

S E R V I C E N O T E

SUPERSEDES: NONE

J3321A 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

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:	<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 checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
		USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: July 2001	
AUTHOR: DH	ENTITY: 0801	ADDITIONAL INFORMATION:	

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 Center

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.