

S E R V I C E N O T E

SUPERSEDES: NONE

**37717C PDH/SDH/Jitter Test Set**

**Serial Numbers:** GB00000000/GB99999999

**Firmware Revision:** Below 3605 (Main).

**Fatal Error 326 When Attempting to Print Graphics.**

**To be Performed by:** Qualified Service Personnel

**Parts Required:** Refer to Service Note 37717C-01A

**Situation**

A firmware bug exists in early revisions which can cause Fatal Error 326 when attempting to print Jitter graphics.

**Solution/Action**

Confirm the Firmware Revision fitted to the instrument using the following procedure:

- 1. Press the OTHER key then [ MORE ] softkey until a softkey labeled [ OPTIONS ] is displayed.
- 2. Press the [OPTIONS] softkey then select [REMOTE/PRINTER] Option.

The MAIN and AUX firmware numbers will be displayed at the bottom of this page.

If this is in the affected range, upgrade the firmware to the latest revision by following the procedure in Service Note 37717C-01A.

DATE: March 1996

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**MODIFICATION RECOMMENDED**

ACTION CATEGORY:	IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME	STANDARDS:	LABOR 0.5 Hours	
LOCATION CATEGORY:	CUSTOMER INSTALLABLE ON-SITE SERVICE CENTER	SERVICE INVENTORY:	RETURN SCRAP SEE TEXT	USED PARTS: RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: March 1997		
AUTHOR: DBG	ENTITY: E610	ADDITIONAL INFORMATION:		