

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONDITION

E4438C-05

S E R V I C E N O T E

Supersedes:
None

E4438C ESG Vector Signal Generator

**Serial Numbers: MY44260009 / MY44270006
US442617000 / US44271755**

New E4438Cs, serial numbers depicted above, all having the latest firmware revision C.03.72 may have been shipped from the factory with the wrong Hardware Optimization Table values installed. An inappropriate populated table may cause extremely poor ACP performance when generating option 418 (HSDPA) formatted signals. No other formats or functionality will be affected by this oversight.

Parts Required:

P/N	Description	Qty.
None		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: INFORMATION ONLY
AUTHOR: AKS PRODUCT LINE: PL15
ADDITIONAL INFORMATION:

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Situation:

Customers who have recently purchased new E4438Cs with option 418 (HSDPA) and firmware C.03.72 already installed will likely experience degraded performance due to an incorrectly populated Hardware Optimization Table. Customers that already owned E4438Cs should not experience this problem. Customers who upgrade existing E4438Cs in order to obtain option 418 and/or the current firmware revision C.03.72 will not experience any degradation in instrument performance. The upgrade process makes use of the download assistant Eiger, which installs the correct Hardware Optimization Table during the upgrade process.

Solution/Action:

The problem has been corrected and all current shipping E4438Cs will not experience this problem. For customers who are experiencing degraded ACP performance related to option 418 (HSDPA), upgrading the firmware to the current shipping firmware will correct the Hardware Optimization Table thus returning the instrument to optimum performance. The most recent firmware release and download assistant can be obtained from the following web site:
<http://www.agilent.com/find/upgradeassistant>