

S E R V I C E N O T E

SUPERSEDES: None

**J2302B Internet Advisor WAN**

**Serial Numbers:** EC Label 07 and 08

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

**To Be Performed By:** Agilent-Qualified Personnel

**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 an EC label with a code of 07 or 08 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 the 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 the directory pub/mtksupport/harddrv on both the ftp or WEB site methods.

**Solution/Action:**

Load the hard disk upgrade software on all J2302B with an EC code of 07 or 08, 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:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	Labor 0.25 Hour
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:	