

S E R V I C E N O T E

SUPERSEDES: NONE

J3915A V-Series WANProbe

Serial Numbers: US38290000 / US38291141

J3915A V-Series WANProbe could interfere with normal WAN link operation.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Date Code	Description	Quantity Required
J3915-66501	A-3902-0801	PCBA-V Series	For Opt. #205 - 1 For Opt. #206 - 2 For Opt. #207 - 3

Situation:

Under certain circumstances when the J3915A is used in combination with the V.35 Y-Cable to monitor a V.35 interface between a router and a DSU/CSU, the operation of the link can be adversely affected. When the J3915A is attached to the link, either the link stops functioning or 90% or more of the frames are errored.

All J3915A's within the specified serial number range must have the modification recommended in this service note applied!

Continued

DATE: March 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> IMMEDIATELY <input 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 type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: DH	ENTITY: 0801	AGILENT RESPONSIBLE UNTIL:	March 2001
		ADDITIONAL INFORMATION:	

Solution / Action:**International customers:**

Please call your local Agilent Sales and Service Office for Return-to-Agilent (service center) or onsite repair.

Domestic Customers (U.S. only):

We have established an in-factory process which will give you the most rapid turnaround. Please call 719-531-4366 to arrange returning unit(s) to Agilent for repair. If there are reasons which prevent you from sending units to the Agilent Sales/Service Center, please call 719-531-4372 to arrange to have the units repaired on site. For service center requests, please call the U.S. Instrument Support Center @ 1-800-403-0801. Agilent Service Centers;

1. Call NMX Hardware Product Support and request the required parts on an "as needed" basis. Please do not request parts for stocking!
2. Replace all J3915-66501's (no date code), with J3915-66501 Date coded A-3902-0801 or greater.
3. Attach the EC:01 label which is included with the replacement J3915-66501 to the rear panel of the J3915A. The label should be placed above the RJ-45 100base-TX connector and to the right side of any option labels that may be applied to the J3915A.
4. Return the removed J3915-66501's to the NSTD/NMX Division as soon as possible. Please return, Attention to: NMX Hardware Support.