

S E R V I C E N O T E

SUPERSEDES: NONE

85620A Mass Memory Module**Serial Numbers:** 0000A00000 / 9999A99999**Modular hangup caused by improper programming****To Be Performed By:** Agilent-Qualified Personnel, Customer**Situation:**

Mass Memory Modules can exhibit symptoms which can be interpreted as a severe hardware failure if improper data is stored in its RAM. Symptoms can show up as a "Module Not Found" message on the analyzer display when the MODULE button is pressed, or can even prevent the analyzer from going through its power-up sequence.

Solution

When this occurs, the only remedy is to totally erase all data in the module's RAM.

Action:

Contents in RAM can be erased by shorting the RAM's battery backup line to ground. To do this, open the module, remove the battery and connect a jumper across A1C3 for modules with A1 board part number 85620-60006 and 85620-60014, or by jumpering A1C11 on board numbers 85620-60008 and 85620-60001. Be sure to maintain the shorted condition for at least fifteen minutes.

DATE: June 1996

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR:

GPB

ENTITY:

5300

ADDITIONAL INFORMATION: