

S E R V I C E N O T E

SUPERSEDES: NONE

J3444A Internet Advisor LAN mainframe

Serial Numbers:US36330001 / US36339999 or EC less than EC:06

To Be Performed By: Agilent-Qualified Personnel

Parts Required: Exchange LAN CPU assembly

Situation:

When monitoring 100 BaseT traffic with LAN in windows based Fast Ethernet measurement and the segment has utilization greater than 50% an error "AMP hardware Error: Data FIFO Overflow" may occur. If a customer sends in his J3444A with this error and situation, perform the solution section of this service note.

Solution / Action:

If a J3444A is returned for repair with the error explained above you will need to replace the LAN CPU board part number J3444-66504 or exchange J3444-69501. To correct the fault condition explained above the Xlink controller is replaced on the LAN CPU board. After the board is replaced in the undercradle the EC: code label needs to be set to EC:07.

Please contact Ron Mallette at Agilent Technologies for sheets of the EC:07 labels.

DATE: February 2000

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 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: February 2003	
AUTHOR: RM	ENTITY: 0801	ADDITIONAL INFORMATION:	

