

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

16903A-01

S E R V I C E N O T E

Supersedes:
none

16903A 3-slot Logic Analysis Mainframe w/ Built-in Touch Display

Serial Numbers: MY43000103/MY43000106, MY43000108/MY43000115, MY43000117, MY43000119, MY43000120, MY43000128, MY43000137

Upgrade of CPU motherboard, Main Interface Board (MIB), and PCI board to improve system reliability.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
16903-60002	16903A Upgrade Kit	1

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: 2.0 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 type="checkbox"/> SCRAP X SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: End of support life	
AUTHOR: DGF	PRODUCT LINE: 1A		
ADDITIONAL INFORMATION:			

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Situation:

A small number of 16903A's (see serial numbers above), may hang or fail due to the CPU motherboard, Main Interface Board (MIB), and PCI board originally installed in these Logic Analyzer mainframes.

Solution/Action:

Install the 16903A Upgrade Kit, p/n 16903-60002, which will replace all of these assemblies. The existing CPU Motherboard (Radisys) will be replaced by a Motorola VP22. The MIB will be replaced with a board with new CPLD code, and the PCI board will be replaced with newer modified version. This upgrade kit should be installed on these 16903A's when they are returned to Agilent for any repair.

Used parts disposition:

The CPU motherboard, MIB, and PCI boards should be returned to the DVD (08) at:

Agilent Technologies
1900 Garden of the Gods Road
Colorado Springs, CO 80907
Attn: 16903A Technical Support Dept.
Phone: 719-590-5801

All other removed parts should be scrapped.

Service inventory is not affected.