

MODIFICATION RECOMMENDED

**3070-79A**

**S E R V I C E N O T E**

Supersedes:  
3070-79

**Agilent 3070 Medalist Series Board Test System**

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 1.0 Hours
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: ALWAYS	
AUTHOR: LMF	PRODUCT LINE: 80		
ADDITIONAL INFORMATION: Reference the service note number in the activity description field of the SR.			

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**Serial Numbers:**

**Systems:**

- E9901D = MY47100001 to MY47100054
- E9902D = MY47110001 to MY47110080
- E9903D = MY47120001 to MY47120053
- E9905D = MY47130001 to MY47130013

**i3070 HP controller xw4400 for accessories and SPO:**

- N1131-67504: SGH70908S7 to SGH70908SN, SGH7100HVP to SGH7100HWZ, SGH71502MM to SGH71502NF, SGH7160PML to SGH7160PN1, SGH719036P to SGH7190372, SGH719070Y to SGH719071J, SGH7230B5P to SGH7230B69, SGH7250QQ6 to SGH7250QQQ, SGH72903KR to SGH72903LY, SGH73305TB to SGH73305TY, SGH73308VZ to SGH73308WK, SGH7350FJ9 to SGH7350FJR, SGH73605V6 to SGH73605VS, SGH73707ZT to SGH73707ZZ, SGH7370800 to SGH7370812, SGH7400H10 to SGH7400H1F, SGH7400KDJ, SGH7400KFH
- N1131-67506: SGH7400H0V to SGH7400H1C, SGH7400KDD to SGH7400KDG, SGH7400KDK to SGH7400KDZ, SGH7400KF2 to SGH7400KFM, SGH7520CJJ to SGH7520CKS, SGH803034B to SGH803035Y

**Potential Random Printing on the Strip Printer**

**To Be Performed By: Customer**

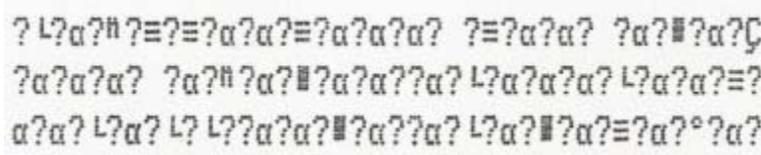
**Parts Required:**

P/N	Description	Qty.
None		

**Situation:**

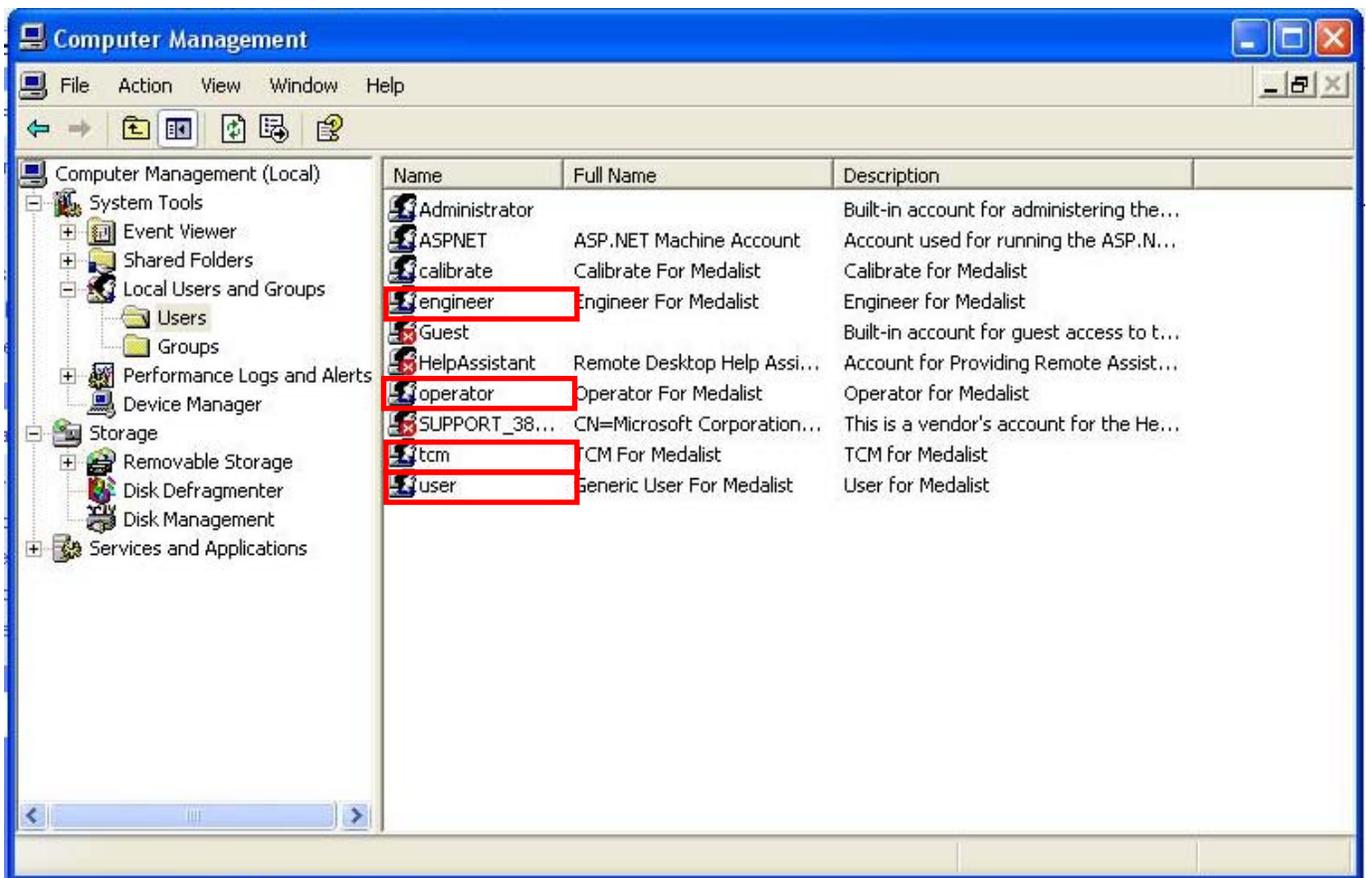
When the controller is powered on and left idling for 2 or more hours without executing any program, the strip printer will start printing random characters. The random printing failure mode is only observed for i3070 controller xw4400.

