

## S E R V I C E N O T E

SUPERSEDES: NONE

**3070 Board Test System**

Serial Numbers: 0000A00000/9999Z99999

**Series 3: Black Box 10baseT-to-10base2 Converter Replacement**

To Be Performed By: Agilent-Qualified Personnel

**Parts Required:**

P/N	Description	Quantity
E9900-68700	AdvanceStack 10Base-T Hub8E kit	1

**Situation:**

A high failure rate has been experienced with the Black Box 10baseT-to-10base2 Converter units (part number 0960-1009). The symptoms of a failing Black Box include lost heartbeat errors, long first run times on testplans, and loss or impairment of testhead communications.

The factory has discontinued use of the Black Box. An Agilent product (p/n E9900-68700) that provides the functional equivalent of the Black Box Corporation product has been qualified by Product Engineering and has replaced the Black Box in shipments from the factory.

A converter is necessary due to the I/O connectors available on the current B180 and C240 workstations. The unit is used to convert the 10Base-T connection on the B180 & C240 workstations to ThinNet (50 ohm BNC) for the connection to the Testhead system card and ControlXT cards.

DATE: July 1999

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 0.5 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: CP	ENTITY: 0980	AGILENT RESPONSIBLE UNTIL:	July 2000
		ADDITIONAL INFORMATION:	

**Solution / Action:**

Replace the Black Box with the Agilent Hub kit identified in the Parts Required section of this Service Note. The failure rate on the Black Box is very high. To avoid unplanned system downtime replace any Black Box converters at the next scheduled maintenance visit. Replace upon failure if failure occurs before the replacement can be scheduled and completed.

Please contact your Agilent Board Test Service representative for information on availability of parts and questions pertaining to this Service Note.

**CE Logistics:**

Please schedule proactive replacement of the Black Boxes as part of your next normally scheduled maintenance visit. The Black Boxes have a high failure rate and should be replaced before failure to avoid unplanned system downtime. These parts are available through GSL.

Charges against this Service Note will be accepted for parts and labor, but not travel for the proactively replaced Black Boxes.

Charges against this Service note will be accepted for parts, labor and travel for Black Boxes that fail before they can be replaced.

Charges against this Service Note will be accepted until the 'Agilent Responsible Until' date of 07/27/00.

Please send the replaced Black Boxes back to MTD:

Agilent Technologies  
Ron Shoeman/Black Box returns  
MS BU213  
815 SW 14th St  
Loveland, CO 80537  
USA

**NOTE**

Agilent Board Test representatives filling out a Customer Service Order (CSO) against this Service Note MUST write the service note number in the detail section or the service note block. In addition, 02G (extension of normal warranty) MUST be used in the type field. If this procedure is not followed, the CSO will not be accepted.

For CE questions concerning this Service Note please contact Claire Pipinich T 679-5623 or On Line Support 1-800-447-8378.