

S E R V I C E N O T E

SUPERSEDES: None

E4418A EPM Series Power Meter (Product Number E4418A)

Serial Numbers:

GB36430166, GB37170178, GB37170185, GB37481819, GB37482256,
 GB37482258/GB37482259, GB37482268, GB37482270/GB37482271, GB37482274,
 GB37482296, GB37482298, GB37482430 GB38272611/GB38272613, GB38272622,
 GB38272841, GB38272873, GB38272881/GB38272887, GB38272889/GB38272895,
 GB38272897/GB38273314, GB38273316/GB38273322, GB38273324/GB38273342,
 GB38273344, GB38273348/GB38273356, GB38273358/GB38273359, GB38273361,
 GB38273363/GB38273366, GB38273368, GB38273371/GB38273383, GB38273386,
 GB38273395/GB38273397,

US37480557, US37480686, US37480699 US37480979/US37480980, US37481122,
 US37481124, US37481132 US37481137/US38261138, US38261155,
 US38261163/US38261164, US38261184, US38261230 US38261231/US38261233,
 US38261235, US38261267, US38261273 US38261299/US38261301, US38261447,
 US38261468, US38261470 US38261477, US38261480/US38261482,
 US38261484/US38261487 US38261490/US38261494, US38261535/US38261547
 US38261561/US38261563, US38261569/US38261577 US38261585,
 US38261587, US38261589/US38261592, US38261600/US38261601
 US38261608/US38261883, US38261888/US38261956 US38261981/US38262002

Incompatibility between BootRom code and firmware versions.

Duplicate Service Notes: E4419A-05

Continued

DATE: May1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		MODIFICATION AVAILABLE	
ACTION CATEGORY:	AGREEABLE TIME	<input type="checkbox"/> PERFORMANCE ENHANCEMENT	<input checked="" type="checkbox"/> SERVICE/RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL:	May 2000
AUTHOR: JW	ENTITY: E600	ADDITIONAL INFORMATION:	

To Be Performed By: Customer/Agilent-Qualified Personnel

Parts Required: None

Situation:

The units with serial numbers above were shipped with BootRom code version A.02.00 and firmware revision A1.2.02. It has been found that there is a compatibility problem between these versions of Boot code and Firmware. The fault exhibits itself when the unit is running in 437B code compatibility mode and then the power is cycled. After cycling the power the unit is still in 437B mode but will hang up the GPIB bus when the first command is sent. The unit can hang the bus up until a power cycle has been performed or the GPIB cable has been removed.

Solution / Action:

Upgrade the firmware to version A1.03.00 which is available from the Agilent web URL:
http://www.tmo.agilent.com/tmo/software/English/EPMA_FW_A1_A20300.html

This will also give the user access to new features which are being shipped with the EPM "B" model.