Example:

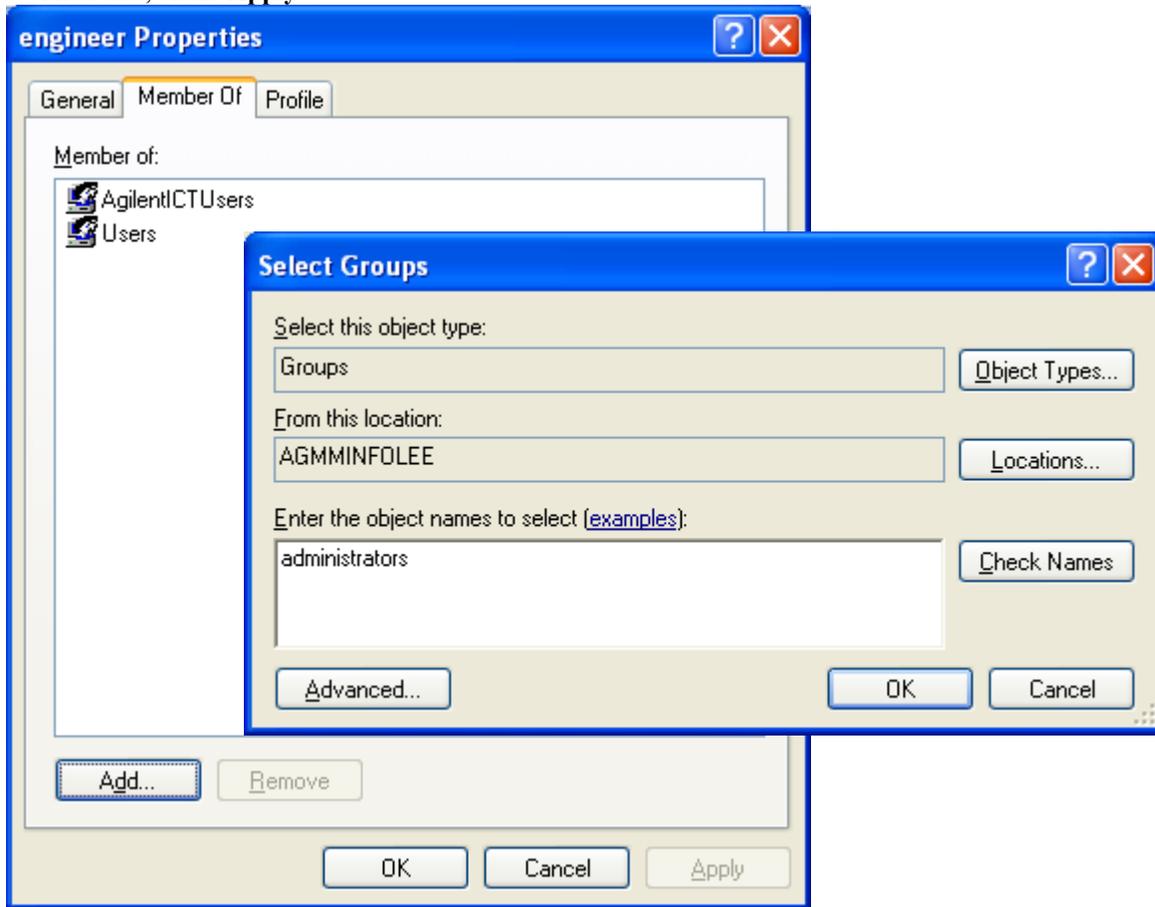


**Solution/Action:**

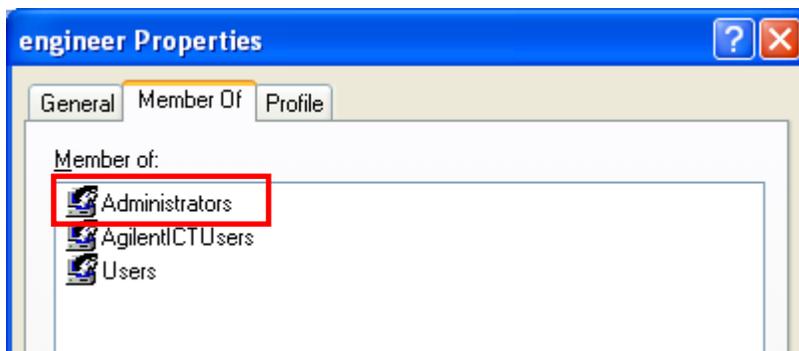
1. In order to prevent the random printing, both the **Standby** and **Hibernation** mode need to be disabled in the PC controller. The steps below are required to follow.
2. Power up the controller, go to **Start -> Control Panel -> Administrative Tools -> Computer Management**.
3. Select **Users** under **Local Users and Groups**. Notice that there are 4 accounts as in the figure below. These 4 logins need to be added with administrative right for power scheme settings.



- Click on the “**engineer**”, under the “**Member of**” tab, click “**Add**”. Type in ”**administrators**” and click “**OK**”. After that, click “**Apply**”.



- Once done, the engineer will be under the member of Administrators.



- Perform the same for “**operator**”, “**tcm**” and “**user**” accounts. Once done, close all the windows and run Windows command prompt.
- Type **runas /user:calibrate “cmd”** at the prompt. Enter and key in the login password for “calibrate” as in the user manual.

**Note: if the password is removed, the password needs to be reset back into the controller in order to perform the steps to set the power option.**

```

C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\minfolee>runas /user:calibrate "cmd"
Enter the password for calibrate:
