

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

SUPERSEDES: NONE

**E2496A IA-64 Preprocessor**

Serial Numbers:US38490101 - US38490169

**Stuck bits on data bus caused by Peltier Cooler problem****To Be Performed By:** Agilent-Qualified Personnel**Parts Required:**

P/N	Description	Quantity
E2496-69005	Rebuilt Analysis probe assembly	1

**Situation:**

The probes covered by this service note were shipped with faulty firmware. This firmware enables the Peltier coolers and begin cooling the chips in the probe too soon. The coolers cool the chips below room temperature before they heat up to final operating temperature. This can cause condensation on the chips and circuit board. Over time, data acquisition failures are observed in the analysis probe.

The symptom of this problem is stuck bits on the data bus. Stuck bits are only seen on the data bus. No catastrophic failures have occurred, nor are they anticipated.

*Continued*

DATE: January 2001

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR 1.0 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" 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: January 2003
AUTHOR: LW	ENTITY: 0800		ADDITIONAL INFORMATION:



**Solution / Action:**

A firmware upgrade will not fix the problem. Suspect units only within the serial number range indicated above shall be replaced on indicated failure.

Suspect units shall be returned to an Agilent repair center for replacement. Suspect units can also be replaced on-site.