

S E R V I C E N O T E

SUPERSEDES: 4396A-14

**4396A Network/Spectrum Analyzer**

**Serial Numbers:** 3241J00101 / 3343JXXXXX

**New firmware corrects incorrect GPIB return value of “\*TST?” query.**

**To Be Performed By:** Agilent-Qualified Personnel and Customers\*

\* If the unit A1 board is PROM version, not customer-installable.

**Parts Required:**

P/N	Qty.	Description
04396-65211	1	Firmware Installation Kit, 3.01
04396-65212	1	Firmware Installation Kit with Flash ROMs **
5080-3954		Revision Label, 03.01

\*\* This kit is for unit with PROM version A1 board. Refer to service note 4396A-01B for more details

*Continued*

DATE: February 1995

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
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 checked="" 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: TN	ENTITY: 3355	AGILENT RESPONSIBLE UNTIL: October 1996	
		ADDITIONAL INFORMATION:	

**Situation:**

GPIB command “\*TST?” query returns incorrect value on revision 1.xx and 2.xx.

**Solution/Action:**

Upgrading firmware revision to 3.02 fixes the bug. Refer to service note 4396A-01B for upgrade instruction.

**NOTE**

The firmware installation disk can be used for more than one unit. Then place an order for extra revision label.