

FIELD CHANGE ORDER NUMBER: BAXXX-0001 rev 2.01

APPLICABILITY: This FCO applies to only the Celebris FX 5xxx systems with the riser modules (54-24508-01) that have the 21040-AB (21-40593-05) chip in location E4. The production time for the failing modules was between 24-Mar-97 and 20-May-97.

UNITS: Americas:15 Europe:1,147 APA:2,710 TOTAL: 3,872

PROBLEM & SYMPTOM:

Symptom: Celebris FX systems may hang during large data transfers over the network.

Problem: The Celebris FX Riser Modules (54-24508-01), between the serial number range TA71300545 and TA72000482, were built with the 21040-AB (21-40593-05) chip. The 21040-AB (21-40593-05) chips are not performing as compatible replacements for the 21040-AA (21-40593-03) chip.

SOLUTION: Replace Module 54-24508-01 with new module from EQ-01753-01 KIT where symptoms occur.

QUICK CHECK: To identify 21040-AB controller on Celebris FX 5xxx system, download following program or take FCO test utility diskette.

<http://pcbu.ako.dec.com/psu/lcfx5/techtips/nashobariser.htm>

PRE/CO-REQUISITE FCO: N/A MFIT HRS: .75 hrs

TOOL/TEST EQUIPMENT: Standard FS tool kit and ESD kit

FCO PARTS INFORMATION:

FCO KIT Number	DESCRIPTION OF CONTENTS
EQ-01753-01	54-24508-01 Slim Riser Card
FA-05088-01	FA Document

FCO Decision Implementation Process:

A. Customer Call / Request to CSC

Single Event (specific end-user)

FCO Symptom => dispatch eng. (Symptom: System hang during large data transfers over the network requiring a system reboot).

* copy or take FCO test utility diskette
(<http://pcbu.ako.dec.com/psu/lcfx5/techtips/nashobariser.htm>)

* install EQ Kit per instructions.

* complete LARS and material consumption reports indicating usage of EQ-01753-01.

* Other => closes at CSC or dispatch eng.

B. Account Request (account requesting all systems to be upgraded)

* Copy test utility diskette and request customer to run disk and report back findings.

OR

- * Dispatch engineer to verify Account's systems for potential failure using test utility diskette.
- * Following customer's or engineer's review, install FCO in all effected systems
- * Complete LARS and material consumption reports indicating usage of EQ-01753-01.

FCO CHARGING INFORMATION:

For Digital employees, all labor must be reported via LARS. For Europe, see MCS Europe LARS Instructions and Codes FY98: On-Site Code: PYY (Planned Activity: FCO) or Code: CEY (Repaired by FCO) All EQ-Kits must be consumed at Logistics under Consumption code: Y

For Non-Digital Service Providers: Authorization, Ordering and Claim directions can be obtained from the Digital AWSP office. Direct requests to 1-800-398-2977 (AWSP #2)

REPAIR PROCEDURE:*

1. Download program to identify 21040-AB controller on Celebris FX 5xxx system
2. Execute program on Celebris FX 5xxxx system with suspected bad NIC controller.
 - * If 21040-AA (the proper chip) is in the system, following does not apply.
 - * If 21040-AB, continue with re-work.
3. Remove cover.
4. Check E4 on riser card for chip type:
 - * If E4 is 21040-AA or 21040-AC, the proper chip is in the system: no rework required.
 - * If E4 is 21040-AB, continue with re-work.
5. Remove side bar.
6. Remove MLB.
7. Disconnect cables from riser card:
 - Power cable
 - IDE cable(s)
 - FDD cable
 - Control panel cable
8. Remove screws from riser card.

9. Remove riser card.
10. Position new riser card in enclosure and replace screws.
11. Reconnect riser card cables:
 - Power cable
 - IDE cable(s)
 - FDD cable
 - Control panel cable
12. Re-install MLB.
13. Replace sidebar.
14. Replace top cover.
15. Connect system to monitor, keyboard and power line.
16. Run AMI Diagnostic to confirm operation.

* C A U T I O N : Use ALL ESD safety precautions to prevent DOA's on material in kit. The module, as with all modules, contain electrostatic discharge sensitive devices (ESDS). The use of the Velostat Kit or ESD module box is essential to prevent damage which may not be noticed immediately. *

Setting up Velostat Kit

- a. Unfold the Velostat mat to full size (24" x 24")
 - b. Attach the 15 foot ground cord to the Velostat snap fastener on the mat.
 - c. Attach the alligator clip end of the ground cord to a good ground on the cabinet.
 - d. Attach the wrist strap to either wrist and the alligator clip to a convenient portion of the mat.
 - e. Remove the module from it's CPU option slot and place it on the mat.

Or:

- f. Remove the module from the spares kit and lay it on the velostat mat.

FCO CHARGING INFORMATION:

Technical Engineer: Russ Mallard
Engineering Business Manager: Bob Sands
GSO Logistics: Rick Bruton
Product Safety: na
Part Availability:

LARS CODES:

PCBA0 / PCBA1 / PCBA2 / PCBA3