

S E R V I C E N O T E

SUPERSEDES: None

1662A Logic Analyzer

Serial Numbers: 0000A00000 / 3338A00926

Correct Software Error/Flash ROM Failure

Duplicate Service Notes:

- 1660A-01
- 1660AS-01
- 1661A-01
- 1661AS-01
- 1662A-01
- 1662AS-01
- 1663A-01
- 1663AS-01

To Be Performed By: Agilent-Qualified Personnel or Customers

Parts Required:

Part No.	Description
01660-68709	Disk pouch version 3.01

Continued

DATE: October 1994

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: Labor 0.5 hrs			
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: October 1996		
AUTHOR: DPM	ENTITY: 0800	ADDITIONAL INFORMATION:			

Situation:

Software Error and/or Flash ROM Failure messages appear after Duplicate Disk Operation (operating system version 3.00 only).

A software bug in operation system version 3.00 causes the Duplicate Disk operation to overwrite the Flash ROM. After the Flash ROM has been over-written, one of the following messages will appear:

SOFTWARE ERROR - Please record these numbers:

002C 00180002 2100

or

FLASHROM FAILURE.

The actual number displayed in the message

SOFTWARE ERROR - Please record these numbers

XXXX XXXXXXXXXX XXXX

may vary depending on variables in memory at the time the Duplicate Disk operation is initiated.

Solution/Action:

To correct this problem, reload version 3.01 operating system software into Flash ROM. Perform the logic analyzer and oscilloscope calibration and return the logic analyzer to normal use (see chapter 4, pages 4-1 to 4-5).

NOTE

DO NOT replace the CPU board until version 3.01 is loaded into Flash ROM and self tests are performed (see Chapter 3, pages 3-1 to 3-5 in the 1660 Series Service Guide). If the logic analyzer appears to work properly after reloading version 3.01 and performing the self tests, the CPU board and Flash ROM are operating properly and the CPU board need not be replaced.

NOTE

The CRT monitor alignment will not have been affected by this software bug; therefore, the CRT alignment procedure is not necessary.

Reloading Flash ROM

To reload the Flash ROM with version 3.01 operating system, the Flash ROM reload must be initiated from power up. The following procedure must be followed to perform a power-up reload.

1. Insert the flexible diskette (P/N 01660-13506) in the disk drive.
2. Press the hold the "U" key and turn on the logic analyzer.
3. Hold the "U" key until "UPDATING FLASH ROM MEMORY FROM DISK" screen is displayed.
4. Press any key to continue the update process.