

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E8257C-03

S E R V I C E N O T E

Supersedes:
None

E8247C PSG Analog Signal Generator

Serial Numbers: [0000A00000 / 9999Z99999]

Option 007 and Error message “508 Frac-N unlock”. Instruments with option 007 (sweep) will report error message “508 Frac-N unlock” when switched between sweep and CW modes when the CW frequency is set between 250 MHz to 3.2 GHz.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
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ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: .5 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: October 2, 2005	
AUTHOR: Dan McNamee PRODUCT LINE: 15			
ADDITIONAL INFORMATION:			

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Situation:

A bug has been found in firmware revisions C.03.31 and C.03.41 that affects instruments with option 007 (sweep). The firmware reports a fault “508 Frac-N unlock” when switched between sweep and CW modes when the CW frequency is set between 250 MHz and 3.2 GHz.

Solution/Action:

1. Verify the unlock message only occurring when switching between sweep and CW modes and to a CW frequency between 250 MHz and 3.2 GHz.
2. If the problem occurs under these conditions and new firmware (rev. >C.03.41) has not been released, ignore or clear the error message.
3. If the problem occurs under these conditions and new firmware (rev. >C.03.41) has been released, update the firmware.

To get new firmware :

1. Firmware is available on the Agilent external web at <http://www.agilent.com>
2. Do a “Quick” search on the model number
3. In the search results, locate and click on the firmware download link