

S E R V I C E N O T E

SUPERSEDES: NONE

E3170A System Controller for 4071A

Serial Numbers: See below

Flexible disk drive does not work or BASIC/UX may be unstable

Duplicate Service Notes:

E3170A-01 Serial Number: JP10D00218, JP10D00228/233

E3170AJ-01 Serial Number: JP10D00154

To Be Performed By: Agilent-Qualified Personnel

Parts Required: None

Situation:

Flexible disk drive (FDD) does not work, because FDD driver (scsifloppy) is not added into the kernel. Also, unexpected error or close window sometimes may happen when you are using BASIC/UX, because the kernel parameter (msgtql) is set to 40.

The cause of above symptom is duplicate "shmmx 0x8000000" lines in the "/etc/conf/dfile". Because of duplicate "shmmx 0x8000000" lines, proper kernel is not made at the factory.

Solution / Action:

1. Confirm that there are two "shmmx 0x8000000" lines in the "/etc/conf/dfile".
2. If there are two "shmmx 0x8000000" lines, remove one side "shmmx 0x8000000" line.
3. Add the "scsifloppy" driver into the kernel, and increase the "msgtql" parameter to 256 by using SAM.
4. Then re-build the kernel.

DATE: September 1998

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 1.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
		USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: August 1999	
AUTHOR: SY	ENTITY: 3300	ADDITIONAL INFORMATION: None	

