

INFORMATION ONLY – DOES NOT COMMUNICATE
A MODIFICATION OR SAFETY CONDITION

E4438C-10A

S E R V I C E N O T E

Supersedes: E4438C-10

E4438C Serial Numbers: [0000A00000 / 9999Z99999]

Ordering option E4438CK-601 and E4438CK-602

The ordering process for option 601 and 602 upgrades is as follow:

You must use the configuration tool in Oracle to place the order.
You will first go to "Customer installable kits for the E4438C"

- A) You will select "Baseband generator" and choose the option
E4438CK-601 or E4438CK-602.

This system will ask you the following questions.

Are you configuring option 601 or 602? YES

If you are configuring 601 or 602 where is your RF out connector
located?

Front panel, (rear panel 1EM option units are return to factory
upgrade for this option.)

Choose the first six characters of E4438C serial number. This is
located on the rear of the instrument?

Based upon your serial number selection, the Oracle system will
select the material required for this upgrade kit.

Less than < MY4426 / US4426

Greater than or equal to \geq MY4426 / US4426

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

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ADDITIONAL INFORMATION:

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Parts Required:

P/N	Description	Qty.
NONE		

Situation:

When the wrong instrument serial number is entered the wrong material is order for the Customers and the Service centers to install this option upgrade. Wrong material has caused the upgrade to display both option 601 and 602 and others have displayed "Configuration Errors".

This problem has Customers and Service centers contacting the Division for help.

There are many different boards used for this option upgrade and the correct material used is based upon the instrument serial number.

< MY4426 / US4426: Option 001 is the E4400-60539, Option 002 is the E4400-60501 these boards are for older ESG units that are still in support.

< MY4426 / US4426: Option 601 is E4400-60652 and E4400-60759* Option 602 is E4400-60654 and E4400-60760* again these are for older ESG units. * indicates that this is the latest revision of the board and requires Firmware C.04.54 or greater.

≥ MY4426 / US4426: Option 601 and 602 is the E4400-60744 and E4400-60761* * indicates that this is the latest revision of the board and requires Firmware C.04.54 or greater.

Solution/Action:

Use the Oracle opal configuration tool when ordering option upgrades.

You must answer all the questions.

Based upon the instrument serial number the correct material will be ordered for option upgrades E4438CK-601 or E4438CK-602