SUPERSEDES: NONE

37717A PDH/SDH/Jitter Test Set

Serial Numbers: 3345U00100/3345U01500

Options: 1CW, 1A8 or 1F7 (RS232, GPIB, or LAN)

Intermittent Operation and/or Recognition of Remote Options.

To be Performed by: Qualified Service Personnel

Parts Required

Description	Part Number	Quantity
Connector Post 48MR3	1252-5782	01

Situation

If a problem is experienced with operation of the Remote Interface and/or the remote option fitted is sometimes not recognised (Display may show OPTIONSTRUCTURE CHANGED) or NVM memory loss occurs (possibly accompanied by one or more Fatal Errors) , then suspect the connector which links the Remote Board to the Main Processor board (item 11 on the diagram on page 5-102 in the Service Manual).

Two types of the above connector were supplied. The incorrect type has gold on one end only, with the other end being tinned. The tinned end can become oxidised over time, causing intermittent connections and resulting in the problems described above.

Continued

DATE: November 1995

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME	STANDARDS: LABOR 1.0 Hours			
LOCATION CATEGORY:	CUSTOMER INSTALLABLE ON-SITE SERVICE CENTER	SERVICE INVENTORY:	RETURN SCRAP SEE TEXT	USED PARTS:	RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: October 1997			
AUTHOR: DBG	ENTITY: E610	ADDITIONAL INFORMATION:			

Agilent Technologies

Solution/Action

If any of the above units is encountered, remove the Processor as described below and check the type of Right Angled Connector fitted.

If this is seen to be tinned on the end which fits into the CPU socket, then it should be replaced with the recommended type, which is gold-plated on both ends.

Order the part number in the table above.

Follow the procedure below when replacing this connector.

Procedure

Removing the Processor (CPU) Module

1. Switch off the 37717A and DISCONNECT THE POWER CORD.

2. Remove the rear panel feet.

3. If Optical Modules are fitted (option UH1 or UH2), unscrew the optical shield from the input and output connectors.

4. Withdraw the outer cabinet sleeve back and out of the instrument.

5. Remove the clamp screws along the top and bottom right-hand side of the chassis which secure blanking plates and modules.

6. Withdraw all modules (or blanking plates) from the unit using the two knobs to help with removal - if difficult to remove, CAREFULLY lever with a small flatheaded screwdriver. Ensure you note which slots each module is fitted into - they must be replaced in the same slots when reassembling.

Place modules SAFELY to one side in anti-static bags.

CAUTION

Modules must be removed and fitted in the correct sequence to prevent damage. From Front to back when removing. From back to front when fitting.

7. The last module out is the Processor Module - this is the one to be checked.

8. With the processor module on the bench, check the type of Right Angled Connector fitted. This is the connector which links the Main Processor Assembly (CPU) to the Remote Option Board Assembly (Item 11 in the diagram on page 5-102 in the Service Manual).

Replacing the Connector

If the wrong type of connector is fitted, proceed as follows;

1. Remove the four screws securing the GPIB/RS232 Board Assembly (Item 10 on the diagram on page 5-102 in the Service Manual) to the CPU Assembly.

2. The right angled connector can now be unplugged from the CPU socket and the
   GPIB/RS232 board socket.

3. Fit the new connector then secure the GPIB/RS232 Assembly to the CPU Assembly.

4. Refit the processor module and all other modules in the correct sequence.

5. Replace the outer cabinet sleeve, optical module shields and rear panel feet - this is a
   reversal of the removal procedure.

Testing

1. Power on the instrument and check for a sensible display.

2. Check the correct Remote Option is fitted (Press OTHER key then [OPTIONS] softkey.
   Select REMOTE/PRINTER options page).

3. Obtain a pass on all instrument Selftests.

The instrument is now ready for use.