E4438C-21B

S E R V I C E   N O T E

Supersedes:
E4438C-21A

E4438C Vector Signal Generator

Serial Numbers: ALL

Errors -257 and/or -315 and/or -313 are displayed; typically after a recent ≤ C.05.76 firmware upgrade.

Parts Required:

P/N	Description	Qty.

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:
INFORMATION ONLY

AUTHOR: AKS	PRODUCT LINE: 15

ADDITIONAL INFORMATION: Locate the latest release of FW at: www.agilent.com/find/upgradeassistant

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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).

Additionally, depending on the vintage of hardware within the E4438C, there is a slight possibility that error -313 (Calibration memory lost) can also appear when the E4438C firmware is upgraded to C.05.76. This error has no actual functional impact to the E4438C but it is an error that is persistently displayed.

Solution/Action:

Error -257 (File name error), error -315 (Configuration memory lost) and error -313 (Calibration memory lost) can all be corrected with the installation of latest release of E4438C firmware; revision C.05.77 or greater. 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

2. Following the instructions on the web page and provided with the code, download the firmware into the E4438C.