

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

# J2300D-01

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

Supersedes:  
None

### J2300D Agilent Advisor WAN

Serial Numbers: US39320001 / US39329999 or US41030001 / US41039999

**This note describes the process used to upgrade a J2300D 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 J2300D, and J5476E upgrade kit

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION AVAILABLE</b>		
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 <input checked="" type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL: J5476E is obsolete
AUTHOR: RM    PRODUCT LINE: 2J		
ADDITIONAL INFORMATION: Factory paid installation with the upgrade product purchase.		

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November 15, 2001

**Situation:**

The upgrade product J5476E is set up to allow a customer to upgrade their J2300D 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. This upgrade allows an existing J2300D customer to get this added functionality. The customer should supply the J2300D WAN mainframe and the J5476E upgrade product. The upgrade product includes the new CPU board 5064-8788.

**NOTE:** These products include the installation labor for the new hardware and software installation of the latest Advisor software 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 5065-9602 board in a J2300D 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. Reinstall the new CPU assembly into the mainframe taking care to connect the mouse button cable as you set the assembly into place.
36. 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.
37. Install the rear panel with the power supply to the mainframe.
38. Install the LED top panel.
39. Place the J2300E Equivalence label on the rear panel close to the serial number label.
40. Create the E-series BIOS update floppy disk from the Advisor software CD-ROM and run the BIOS update on the mainframe using the following procedure.
41. Load the Advisor application 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.
43. Use the same packaging that the unit and upgrade kit came in to return the unit and software to the customer.
44. Perform the PC performance test and WAN performance test from the C series service manual.
45. Return all D-series CPU boards to:

Ron Mallette  
Agilent Technologies Inc.  
5070 Centennial Blvd.  
Colorado Springs, CO. 80919