

S E R V I C E N O T E

SUPERSEDES: NONE

NetMetrix WanProbe Product J3988A

Serial Numbers:

- US40160102
- US40160103
- US40160105
- US40160106
- US40160107
- US40160108
- US40160109
- US40160110

Miswired power connector for additional 3.5 Drive

To Be Performed By: Agilent-Qualified Personnel

Situation:

J3988A OC12 probes in original shipment have a power supply connector for the addition of a 3.5 in floppy drive miswired.

Solution / Action:

If these units are returned to the service center for repair the responsible service technician needs to access the NMX Hardware Support Services Web-site for instructions in how to rewire the connector.

DATE: June 2000

ADMINISTRATIVE INFORMATION

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|---------------------------------|---|---------------------------------------|--|
| 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"/> SERVICE CENTER | SERVICE INVENTORY: | <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE | USED PARTS: | <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT |
| AUTHOR: DM | ENTITY: 4313 | AGILENT RESPONSIBLE UNTIL: June, 2002 | |
| | | ADDITIONAL INFORMATION: | |

