

S E R V I C E N O T E

SUPERSEDES: NONE

8510C Network Analyzer

Serial Numbers: 3031A09750 / 999999999

Floppy disk drive formatting information.

To Be Performed By: Customer

Situation:

Internal floppy disk drive intalled in the 8510C serial number 3031A09750 and higher has AUTO detects for the disk format.

For example, the 8510C with serial number less than 3031A09750 can initialize(format) disk in low format only even if your floppy disk is an high density disk. The reason for this is the disk drive has been put in low formatting position(jumper setting on the disk drive). The 8510C with serial number 3031A09750 and higher has the capability to initialize(format) in low or high formatting.

Problem 1: When the high density disk has been initialized (formatted) with 8510C serial number greater than 3031A09749. This floppy disk WILL NOT be able to use with 8510C serial number less than 3031A09750.

Problem 2: When the high density disk has been initialized (formatted) with 8510C serial number less than 3031A09750. This floppy disk WILL DISPLAY an error message when used with 8510C serial number greater than 3031A09749.

Continued

DATE: November 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME	STANDARDS:	LABOR 0.5 Hours	
LOCATION CATEGORY:	CUSTOMER INSTALLABLE ON-SITE SERVICE CENTER	SERVICE INVENTORY:	RETURN SCRAP SEE TEXT	USED PARTS: RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL:	PRODUCT'S SUPPORT LIFE	
AUTHOR: SP	ENTITY: 5300	ADDITIONAL INFORMATION:		

Solution/Action:

For problem 1: There is no work around for this problem except to reformat the floppy disk.

For problem 2: 8510C serial number less than 3031A09750 to read/ write data to the high density disk which had been initialized (formatted) with 8510C serial number greater than 3031A09749 you must COVER THE TOP LEFT HOLE of the floppy disk with a tape.