

S E R V I C E N O T E

SUPERSEDES: None

4396A Network/Spectrum Analyzer

Serial Numbers: 3413J00439 / 3413J00474

New firmware corrects some bugs on firmware revision 3.00

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

| P/N | Description | Qty. |
|-------------|---|------|
| 04396-65212 | Firmware Installation Kit w/o Flash ROM, 3.01 | 1 |

Situation:

The following bugs are found in firmware revision 3.00:

- When dumping measurement trace data to GP-GL file, unnecessary message "SAVING XXX TO DISK" is contained in the dumped data.
- When using with 43969A demonstration kit program disk, the 4396A shows the following error message and hangs up:

- UNDEFINED EXCEPTION: SYSTEM HALT
- VCTR: 3PC: 002500654 SR:0700 FMT:12

Solution/Action:

Upgrade to firmware revision 3.01. Upgrade instruction is provided in the Upgrade Manual furnished with the kit.

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 Hour |
| 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: YO | ENTITY: 3355 | AGILENT RESPONSIBLE UNTIL: October 1996 | |
| | | ADDITIONAL INFORMATION: FQC36-94-19/20, PCO33-38621/2 | |

