

S E R V I C E N O T E

SUPERSEDES: NONE

37717C PDH/SDH/Jitter Test Set

Serial Numbers: GB00000000/GB00000825 (nominal)
and if Firmware Revision fitted is A.01.49 or A.01.62

Display blank and/or instrument hung

To be Performed by: Qualified Service Personnel

Parts Required :

Contact TNTD, Product Support, quoting model number, serial number, options fitted and current firmware revision

Situation

A firmware bug exists in firmware revisions A.01.49 and A.01.62 (main) which can cause a blank display and/or the instrument to be hung-up. This can occur if the instrument is power cycled when it has 1sec resolution gating, the SMG is enabled and the instrument is switched off for a long time.

Continued

DATE: December 1997

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: December 1998		
AUTHOR: DBG	ENTITY: E610	ADDITIONAL INFORMATION:		

Solution/Action

If any of the above symptoms are shown by the instrument, the short term solution to get the instrument back into working order is to leave the instrument powered on for at least 24 hours. If the instrument remains in the hung-up state, please contact TNTD, Product Support for further instructions.

A free firmware upgrade is available but the branch of firmware is dependant on a number of factors, contact TNTD, Product Support with model number, serial number, options fitted, and current firmware revision.

If the customer has more instruments of the same age and revision every effort should be made to upgrade these instruments also.