



ING. VOLKER RIED GMBH IVR-INNOVATION
z. Hd.: Geschäftsleitung

VALIERGASSE 58
A-6020 INNSBRUCK

Wien, 10.12.2004

HP – Rückholaktion für Procurve Switch 408 (J4097B)!

Sehr geehrter Fachhandelspartner,

Leider wurden beim **Procurve Switch 408 (J4097B)** defekte **Komponenten** verarbeitet, wodurch es zu Funktionsstörungen kommen kann.

Selbstverständlich werden die betroffenen Units von HP ausgetauscht. Nähere Details bezüglich des genauen Prozedere entnehmen Sie bitte beiliegender Ablaufbeschreibung von HP.

Bitte entschuldigen die Unannehmlichkeiten, die leider nicht in unserem Bereich liegen!

Mit freundlichen Grüßen

Andreas Hartmann
Product Manager HP



Defective Switch 408 (J4097B) Replacement Initiative

Background: An HP investigation has revealed that some ProCurve Switch408 (J4097B) products have a component that could potentially cause operational issues. In units that are affected by this component issue, the switch does not pass any traffic or the LEDs may display a non-standard pattern.

Customer Impact: ProCurve Networking has taken action to protect customer investment and network reliability. HP has successfully identified the range of serial numbers for affected Switch408 products. If a unit is in the affected serial number range and is not passing any traffic when no other cause for failure to pass traffic has been identified, or if the unit's LEDs are displaying a non-standard pattern, then the unit should be assumed to have the component issue described above.

ProCurve Networking has devised a proactive ProCurve Switch 408 Replacement Program. All ProCurve Switch 408 products with qualifying serial numbers will be replaced at no charge to the customer, even if the products are functioning normally at present.

Affected Platforms ProCurve Switch 408 (J4097B) Products

Number Assembly (on Back of Switch)	Serial Number	Recommended Customer Action
J4097-6X101	TW236XXXXX through TW343XXXXX	Use the following web site for proactive replacement, even if the products are functioning normally at present: http://h30090.www3.hp.com/psr/eu/ This web site provides a link to instructions to complete the proactive product replacement process.
J4907-6X201	Not affected.	NOT eligible for proactive replacement. Use normal troubleshooting and warranty procedures.