Attempting to start cmd as user "AGMMINFOLEE\calibrate" ...

C:\Documents and Settings\minfolee>

```

8. In another command window, type **powercfg /setactive "always on"** and enter.

```

cmd (running as AGMMINFOLEE\calibrate)
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\WINDOWS\system32>powercfg /setactive "always on"

```

9. Type in **powercfg /q** to check for the setting, the setting should be as below.

```

cmd (running as AGMMINFOLEE\calibrate)
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\WINDOWS\system32>powercfg /setactive "always on"
C:\WINDOWS\system32>powercfg /q

```

Field	Description	Value
Name		Always On
Numerical ID		3
Turn off monitor	(AC)	After 20 mins
Turn off monitor	(DC)	After 15 mins
Turn off hard disks	(AC)	Never
Turn off hard disks	(DC)	After 30 mins
System standby	(AC)	Never
System standby	(DC)	Never
System hibernates	(AC)	Never
System hibernates	(DC)	Never
Processor Throttle	(AC)	NONE
Processor Throttle	(DC)	NONE

```

C:\WINDOWS\system32>

```

10. Repeat Step 7 to 9 for **engineer**, **operator**, **tcm**, and **user** accounts. After that, close all command windows.  
 11. Go to Start -> Control Panel -> Administrative Tools -> Computer Management.  
 12. Select **Users** under **Local Users and Groups**. From the engineer, operator, tcm and user account, remove the "Administrators" which was added at the beginning.