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SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE:
LN16 and LN32 Incorrect Serial Numbers

DATE: 07-July-1999

INFORMATION BLITZ #: TD 2677-CR

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DEPARTMENT: Global Services Fulfillment (Printers)

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PRODUCT NAME(S) IMPACTED: LN16 and LN32 Printers

PRODUCT FAMILY(IES):	PRODUCT NUMBERS:
Storage _____	_____
Systems _____	_____
Networks _____	_____
PC _____	_____
Software _____	_____
Other (specify) <u>X</u>	___ Printers ___

PROBLEM STATEMENT:

The initial LN16 and LN32 printers manufactured in the United States up to the end of June 1999 have an extra character appended to the beginning of the products serial number resulting in the inability to correctly decode the serial numbers for configuration codes and warranty eligibility.

PROBLEM SYMPTOM:

A Customer may reports a 13-digit serial number of S6N93CN65Z004.
The correct Compaq LN32 serial number would be: 6N93CN65Z004.

PROBLEM SOLUTION:

Disregard the letter "S" of any Compaq LN16 or LN32 printer with a serial number beginning with the letter "S". LN16 and LN32 printers manufactured in the United States start have serial numbers that start with a manufacturing site code of "6N".

This problem was corrected in manufacturing around July 1, 1999.

ADDITIONAL INFORMATION:

Listed below is useful printer's maintenance WEB pointers:

Learning Utility (New) <http://www-mcslu.das.dec.com/mcsl-html/default.asp>
TIMA STARS <http://ticap.cxo.dec.com/tools/index.htm>
Digital Printer Page <http://www.printers.digital.com>
Printer Information <http://ticap.cxo.dec.com:83>
Maintenance Repository
Product Support <http://prosic.cxo.dec.com/>
Information Collection
PSIA PSP Browser <http://www-mcslu.das.dec.com/psia/otherInfocenters.htm>

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