

S E R V I C E N O T E

SUPERSEDES: NONE

HP E3493A Processor Probe

Serial Numbers: US363900000 / US363999999

This problem has two known symptoms:

- 1) Checksum errors occur when flashing firmware over LAN.**
- 2) Processor Probe hangs up while downloading object files.**

Duplicate Service Notes: E3497A-01

To Be Performed By: HP-Qualified Personnel

Parts Required: none

Situation:

When progflashing firmware and if checksum errors occur or when downloading binary files to a target system and the operation ceases and hangs the Processor Probe.

A 4.64K pull-up resistor was added to DATA[1] on the processor bus to avoid LAN download errors. Obsolete control board is E3496-66501 and is replaced by E3496-66504 at the factory only.

Solution/Action:

Verify that the Probes serial number prefix is US3639. If it is, please order another E3493A from SMO and return the defective unit to SMO for Blue Stripe repair. This processor probe is not field repairable.

DATE: July 1997

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
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 type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> HP LOCATION	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		HP RESPONSIBLE UNTIL: July 1999
AUTHOR: AIB	ENTITY: 0800	ADDITIONAL INFORMATION:	