

# E4438C-21A

## S E R V I C E N O T E

Supersedes:  
E4438C-21

### E4438C Vector Signal Generator

Serial Numbers: ALL

Errors -257 and/or -315 are displayed; typically after a recent  $\leq$  C.05.28 firmware upgrade.

**Parts Required:**

P/N	Description	Qty.
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NONE

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
<b>INFORMATION ONLY</b>	
AUTHOR: AKS	PRODUCT LINE: 15
ADDITIONAL INFORMATION: Locate the latest release of FW at: <a href="http://www.agilent.com/find/upgradeassistant">www.agilent.com/find/upgradeassistant</a>	

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**Situation:**

Due in part to a more intense current firmware upgrade process, some E4438C's CPU's have experienced racing conditions between the hardware timing and the downloading code. This conflict can cause a corruption of the E4438C's NVRAM. The corruption is not devastating to the unit but the E4438C will consistently report one if not both errors -257 (File name error); -315 (Configuration memory lost).

**Solution/Action:**

Error -257 (File name error) and error -315 (Configuration memory lost) can both be corrected with the installation of latest release of E4438C firmware; revision C.05.76 or greater. New Upgrade Assistant software release 5.18 (or greater) is also required to properly install the latest E4438C firmware.

1. Obtain copies of the latest firmware and Upgrade Assistant from the Signal Generator Firmware / Software Center web page: [www.agilent.com/find/upgradeassistant](http://www.agilent.com/find/upgradeassistant)
2. Following the instructions on the web page and provided with the code, download the firmware into the E4438C.

**NOTE:** There is a slight possibility that after this firmware upgrade is completed, an additional error -313 (Calibration memory lost) and/or error 700 (State Save Recall Error) may appear. If these new errors consistently appear, contact the Sources Support node at: [mcd\\_support@agilent.com](mailto:mcd_support@agilent.com). Report the appearance of Error(s) -313 or 700 after the firmware upgrade. Be prepared to provide the serial number of the E4438C along with the serial number of the installed CPU assembly; found by pressing the 'Installed Boards' soft-key on the E4438C front panel. It will also be beneficial to know what was the previous firmware revision installed in the unit prior to the latest firmware upgrade.