

S E R V I C E N O T E

SUPERSEDES: None

HP 4980A Network Advisor

Serial Numbers: 0000A00000 / 3132A00696

Duplicate Service Notes:

- 4981A-09
4982A-09

J2170A Ethernet-Token-Ring Interface/Main Network Board/5062-2178

Modification To Resolve "Boot Up/Timeout Errors"

To Be Performed By: HP-Qualified Personnel

Parts Required

Table with 2 columns: Part Number, Description. Row 1: 5062-9617, Main Network Interface Board

Situation:

Instruments can experience intermittent bootup errors associated with the main board in the network interface. The errors occur because during reset modes, an error counter sometimes does not get reset. This causes the counter to reach its limit resulting in the boot up errors. Some boards may already have the modification performed on them. See the "Inspection Section" for mod location on the network board.

Continued

DATE: 05 October 1992

ADMINISTRATIVE INFORMATION

Form with sections: SERVICE NOTE CLASSIFICATION: MODIFICATION RECOMMENDED, ACTION CATEGORY, LOCATION CATEGORY, AVAILABILITY, AUTHOR, STANDARDS, SERVICE INVENTORY, RESPONSIBLE UNTIL, ADDITIONAL INFORMATION.



The most common bootup error message which will appear will be

"ARTFATALerrormajorcode = 2120 or 2121"

**Solution/Action:**

Using the service documentation as reference, replace the main board in the network interface using the bluestripe board. The part number is mentioned above.

**Inspection:**

Some of the instruments may already have had this modification completed. An inspection of the main network interface board will tell whether or not the mod needs to be completed. Looking at the component side of the main interface board with the SIMMS towards the top, if there are 4 wires to the right of the SIMMS and to the left of the ROM, the mod has already been performed.