

8592D-03

S E R V I C E N O T E

SUPERSEDES: None

**HP 8592D Spectrum Analyzer**

**Serial Numbers:** 3337A00397 to 3411A00466  
3402U00176 to 3409U00194

**Defective EEPROM's can cause blank or partially blank display**

**Duplicate Service Notes:**

8590D-05  
8590L-01  
8591C-02  
8591E-05  
8592L-01  
8593E-06  
8594E-06  
8595E-06  
8596E-06

**To be performed by:** HP Personnel or Customer Qualified Personnel

**Parts Required:** Firmware Replacement Kit

**Situation:**

A bad batch of programmed EEPROM's were shipped before the problem was discovered. Main symptom is a blank screen or partially blank screen. The problem is usually triggered when the analyzer is switched OFF and then quickly switched back ON.

*Continued*

DATE: December 1994

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:		
<b>INFORMATION ONLY</b>		
AUTHOR:	ENTITY:	ADDITIONAL INFORMATION:
PGS	5320	

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**Solution/Action**

When analyzers power-up with blank a screen or some form of blank screen, the tendency , in some cases, has been to repalce the processor or perform a processor RESET (shorting the battery). There are commands that can be entered through the I/O that might have cleared the analyzer. In some cases, the firmware could have been replaced with the 94.08.22 date-code (Kit p/n 08590-60372) to clear the blank display and prevent a possible reoccurrence. The new firmware inhibits certain hardware calls that caused some resets in the analyzer. The full nature of the blank screen condition is not known since the division has not had the opportunity to evaluate the processor boards which exhibit the problem.

To clear the analyzer, it is not necessary to reset the processor by shorting the battery voltage. There are two methods of remotely clearing the analyzer. Both require an I/O, which can be installed temporarily for this purpose if not part of the analyzer. A reset should rarely be necessary and some say never should be required..

**Recommended Action**

1. Power off, connect a keyboard to the analyzer and power on. Press F8 to activate the command mode. Enter "Dispose" or "Erase" and press enter. If not clear, go to step 2. for HP-IB or step 3. if the I/O is an RS-232.
2. If the I/O is HP-IB, connect a controller I/O and execute the following command, "SEND 7;UNL MTA LISTEN 18 CMD 12". The analyzer must, of course, be set to address 18.
3. If the I/O is an RS-232, connect a PC to I/O, execute the break command and press the following analyzer keys:

```
CONFIG More 1 of 3
(Firmware datecode 93.05.06 or later)
Dispose User Mem, Erase Mem All
```

If all of these methods fail, please replace the processor and return it to me at the division (MID) for evaluation.

Paul Schmiedeberg 4USH  
Customer Service  
Microwave Instruments Division  
1400 Fountaingrove Pkwy  
Santa Rosa, CA 95403-1799