

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

UPERSEDES: NONE

**E2487A Pentium Pro Preprocessor****Serial Numbers:**

US37150000 / US37150144

US38030000 / US38030108

**Early Release Pentium Pro Preprocessors****Duplicate Service Notes:** None**To Be Performed By:** Agilent-Qualified Personnel**Parts Required:**

E2487-69002

**Situation:**

The first E2492S and E2487A units shipped had pre-release firmware that did not fully support current versions of the Pentium Pro processor.

**Solution / Action:**

The E2487A must be returned to an Agilent service center for replacement. The replacement will contain the latest firmware revision. Additionally, the replacement E2487A will include hardware design upgrades intended to improve performance and reliability.

The defective E2487A shall be returned to SMO through the normal board exchange process.

DATE: August 1998

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR 1.0 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 <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: April 27,2000
AUTHOR: REB	ENTITY: 0800	ADDITIONAL INFORMATION: None	