

S E R V I C E N O T E

SUPERSEDES: None

4995A LanProbe II SNMP

Serial Numbers: 0000A00000 / 9999A99999

Repair of the Serial Port Controller

Duplicate Service Notes:

4995A-02

4996A-02

Parts Required: None

Situation:

It was discovered that the serial controller chip on this product has floating inputs. The result of these floating inputs may cause erroneous interrupts to the processor chip. This design error was discovered when NTD received a batch of controller chips that were more sensitive to the input signals. While these inputs float they may randomly cross the threshold and cause an interrupt request to the processor. This problem may slow the response of the LanProbe or worst case will cause the LanProbe to warm start randomly.

Continued

DATE: August 1994

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" 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"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: August 1996			
AUTHOR: RGM	ENTITY: 3800	ADDITIONAL INFORMATION:			

Solution/Action:

Check all 4995A LanProbe II main PCBA for jumper wires as explained below. If the jumpers are not there, use the following procedure to add jumper wires to pull the floating inputs to VCC.

Procedure:

1. Remove the front bezel and top cover to expose the main PCBA.
2. Locate U9 and U10 on the main PCBA 04995-66501. Add a jumper wire to short pin 44 VCC to 43 on U9. Add a jumper wire to short pin 44 VCC to pins 43, 42, and 41 on U10. (NOTE: drawing below).

