S E R V I C E   N O T E

SUPERSEDES: None

4996A LanProbe II for Probe View

Serial Numbers: 0000A00000 / 3221A00169

Modification to Eliminate possible power up problems

Duplicate Service Notes:
4995A-01
4996A-01

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
5010-9765	Boot ROM	1

Situation:
Instruments have the potential for developing problems at boot up also may affect the overall performance of the LANPROBE. The original version of the boot ROM does not initialize Timer 1 in the PCAT chip set. The result of the non-initialized timer is a random frequency of the AT bus refresh signal. This obviously impacts the efficiency of the system. It is necessary to initialize this parameter in boot ROM since the higher frequency refresh rate can cause the system to reboot due to slow progress through power on self test therefore never progressing to the code stored in flash memory.

Continued

DATE: 04 December 1992

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	☐ IMMEDIATELY ☐ ON SPECIFIED FAILURE ■ AGREEABLE TIME	STANDARDS: Labor 1.0 Hour			
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: 04 December 1994			
AUTHOR: RGM	ENTITY: 3800	ADDITIONAL INFORMATION:			

Agilent Technologies

Solution/Action:

Install a new boot ROM part number 5010-9765 in the LANPROBE II. Use the following procedure for installing the new boot ROM.

1. Remove the Front Bezel by releasing the end tabs, using a thin flat tip screwdriver inserted in the front vent, push the metal tabs in to release. Once the end tabs are released, release the two center tabs in the same manner, pushing down on the plastic tabs to release.

2. Remove the four torx screws from the top cover. Two on the rear panel and two on the rear sides of the top cover. Then remove the top cover.

3. Locate the old boot ROM part number 5010-7393. Remove this ROM and install the new boot ROM part number 5010-9765.

4. Reinstall the top cover and front bezel.

5. Connect a terminal to the COM PORT on the rear panel of the LANPROBE II, then power on the terminal.

6. Power on the LANPROBE II and observe the power on test of the LANPROBE II verify all tests pass and the top line states LPII POST version C.00.11 O