

S E R V I C E N O T E

SUPERSEDES: None

**E4419A EPM Series Power Meter (Product Number E4419A)**

**Serial Numbers:**

GB38 270889, GB38 271016, GB38 271035/GB38 271037 GB3 8271039/GB38271139,

US37 480446, US37 480519, US37 480524 US3 7480555, US3 7480558,  
 US37480566/US37480567 US38260611, US38260613/US38260618 US38260634,  
 US38 260648, US38 260650, US38 260652/US38 260653 US3 8260672,  
 US38260683/US38260684 US38260761,US38260781 US38260782/US38260784  
 US38 260786/US38 260787 US3 8260794/US3 8260964 US38 260970/US38 260971

**Incompatibility between BootRom code and firmware versions.**

**Duplicate Service Notes:** E4418A-04

**To Be Performed By:** Customer/Agilent-Qualified Personnel

**Situation:**

The units with serial numbers above were shipped with BootRom code version A.02.00 and firmware revision A2.2.02. It has been found that there is a compatibility problem between this version of Boot code and Firmware. The fault exhibits itself when it is running in 438A code compatibility mode and then the power is cycled. After cycling the power the unit is still in 438A 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.

*Continued*

DATE: May 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		<b>MODIFICATION AVAILABLE</b>	
ACTION CATEGORY:	<b>AGREEABLE TIME</b>	<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:	

**Solution / Action:**

Upgrade the firmware to version A2.03.00 which is available from the Agilent web URL:  
[http://www.tmo.agilent.com/tmo/software/English/EPMA\\_FW\\_A1\\_A20300.html](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.