

S E R V I C E N O T E

SUPERSEDES: None

HP 4986A LanProbe III Plus Monitor

Serial Numbers: US00000000 / US99999999

Lockup with fault light on, lockup with fault light off.**To Be Performed By:** HP-Qualified Personnel & Customers**Parts Required:**

HP P/N	Description
04986-99501	HP 4976A/4986A LanProbe Installation/User's Guide

Situation:

The 4986A may exhibit lockup with fault light on, lockup with fault light off, automatic re-booting of the probe, automatic rebooting of the probe with NVRAM corruption.

Caused by received packets that are between 2560 and 2720 bytes in length were handled incorrectly in internal software buffering. This size is out of the bounds of ethernet specifications but does occur infrequently on most normal ethernet networks.

Continued

DATE: April 1998

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR:

DH

ENTITY:

0801

ADDITIONAL INFORMATION:

The defect was caused by an invalid value being placed in a buffer pointer. Depending upon the state of other tasks and operations in the probe at the time this occurred, a crash with varying symptoms would occur. The invalid pointer value would cause memory corruption almost anywhere including NVRAM.

Resolution: The incorrect pointer assignment has been corrected.

Solution / Action:

Upgrade the 4986A LanProbe Firmware to Revision A.01.01.

Please refer to the 4986A Installation/User's Guide (HP p/n 04986-99501) for complete instructions of performing the firmware download.

The firmware and release notes can be obtained by FTP from the HP Open Subnet Web Server;

<ftp://hpcsos.col.hp.com/dist/netmetrix/lpfirmware/A0101.ET3>

<ftp://hpcsos.col.hp.com/dist/netmetrix/lpfirmware/relnotes/relnotes.ET3>