

S E R V I C E N O T E

SUPERSEDES: NONE

37717B PDH/SDH/Jitter Test Set**Serial Numbers:** GB00000000/GB99999999**Options:** MUST HAVE DISK-DRIVE FITTED**Build Status :** 2:00, 2:01, 2:02**Instrument Fails to Download Firmware via Floppy Disk****To be Performed by:** Qualified Service Personnel

| Description | Part Number | Quantity |
|-------------------------|-------------|----------|
| Disk-drive Metal Shield | 37714-00050 | 1 |

Situation

Problems may be encountered when downloading new firmware via disks on any 37717B unit with Build Status Number in the above range. Typically the process (described in Service Note 37717B-01) will not complete and a Fatal Error may occur.

Continued

DATE: March 1996

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

| | | | | |
|--------------------|---|---------------------------------------|--------------------------|---|
| ACTION CATEGORY: | IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME | STANDARDS: | LABOR | 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: March 1998 | | |
| AUTHOR: DBG | ENTITY: E610 | ADDITIONAL INFORMATION: | | |

Solution/Action

If any of the above units is encountered, order the special Disk-drive Metal Shield and fit this by following the procedure below. This shield provides additional screening to the disk drive from PSU generated RFI and will prevent the corruption of data which causes the downloading problem to occur.

Procedure

Removing the Processor (CPU) Module

1. Switch off the 37717B and DISCONNECT THE POWER CORD.
2. Remove the rear panel feet.
3. If Optical Modules are fitted, 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.

Ensure you note which slots each module is fitted into - they must be replaced in the same slots when reassembling.

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.

The last module out is the Processor Module (CPU) - this is the one to be modified.

7. Place all modules except the CPU Module SAFELY to one side in anti-static bags.

Fitting the Disk-Drive Shield

1. Unscrew the four screws which secure the Disk-Drive Assembly to the CPU Board Assembly.
2. Unclip the ribbon cable from J5 on the Main CPU board Assembly.
3. Feed the ribbon cable through the slotted hole in the new Disk-Drive Metal Shield and plug it back into J5 on the CPU board.
4. Secure the new Disk-Drive Metal Shield to the Disk-Drive and to the CPU Board using the four screws.
5. Replace the CPU and all other modules back into the instrument in the correct sequence. This is a reversal of the removal procedure. Secure all modules with two clamp screws.
6. Replace the outer cabinet sleeve, optical module shields and rear panel feet - this is a reversal of the removal procedure.

Testing

1. Switch on the instrument and check for a sensible display.
2. Carry out the procedure for downloading the new firmware described in Service Note 37717B-01. Ensure the new firmware upgrade has completed successfully.
3. Obtain a pass on all instrument Selftests.

The instrument is now ready for use.