

S E R V I C E N O T E

SUPERSEDES: None

J2301B Internet Advisor WAN

Serial Numbers: EC Label 08 and 09

Upgrade F/W for Quantum 540 MB and 1.08 GB Hard Disk Drives

Parts Required:

0950-3008 540 MB hard disk

0950-3072 1.08 GB hard disk

Situation:

The new Europa series hard disk from Quantum have an old version of the controller firmware installed. If the unit has a EC label with a code of 08 or 09 you need to run the hard disk upgrade software disk on the unit before returning it to the customer. The part number for the upgrade disk is 5011-2932, if you do not have this disk contact CCO support or download the software from Colorado's ftp node (Contact Ron Mallette for details). These files are available on WEB site <http://www-cco.col.agilent.com> under R&D Archives. Copy all files to a formatted bootable floppy disk, the files are in directory pub/mtksupport/harddrv on both the ftp or WEB site methods.

Solution:

Load the hard disk upgrade software on all J2301B with an EC code of 08 or 09, by installing the floppy disk and power on the unit. Run Scandisk or Norton Disk Doctor on the media, if bad blocks are detected replace the hard disk drive.

DATE: June 1996

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 0.25 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input 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: RM	ENTITY: 3801	AGILENT RESPONSIBLE UNTIL: August 1998	
		ADDITIONAL INFORMATION:	