

FIELD SERVICE BULLETIN

FSB# 098-41620-009

Date: October 28, 2004



2300 Orchard Parkway
 San Jose, CA 95131-1017
 Customer Assistance Center: 1-408-428-7907

System: 56000 Backplane and Chassis

Product Identity: 56000
Product Codes: 560-197-X

Customer Service: 1-888-367-7966 (1-888-FOR-SYMM) Option 1, Option 3, toll-free in the USA
 1-408-428-7907 Option 1, Option 3, worldwide

56000 Backplane and Chassis Modifications

The 56000 backplane has been reworked to ensure future (newly designed/new release) plug-in modules operate properly. New units have a label on the chassis that indicates part number and revision. These units have a different backplane revision than older units (some resistors have been removed). This resistor removal is forward and backward compatible with old and new cards. For customers with older chassis (units shipped prior to September 2004) that want to purchase and use newer plug-in modules (such as Fault Monitor CPU card 560-5301 or NIC card 560-5302), these backplane resistors must be removed following the procedure below.

Upgrading the 56000 Chassis Backplane

<p>CAUTION - All work should be performed by a qualified technician under Electrostatic Discharge (ESD) safe conditions. Failure to do so may result in damage or destruction to static-sensitive components.</p>
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<p>ELECTRICAL SHOCK HAZARD - Dangerous voltages may be present that can cause damage, injury, and death. Disconnect the unit from all power sources while handling and modifying the 56000 chassis.</p>
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Instructions

1. Disconnect the 56000 from all power sources.
(WARNING: Failure to disconnect all power sources may cause injury or death.)
2. Remove the option cards from the front of the 56000.
3. Check the revision letter of the 56000 backplane, 560-5165 (partially visible in the center-right portion of Figure 2):
 - If the backplane is Rev. A or Rev. B., continue on to the next step.
 - If the backplane is Rev. C or later, do not make any modifications to the backplane. Skip to the step #6.
4. From the front of the unit, locate resistors R4 and R5 (Figure 1) located in the lower left area of the backplane.

5. Grasp the resistor firmly with a tool, such as a pair of stout tweezers or needle nose pliers, and rock the tool until the resistor leads fatigue and break – OR – use end nippers to cut the leads and then remove the resistor. Perform this step on resistors R4, R5, R20, and R21 in sequence. See Figure 1 and Figure 2.
6. Re-install the option cards and connect the 56000 to power.

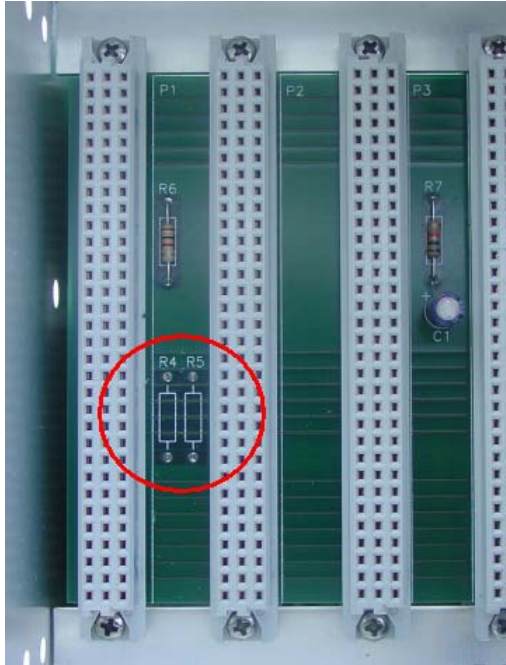


Figure 1: R4 and R5 (removed)

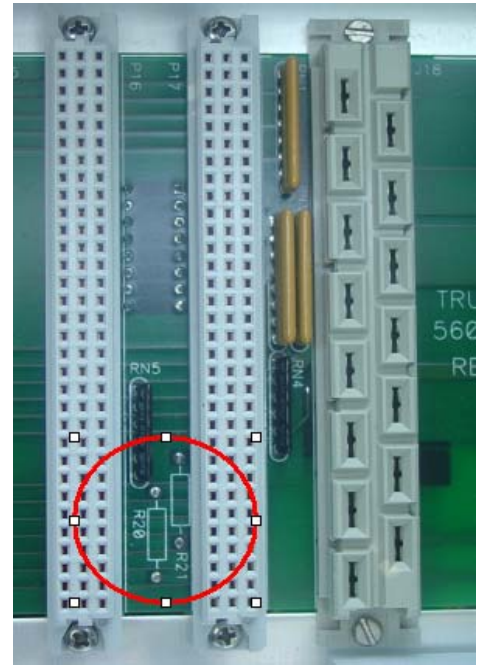


Figure 2: R20 and R21 (removed)