

MODIFICATION AVAILABLE – PERFORMANCE ENHANCEMENT
CHARGEABLE TO CUSTOMER SERVICE / RELIABILITY
ENHANCEMENT CHARGEABLE TO CONTRACT IF THERE IS ONE.

J2300C-03b

S E R V I C E N O T E

Supersedes:
J2300C-03a

J2300C Internet Advisor WAN

Serial Numbers: US36330001 / US36339999

This note describes the process used to upgrade a J2300C to a J2300E equivalent product.

This upgrade will allow a customer to use the new faster CPU assembly and be equivalent to the new E-series platform.

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Qty.
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T10 Torx driver

Supplied by customer J2300C, and J4610E or J4611E upgrade kit

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	AGREEABLE TIME	X PERFORMANCE ENHANCEMENT <input type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER	AVAILABLE UNTIL:
AUTHOR: RM PRODUCT LINE: 2J		
ADDITIONAL INFORMATION: Factory paid installation with the upgrade product purchase.		

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Situation:

The upgrade products J4610E and J4611E are set up to allow a customer to upgrade their J2300C to a J2300E equivalent product. New faster CPU features have been added to the Internet Advisor mainframes with the roll to the E-series mainframe products. These upgrades allow an existing J2300C customer to get this added functionality. The customer should supply the J2300C WAN mainframe and the J4610E or J4611E upgrade products. The upgrade products include the new CPU board 5064-8788, the new Beetle Board for low speed applications 5063-7875, and a larger hard disk drive and mounting brackets. The J4611E also includes the SVGA TFT display assembly, the E-series products do not support the passive LCD display. If the customer unit has the passive display he must order the J4611E to get the correct upgrade product with the SVGA display included.

NOTE: These products include the installation labor for the new hardware and software installation of the 11.0 release. The installation labor should be billed to NSTD warranty as a field installation repair class IN with the subclass 02F.

Solution/Action:

Installation of the 5064-8788 and 5063-7875 boards in a J2300C to make it J2300E equivalent.

1. Use the service manual to remove the following:
2. Remove the plastic left end cap and left metal chassis.
3. Carefully disconnect the LCD display cable from the DOS CPU assembly.
4. Turn the unit on the other side and remove the right plastic end cap
5. Carefully remove the display assembly from the mainframe chassis.
6. Remove the right metal chassis.
7. Remove the top LED panel from the rear chassis.
8. Remove the rear panel from the bottom chassis of the mainframe.
9. Remove the ribbon cable that connects the WAN analyzer boards together.
10. Remove the five screws that hold the WAN network interface to the chassis, then remove the Network Interface assembly.
11. Carefully lift up on the Data Acquisition assembly to disconnect it from the module adapter board. Then carefully move the assembly back to disconnect the Data Acq assembly from the CPU assembly.
12. Remove the three screws that hold the CPU assembly to the mainframe bottom chassis.
13. Carefully remove the complete DOS CPU assembly taking care to disconnect the mouse button cable as you lift the assembly out for upgrade.
14. Remove the keyboard RFI strip from the top of the keyboard assembly.

15. Remove the five screws from the keyboard mounting plate, three screws on the front and two screws on the top of the keyboard. Disconnect the keyboard cables, then remove the keyboard assembly.
16. Remove the left speaker bracket and speaker, then remove the two mounting screws to the hard disk drive.
17. Remove the two remaining screws that hold the front hard disk bracket to the CPU board, then remove the front hard disk bracket.
18. Disconnect the right speaker from the CPU assembly, then remove the two remaining screws that hold the front floppy disk bracket to the CPU assembly, then remove the front floppy disk bracket with speaker still attached.
19. Disconnect the floppy disk cable from the ISA board, then lift the floppy disk out of the back mounting bracket.
20. Remove the two screws holding the back floppy disk bracket to the CPU board, then remove the back floppy disk mounting bracket.
21. Disconnect and remove the External Ports assembly from the ISA board.
22. Remove the three 3/16 hex standoffs that hold the ISA board to the CPU board.
23. With your fingers between the ISA board and the CPU board by the pointing device connector and by the display connector, carefully lift the ISA board away from the CPU board.
24. Remove the two screws that hold the back hard disk bracket to the CPU board. Lift the hard disk and its bracket up, then disconnect the hard disk drive cable from the CPU board.
25. Plug the hard disk into the new CPU board, and install the two mounting screws to the back hard disk bracket to the CPU board.
26. Carefully align the ISA board to the connector of the new CPU board and press the assemblies together.
27. Install three 3/16 hex standoffs through the ISA board to the new CPU board.
28. Set the new insulator on top of the CPU board with the TAB facing the back of board aligned between the floppy disk mounting holes. Then install the back floppy disk bracket to the new CPU board.
29. Set the floppy disk drive into the back floppy disk mounting bracket, and connect the floppy disk to the ISA board.
30. Install the front floppy disk bracket with speaker attached to the new CPU board, taking care to get the ISA board set into the slot on the floppy disk bracket. Connect the speaker cable to the ISA board connector.
31. Install the two screws that hold the front hard disk bracket to the new CPU board, then install the two hard disk mounting screws through the bracket to the hard disk drive.
32. Reinstall the left speaker assembly to the front hard disk bracket, and connect the speaker cable to the ISA board.

33. Reinstall the keyboard and mount plate to the new CPU assembly.
34. Reinstall the External Ports board to the ISA board, install the keyboard RFI strip to the top of the keyboard assembly.
35. To install the new Beetle board, remove the inner chassis of the WAN Internet Advisor.
36. Remove the four screws that hold the Beetle MOD and External POD assemblies to the bottom chassis.
37. Remove the Beetle MOD and External POD interface boards.
38. Using the two mounting screws supplied in the upgrade kit, mount the new Beetle board into the bottom chassis using the back mounting standoffs.
39. Reinstall the inner chassis to the J2300 bottom chassis.
40. Reinstall the new CPU assembly into the mainframe taking care to connect the mouse button cable as you set the assembly into place.
41. Connect the Data Acquisition board to the CPU assembly and install the V-series board to the top of the Data Acq and connect the ribbon cable from the new beetle board to the Data Acq to the V-series board.
42. Install the rear panel with the power supply to the mainframe.
43. Install the LED top panel.
44. If the kit you are installing is a J4611E it will have a complete SVGA assembly, install the new display assembly and finish reinstalling the rest of the Internet Advisor mainframe.
45. If the kit you are installing is a J4610E it will have new display sheet metal between the bottom two layers of foam of the upgrade parts box. Install the new sheet metal display front cover and display rear cover using the new painted screws supplied and finish reinstalling the rest of the Internet Advisor mainframe.
46. Place the J2300E Equivalence label on the rear panel close to the serial number label.
47. Load the Software that came with the upgrade kit on the customers mainframe. Remove the label that tells the customer "not to open this box" from the software kit before returning it to the customer with the unit.
48. Use the same packaging that the unit and upgrade kit came in to return the unit and software to the customer.
49. Perform the J2300C PC performance test from the C series service manual.