S E R V I C E   N O T E

SUPERSEDES: None

J2912A Internet Advisor OC-3 module

Serial Numbers: US36330001 / US36339999

This note describes the process used to upgrade a J2912A to a J2912B equivalent product. This upgrade will allow a customer to use the new features for ATM testing provided in software versions 10.1 and greater.

To Be Performed By: HP-Qualified Personnel

Parts Required: T10 Torx driver
Supplied by customer J2912A, and Z4453A or Z4454A

Situation:

The upgrade products Z4453A and Z4454A are set up to allow a customer to upgrade their J2912A to a J2912B equivalent product. NewATM features have been added to the Internet Advisor software versions 10.1 and greater that require a J2912B product. These upgrades allow a existing customer to get this added functionality. The customer should supply the J2912A OC-3 module and the Z4453A or Z4454A upgrade products. The upgrade products include the new digital board 5064-2963.

Continued

DATE: February 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	AGREEABLE TIME	■ PERFORMANCE ENHANCEMENT ☐ SERVICE/RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ■ HP LOCATION	AVAILABLE UNTIL: February 2000
AUTHOR: RM	ENTITY: 0801	ADDITIONAL INFORMATION: Factory paid installation with the z-product purchase

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NOTE:

These products include the installation labor for the customer, the installation labor should be billed to NSTD warranty as a field installation 02F.

Solution / Action:

Installation of the 5064-2963 board in a J2912A to make it J2912B equivalent.

1. Remove the four screws from the top panel of the J2912A module using a T10 torx driver.

2. Carefully lift the back side of the top panel up and forward to clear the chassis, then move top panel forward to clear the connectors on the front panel.

3. Carefully lift both board assemblies out of the bottom chassis.

4. Grip the top board in one hand and the bottom board in the other hand, by the rear connector.

5. Gently pull the two board assemblies apart using a rocking motion from side to side.

6. Remove the 5064-2963 from the Anti Static Pouch.

7. Align the connector of the new 5064-2963 Digital board with the connector of the existing J2912-66501 Analog board.

8. Gently press the two board assemblies together.

9. Set to two board set back into the bottom chassis, aligning the screw mounting holes.

10. Carefully slide the top panel over the front connectors and set back in place over the bottom chassis.

11. Reattach the four torx screws to the top panel and tighten using a T10 torx driver.

12. Place the appropriate Equivalence label on the top panel close to the serial number label.

NOTE:

We have included both the EQUIVALENT TO J2912B and EQUIVALENT TO J2913B labels. Be sure to attach the appropriate label for the product you are upgrading.

13. Perform the J2912A performance test from the C series service manual.

14. Send the old J2912A board digital board to:

Ron Mallette
Hewlett-Packard Co.
5070 Centennial Blvd.
Colorado Springs, CO. 80919