processor in the 4985B to corrupt its internal program. The effect is that the LanProbe eventually stops functioning and does not respond to the management console.

All 4985B's with the specified serial numbers must have the modification recommended in this service note applied! This service note does note apply to 4985B's that have been returned to/and modified by Agilent, from customers that received a letter requesting for the return of their 4985B's, due to the noise on the internal buss problem!

Solution / Action:

International customers;

Call your local Agilent Technologies Sales/Service Center to arrange returning unit(s) to Agilent Technologies for repair. If you own ten or more units and have reasons which prevent you from sending units to the Agilent Technologies Sales/Service Center, please call to arrange to have the units repaired on site.

Domestic Customers (U.S. only);

Please call 719-531-4366 to arrange returning unit(s) to Agilent Technologies for repair. If you own ten or more units and have reasons which prevent you from sending units to the Agilent Technologies Sales/Service Center, please call 719-531-4372 to arrange to have the units repaired on site.

Agilent Technologies Service Centers;

1. If P/N 04985-66504 has a date code of A-3713-0801, this repair is not necessary. Any other date code must be replaced with either the 04985-66504 or 04985-69504 with date code of A-3713-0801.

2. Request required parts on an "as needed" basis by calling NMX Product Support!

3. Attach the label SN-01, P/N 5183-1425, to the rear panel of the LanProbe, between the serial tag and the fan outlet.

4. Reprogram the MAC address (refer to Service Note 4985B-03). Use the address that is printed on the MAC Address label, which is located beneath the DB-9 and RJ-45 Token-Ring Media Connections on the rear panel of the LanProbe.