3070-67

S E R V I C E   N O T E

Supersedes:
None

Controller Serial Number Labels for Agilent 3070 Board Test Systems

Serial Numbers: [0000A00000 / 9999Z99999]

This service note communicates the details of the recovery effort developed by Agilent-Singapore to distribute Agilent serial number labels to customers who have controllers that were not serialized in the factory.

Parts Required:

P/N	Description	Qty.
xxxxx-xxxxx	Agilent Serial Number Label	1 per controller

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:
INFORMATION ONLY
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ADDITIONAL INFORMATION:

Agilent Technologies

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Situation:
Beginning in January 2001 when Singapore began building the 3070 system, through October 2001 when the serial number errors were first realized, Singapore production shipped approximately 75 controllers to customers and Agilent offices without properly serializing the controllers with an Agilent serial number.

The Agilent serial number is important because it is logged on the CSO that is created when a controller fails in the field and is our only way of obtaining data for warranty. Also, the Agilent serial number is necessary for tracking and finding the controller if the manufacturer issues a recall. Therefore, Agilent-Singapore has developed a recovery effort to serialize controllers that were not serialized in the factory.

Solution/Action:
Once the decision was made to send serial number labels out to the field, Agilent-Singapore began gathering customer data and assigning Agilent serial numbers for each of the affected controllers in the field. When that task was completed, the following recovery plan was created.

Agilent-Singapore will send a package to customers who received one or more of the unserialized controllers. The package will contain:
1. A copy of the service note: 3070-67
2. A document with an Agilent serial number and the corresponding system and/or HP serial numbers for each controller purchased by the customer during the time period mentioned above.
3. The Agilent serial number label(s)

The customer can choose to put the label(s) on the controller(s) themselves or contact their local CE for assistance. Where possible, the name and Agilent phone number for the local CE will also be provided in the document included in the package.

Affixing the correct serial number label to each controller is important. The document providing the serial number information will clearly indicate which controller gets which serial number label by matching the new Agilent serial number with the existing HP controller serial number. In cases where the controller was bought with a system, the system serial number will also be included to facilitate identification of the controller.

Note: Serializing the controllers in the field is not a safety issue, and therefore, should not require a separate visit to the customer. Instead, please try to coordinate the serial number label activity with a warranty or preventative maintenance visit sometime in the next six to nine months.

For the customer or CE who is unfamiliar with the standard controller serial number location, the following pictures are included to show the approximate locations on the controller housings for the labels. Picture 1 shows the location on a B180L UNIX controller; picture 2 shows the location on a B2000 UNIX controller.

Picture 1. Agilent Serial Number Label Location on B180L UNIX Controller (label is circled)

Picture 2. Agilent Serial Number Label Location on B2000 UNIX Controller (label is circled)