

S E R V I C E N O T E

SUPERSEDES: NONE

**16500C Logic Analysis Mainframe**

Serial Numbers: US00000000 / US99999999

**16533A/16534A Scope modules will not calibrate using Self Cal**

Duplicate Service Notes: E2479A-02

To Be Performed By: Agilent-Qualified Personnel or Customer

**Parts Required:**

P/N	Description	Quantity
16500-68752	16500C Disk Pouch 1.05	1

**Situation:**

When attempting to Self Cal the 16533A or 16534A in a 16500C, the calibration will not pass (iPí) and the Function Tests results will show as corrupted (i\*Cí). You also will be unable to load any iDefaultí cal factors via the Service Cal Mode.

*Continued*

DATE: December 1997

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 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 checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: DGF	ENTITY: 0800	AGILENT RESPONSIBLE UNTIL: December 1999	
		ADDITIONAL INFORMATION:	

This situation only occurs with 16500C Logic Analysis Mainframes that have a 1.6Gb HDD installed and are running Operating System software version 1.04 (or earlier). 16500C Mainframes with serial prefix US3743XXXX were shipped with the 1.6Gb HDD (and version 1.04 software) and will exhibit this problem. Also, 16500C's that have had their 540Mb HDD replaced by the 1.6Gb HDD (and running Op Sys version 1.04 or earlier) will have this problem.

**Solution / Action:**

Replace the 16500C Operating System software with version 1.05 (p/n 16500-68752) or later on ALL 16500C Mainframes with 1.6Gb HDD installed. See section 3.12 of the 16500C Users Guide for instructions on loading Operating System software. Previous versions (3 1/2" floppy disks) of 16500C Operating System software should be discarded.

To determine the HDD size, access the 'Hard Disk' via the Configuration/Hard Disk menu in the 'System' Screen (power up screen). The HDD 'Total' capacity (in bytes) is shown on the last line of the display (bottom of the screen).