

S E R V I C E N O T E

SUPERSEDES: NONE

**J3444A Fast Ethernet Undercradle**

**Serial Numbers:** US36420301 / US36421301

**The Plug & Play ROM and I/O boundary ROM may need to be updated.**

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

**Parts Required:**

P/N	Description	Quantity
5011-4750	I/O Boundary Rom	1
J3444-19007	Plug & Play ROM	1
xxxx-xxxx	EC:04 labels	1 sheet (contact Ron Mallette for labels)

**Situation:**

Depending on the EC: revision code of the J3444A, one or both ROM mentioned above will need to be replaced before the customer can run the LAN in windows release of Internet Advisor software. Check the EC: label on the J3444A located by the serial number tag on the bottom of the product. Order the appropriate ROM's depending on the EC: code on this label.

**Solution / Action:**

If you anticipate performing this update contact Ron Mallette ASAP to get the EC:04 labels sent to you now.

*continued*

DATE: September 1998

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 1.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: RM	ENTITY: 0801	AGILENT RESPONSIBLE UNTIL: Product Support Life	
		ADDITIONAL INFORMATION:	

If the EC: code is LESS THAN EC:03 you will need to order both ROM's listed above.

**NOTE:**

No EC: label means EC:00.

If the EC: code is EC:03 you will need to order the 5011-4750 ROM only.

Both ROM's that need to be replaced are located on the bottom board (J3444-66504). Remove the rubber feet on the bottom of the undercradle, remove the screws under the four feet, remove the four screws on top of the end caps, then remove both end caps. Remove the eight screws from the undercradle top panel, then remove the top panel. Remove the seven screws from the undercradle top board (J3444-66505), carefully lift the top board by the connectors that connect the top board to the bottom board (usually where the foam is on the top board). Once the top board is removed, remove the undercradle adapter board from it's connector. The New ROM 5011-4750 replaces old ROM J3444-19003, located near the adapter board connector. New ROM J3444-19007 replaces old ROM J3444-19001 or J3444-19006, located near the red dip switch and LED's on the bottom board assembly. Once the ROMs have been updated and the unit reassembled attach the EC:04 label over the top of the old EC: label.