S E R V I C E   N O T E

SUPERSEDES: None

1660AS Logic Analyzer

Serial Numbers: 0000A00000 / 3339A00249

Correct Software Error/Flash ROM Failure

Duplicate Service Notes:
1660A-01
1660AS-01
1661A-01
1661AS-01
1662A-01
1662AS-01
1663A-01
1663AS-01

To Be Performed By: Agilent-Qualified Personnel or Customers

Parts Required:

Part No.	Description
01660-68709	Disk pouch version 3.01

Continued

DATE: October 1994

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	☐ IMMEDIATELY ■ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: Labor 0.5 hrs			
LOCATION CATEGORY:	■ CUSTOMER INSTALLABLE ☐ ON-SITE ■ SERVICE CENTER	SERVICE INVENTORY:	☐ RETURN ☐ SCRAP ■ SEE TEXT	USED PARTS:	☐ RETURN ■ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: October 1996			
AUTHOR: DPM	ENTITY: 0800	ADDITIONAL INFORMATION:			

Agilent Technologies

Situation:
Software Error and/or Flash ROM Failure messages appear after Duplicate Disk
Operation (operating system version 3.00 only).

A software bug in operation system version 3.00 causes the Duplicate Disk operation to
overwrite the Flash ROM. After the Flash ROM has been over-written, one of the fol-
lowing messages will appear:

SOFTWARE ERROR - Please record these numbers:

002C 00180002 2100

or

FLASHROM FAILURE.

The actual number displayed in the message

SOFTWARE ERROR - Please record these numbers

xxxx xxxxxxxx xxxx

may vary depending on variables in memory at the time the Duplicate Disk operation is
initiated.

Solution/Action:
To correct this problem, reload version 3.01 operating system software into Flash ROM.
Perform the logic analyzer and oscilloscope calibration and return the logic analyzer to
normal use (see chapter 4, pages 4-1 to 4-5).

NOTE
DO NOT replace the CPU board until version 3.01 is loaded
into Flash ROM and self tests are performed (see Chapter 3,
pages 3-1 to 3-5 in the 1660 Series Service Guide). If the logic
analyzer appears to work properly after reloading version 3.01
and performing the self tests, the CPU board and Flash ROM
are operating properly and the CPU board need not be
replaced.

NOTE
The CRT monitor alignment will not have been affected by this
software bug; therefore, the CRT alignment procedure is not
necessary.

Reloading Flash ROM
To reload the Flash ROM with version 3.01 operating system, the Flash ROM reload
must be initiated from power up. The following procedure must be followed to perform
a power-up reload.
   1. Insert the flexible diskette (P/N 01660-13506) in the disk drive.
   2. Press the hold the "U" key and turn on the logic analyzer.
   3. Hold the "U" key until "UPDATING FLASH ROM MEMORY FROM DISK"
       screen is displayed.
   4. Press any key to continue the update process.