

S E R V I C E N O T E

SUPERSEDES: NONE

37717B PDH/SDH/Jitter Test Set

Serial Numbers: 3509U00100 / GB00001000

Options: All

Mechanical Shock can Disconnect Display Cable.

To be Performed by: Qualified Service Personnel

Duplicate Service Notes:

37714A-05 Serials: 3339U00100 / 3339U01500

37717A-08 Serials: 3345U00100 / 3345U01500

Parts Required

| Description | Part Number | Quantity |
|--------------------|-------------|----------|
| Plastic Tie-Wrap | 1400-0307 | 1 |
| Self-Adhesive Tape | 0460-2159 | 1 Roll |

Situation

Mechanical shock can disconnect the ribbon cable interconnecting the A1 and A2 Front Panel Assemblies from A2 J2 socket. Failure symptoms will be a blank display when powered on, but with cooling fans still running.

Continued

DATE: November 1995

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

| | | | | |
|--------------------|---|--|-----------------------|-----------------------------------|
| ACTION CATEGORY: | IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME | STANDARDS: | LABOR 0.5 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: November 1996 | | |
| AUTHOR: DBG | ENTITY: E610 | ADDITIONAL INFORMATION: | | |

A modification is now available to prevent this plug disconnecting by securing it in the socket using adhesive tape and a tie-wrap.

Solution/Action

It is recommended that the modification below is performed on all units in the above serial range.

This modification will prevent Connector A2 J2 unplugging from the socket.

Procedure

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 four screws securing the Front Panel to the sides of the instrument chassis.
6. The Front Panel can now be pulled forward out of the instrument.
7. With reference to Figure 1, remove the plug from J2 socket on the 37714-60002 (A2) assembly.
8. Cut a strip of self-adhesive tape measuring 25mm x 5mm.
9. Peel the protective backing from one side of the self-adhesive strip and attach to edges A and B of J2 socket.
10. Peel the protective backing from the other side of the self-adhesive strip.
11. Plug the ribbon cable into J2 socket and press firmly against the self-adhesive strip.
12. Fit the tie-wrap as shown in figure 1 and pull tightly.
13. Check to ensure the plug and ribbon cable cannot be pulled out of J2 socket.
14. Refit the Front Panel, 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. Obtain a pass on all instrument Selftests.

The instrument is now ready for use.

NOTE

If it is required to unplug the ribbon cable from A2 J2 socket after this modification, proceed as follows;

1. Cut the tie-wrap using a sharp knife only at the edge A.

2. Discard the tie-wrap.
3. Starting at Edge A, carefully pull the self-adhesive strip from J2 socket taking great care not to damage the ribbon cable.
4. The plug can now be detached from the socket and the self-adhesive tape removed from the ribbon cable also.
5. When refitting, perform the modification above using new self-adhesive tape and tie-wrap.

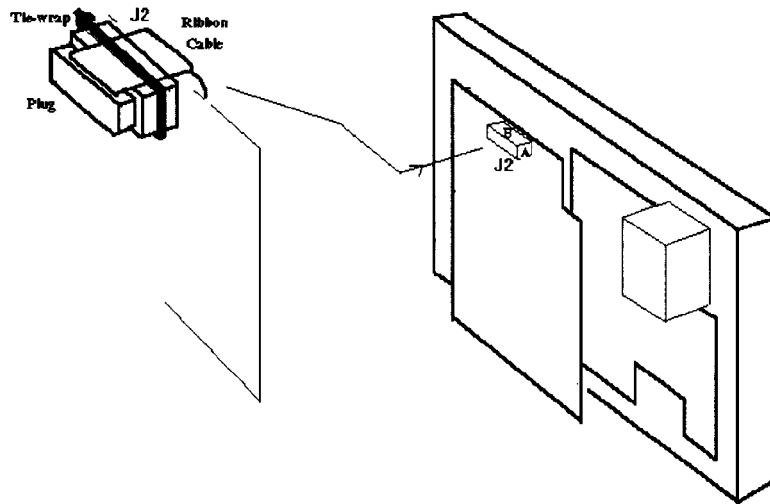


Figure 1