

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

5DX-78

S E R V I C E N O T E

Supersedes:
[NONE]

5DX Series 2L, 3 and 5000 Systems

Serial Numbers: USxxxxx750 / USxxxxx850

Release of 5DX Windows XP Professional System Controller Emergency Recovery Kits

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
N7210-68703	Disaster recovery for 5DX XP Customers	1
N7210-68704	Disaster recovery 5DX XP CE's Kit	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION CATEGORY:	AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hours
LOCATION CATEGORY:	ON-SITE	SERVICE INVENTORY: SEE TEXT USED PARTS: SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: May 2006
AUTHOR: Guy Sittler PRODUCT LINE: 80 ADDITIONAL INFORMATION: The N7210-68703 and N7210-68704 are orderable through SPD (Service Parts Delivery) at 1-800-816-8650. Reference the service note number in the activity description field of the SR.		

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Situation:

5DX systems and controller upgrades shipped with Microsoft's Windows XP Professional starting March 1, 2004 to November 1, 2004 did not include an emergency recovery kit. This includes all new 5DX systems shipments, 2.8 Ghz IPC controller upgrades and 1.0 Ghz IPC controller upgrades.

The "Disaster recovery for 5DX XP Customers kit" (N7210-68703) has been specifically created to address the missing recovery solution for the Agilent 5DX system controllers.

Solution/Action:

This service note will require the CE to perform the following:

- 1) Order the "Disaster recovery 5DX XP CE's Kit" (N7210-68704) from SPD.

Note: The CE will only need one "5DX XP CE's Kit" (N7210-68704).

This kit can be reused at other customer sites.

- 2) Order the "Disaster recovery for 5DX XP Customers kit" (N7210-68703) from SPD.

Note: The CE will need to order one "5DX XP Customers kit" (N7210-68703) for each 5DX System that this Service Note is performed on.

- 3) On-site, add a custom Agilent OEM string to the system controller BIOS following the instructions (N7210-90007).
- 4) Deliver the "Disaster recovery for 5DX XP Customers kit" (N7210-68703) to the customer.

Instructions:

- 1) Follow the "Adding Agilent's custom OEM string to the DMI section of the BIOS" procedure N7210-90007.
- 2) Review with the customer the "Disaster recovery for 5DX XP Customers kit" (N7210-68703) contents. Contents include:
 - a. 1 Microsoft Windows XP CD N7210-19524
 - b. 1 Agilent 1.0 Ghz 5DX Supplemental Emergency Recovery (N7205-19124).
 - c. 1 Agilent 2.8 Ghz 5DX Supplemental Emergency Recovery (N7210-19124).
 - d. 1 Agilent 5DX Windows XP Professional with Service Pack 2 Emergency Disaster Recovery Procedure (N7210-90005)
 - e. 1 Agilent 5DX Software Version 8.2.3 (N7210-19523)
- 3) Leave the "Disaster recovery for 5DX XP Customers kit" (N7210-68703) on the customer's 5DX System. Remove the top of the Electronics Cabinet and Place the Recovery kit inside the top of the Electronics Cabinet.