

MODIFICATION AVAILABLE – PERFORMANCE ENHANCEMENT  
CHARGEABLE TO CUSTOMER SERVICE / RELIABILITY  
ENHANCEMENT CHARGEABLE TO CONTRACT IF THERE IS ONE.

## 5DX-75

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

Supersedes:  
[NONE]

## 5DX Series 3 and Series 5000 Systems

Serial Numbers: USXXXX0500 - USXXXX0852

### PS/2 Keyboard / Mouse Extender Lockup Problem

To Be Performed By: Agilent-Qualified Personnel

#### Parts Required:

P/N	Description	Qty.
N7200-68705	2.8G IPC PS/2 Extender Service Kit	1
or		
N7200-61610	Keyboard Extender Cable	1

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
<b>MODIFICATION AVAILABLE</b>	
ACTION CATEGORY: AGREEABLE TIME	SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY: ON-SITE	AVAILABLE UNTIL: End of Support
AUTHOR: Guy Sittler      PRODUCT LINE: 80	
ADDITIONAL INFORMATION: The E7200-68705 and N7200-61610 are orderable through SPD (Service Parts Delivery) at 1-800-816-8650.	
The installation should only occur while the Customer Engineer is onsite for a Preventive Maintenance visit or some other previously scheduled appointment.	
Time and material should be billed to the Customers Support Contract. Customers operating without a Support Contract are responsible for the cost of this Serviceability/Reliability Enhancement.	
Reference the service note number in the activity description field of the SR.	

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**Situation:**

1. Some 5DX users have experienced computer lock-ups when employing a handheld bar code reader with a “PS/2 keyboard wedge” connection to the 2.8GHz Industrial PC (IPC). These bar code readers are inserted into the keyboard cable near the operator cart via PS/2 male and female connections on the bar code reader cable. However, please note that the 2.8GHz IPC requires a PS/2 extender for the mouse. The Gefen PS/2 extender set used in the 5DX for both mouse and keyboard connections does not have sufficient power to run a handheld bar code reader that connects to the PS/2 keyboard interface. When using a bar code reader through the PS/2 extender, system lock-up may occur upon activation of the bar code reader. When this occurs, the mouse and keyboard become non-responsive to user actions, but the system clock and display continue to show system activity.
2. On the Kayak XU800 and 1G IPC when using a bar code reader through the keyboard cable extender, system lock-up may occur upon activation of the bar code reader. When this occurs, the keyboard becomes non-responsive to user actions, but the system clock and display continue to show system activity.

**Solution/Action:**

This service note reconfigures the PS/2 extender in order to supply adequate power to keyboard-wedge type handheld bar code readers.

**Note:** This does NOT apply to the automatic bar code reader within the 5DX.

1. A Service Kit (E7200-68705) has been developed for the 2.8G IPC that when implemented on the affected 5DX System will eliminate the keyboard lockups caused by the P/S 2 extender box.  
The PS/2 Extender Service Kit contains the installation procedure for updating the 5DX.
2. A cable (N7200-61610) is available for the Kayak XU800 and 1G IPC that reduces the voltage drop to the bar code reader.  
Replace existing keyboard extender cable with this new cable.