

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONDITION

E3172A-01

S E R V I C E N O T E

Supersedes:
NONE

E3172A System Controller for 4070 Series

Serial Numbers: E3172A JP10H00101/JP20H00231

CD-ROM drive may not be used if HP-UX 11i is installed.

To Be Performed By: Hewlett-Packard support engineer

Parts Required: None

Situation:

If the E3172A built-in CD-ROM drive is LITE-ON 485S 48x IDE CD-ROM drive, and the installed OS is HP-UX 11i (revision B.11.11); the error message “Device busy” is displayed when you access the CD-ROM drive, and the CD-ROM drive cannot be used.

Solution/Action:

Check type of the CD-ROM drive by using the ioscan or diskinfo command. If the CD-ROM is LITE-ON 485S, contact the nearest Hewlett-Packard support office. A Hewlett-Packard support engineer visits the customer site and replaces the defective CD-ROM drive with free of charge.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: INFORMATION ONLY
AUTHOR: SY PRODUCT LINE: 1H
ADDITIONAL INFORMATION:

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April 22, 2002