SUPERSEDES:  NONE

## J3320A FDDI LanProbe TP-PMD

**Serial Numbers:**  US36030000 / US36030173

### Flash ROM Size Upgrade from 256k to 512K

Duplicate Service Notes:

J3320A-05 Serials US36030000 / US36030173
J3321A-05 Serials US36040000 / US36060441
J3322A-05 Serials US36060000 / US36060676

**To be performed By:** Agilent-Qualified Personnel

**Parts Required:**

| P/N | Description | Quantity |
|-----|-------------|----------|
| 5965-0134 | Installation/Users Guide | 1 |
| 5064-2810 | Exchange 5064-0388 | 1 |
| | or | |
| 5064-2852 | Exchange 5064-2851/64MB/ANE | 1 |

A Terminal or a PC emulating a Terminal. One of the following RS-232
(Crossover or null modem) cables.
RS-232 25-pin male to 25-pin male, or
RS-232 25-pin male to 25-pin female, or
RS-232 9-pin female to 25-pin male

*Continued*

DATE:   July 1999

ADMINISTRATIVE INFORMATION

| SERVICE NOTE CLASSIFICATION: | | |
|---|---|---|
| **MODIFICATION RECOMMENDED** | | |

| ACTION CATEGORY: | ☐ IMMEDIATELY<br>■ ON SPECIFIED FAILURE<br>☐ AGREEABLE TIME | STANDARDS:<br>LABOR  1.0 Hours | | |
|---|---|---|---|---|
| LOCATION CATEGORY: | ☐ CUSTOMER INSTALLABLE<br>■ ON-SITE<br>■ SERVICE  CENTER | SERVICE INVENTORY: | ■ RETURN<br>☐ SCRAP<br>☐ SEE TEXT | USED PARTS: ■ RETURN<br>☐ SCRAP<br>☐ SEE TEXT |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE | AGILENT RESPONSIBLE UNTIL: July 2001 | | |
| AUTHOR:  DH | ENTITY:  0801 | ADDITIONAL INFORMATION: | | |

**Agilent Technologies**

**Situation:**

The J3322A Flash ROM size must be upgraded from 256k to 512k in order to accommodate the Flash code for RMON-2 and/or y2k compliance. If your FDDI probe only has 256K bytes of flash, you will be unable to successfully upgrade to the RMON-2/y2k firmware. If you attempt to download RMON-2/y2k firmware with insufficient flash, the probe will fail to boot.

**Solution / Action:**

All Customers

1.  Connect a terminal to the serial interface on the back of the FDDI LanProbe.

2.  Press the "Config" button.

3.  In the text written to the terminal, the probe will identify the amount of FLASH memory installed. It will state either "256K bytes Flash found" or "512K bytes Flash found".

4.  If your FDDI probe has only 256K;

    International customers

    Please call your local Agilent Technologies Sales and Service Office for Return-to-Agilent (service center) or onsite repair.

    Domestic Customers (U.S. only)

    We have established an in-factory process, which will give you the most rapid turnaround. Please call 719-531-4366 to arrange returning unit(s) to Agilent Technologies for repair. If there are reasons which prevent you from sending units to the Agilent Technologies Sales/Service Center, please call 719-531-4372 to arrange to have the units repaired on site. For service center requests; please call the U.S. Instrument Support Center @ 1-800-403-0801.

    Agilent Technologies Service Centers

1.  Check installed memory option of the FDDI probe.

2.  If the memory option is ANE, order the exchange part number 5064-2852. For all options not ANE, order the exchange 5064-2810.

3.  After exchanging the pcba. Reprogram the MAC to match printed address on MAC label located on the rear panel.

4.  Install current RMON-2 or y2k compliant firmware.

5.  Reboot probe and verify POST pass all tests and firmware version string.

6.  Please charge all parts and labor costs as an Extended Warranty-SN Repair.