J6803B-07

S E R V I C E   N O T E

Supersedes:
NONE

J6803B - DNA Pro

Serial Numbers: All

Units fail to boot properly, failing at "Detecting IDE drivers"

Parts Required:

P/N	Description	Qty.
5067-1749	CABLE ASM`2.5 INCH HDD IDE CABLE	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY	
AUTHOR: DM	PRODUCT LINE: 2J
ADDITIONAL INFORMATION:	

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Situation: A new failure mode has been found with the "JDSU DNA Pro booting…." indefinitely displayed problem.

Solution/Action: Remove the front bezel of the instrument. Attach a standard 15 pin VGA monitor to the video connector. Turn on the unit. If it halts with the message, "Detecting IDE drives" replace the ribbon cable to the HDD.