

# E1400B/T-03

## S E R V I C E N O T E

SUPERSEDES: None

### HP E1400B C-Size VXibus Mainframe HP E1400T C-Size VXibus Mainframe

**Serial Numbers:** 0000A00000 / 9999A99999

#### **Correction for defective backplane connectors.**

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

#### **Parts Required:**

E1400-67911 Backplane Assembly

#### **Situation:**

The E1400-67911 Backplane PC Assembly (A3) is used in the E1400B and E1400T Mainframes. This backplane is a very expensive part that cannot be repaired in the field. It has special connectors that are press-fit into the backplane by the vendor using a dedicated machine (they are not soldered in). This backplane is under warranty to HP and can be repaired and re-used when it has defective connectors. As of this date (8/13/92), the only reported failures on this backplane have involved defective connectors.

Symptoms are usually slot-related and can include solid failures or even intermittent failures.

*Continued*

DATE: 17 August 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 type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> HP LOCATION	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" 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: KD	ENTITY: 0900	RESPONSIBLE UNTIL :	05 February 1995
		ADDITIONAL INFORMATION:	None

Some P1 connectors (the top row) have been known to have faulty white plastic inserts over the auto-bypass pins. If these inserts come out of the connector, the backplane must be replaced.

#### CAUTION

If white inserts are found to be missing from any P1 connector in an E1400B/T Mainframe, inspect the pins on the last module(s) inserted in that slot before re-inserting that module in any other slot. If the white plastic insert is still clinging to the pins, the module pins may be damaged when re-inserted.

If the operator reports intermittent operation or solid failures of one or more slots in the mainframe, suspect a bad connector. If you can verify the failure, replace the backplane.

#### Action:

If a solid or intermittent failure can be isolated to backplane connectors, replace the backplane.

If an E1400-67911 backplane is replaced in the field, return the defective backplane to the VXI Systems Division (VXD) at the following address:

VXI Product Support M/S DM402  
Hewlett-Packard Company  
815 SW 14th Street  
Loveland, CO 80537 USA

The parts pipeline has been purged of bad parts so all replacement assemblies should contain good connectors.