

S E R V I C E N O T E

SUPERSEDES: None

4396A Network Spectrum Analyzer

Serial Numbers: 3241J00100 / 3241J00145

Firmware Upgrade to Correct Auto Zoom and Save/Recall Operations

Duplicate Service Notes: None

To Be Performed By: Customer

Parts Required:

P/N	Description	Qty.
04396-65010	Revision 01.01 Firmware Installation Kit	1
5080-3948	Label "Firmware Rev 01.01"	1

Situation:

The 4396A with one of serial numbers listed above has the following incorrect operations:

1. Auto Zoom function does not work correctly.
2. SAVE/RECALL operation does not work correctly while DATA MATH function is activated.

Continued

DATE: 31 January 1993

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 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AUTHOR: TS	ENTITY: 3355	AGILENT RESPONSIBLE UNTIL: 31 January 1995	
		ADDITIONAL INFORMATION:	

These are bugs in the firmware of revision 01.00, and are fixed in the firmware of revision 01.01.

Solution/Action:

Upgrade the firmware to revision 01.01 by using the revision 01.01 firmware installation kit (p/n 04396-65010). The detailed procedure is provided in the kit. After upgrading the firmware, attach the revision label "Firmware Rev 01.01" on the 4396A's rear panel.