

## S E R V I C E N O T E

SUPERSEDES: None

**37711A T1/Datacom Test Set**

Serial Numbers: 0000U00000 / 3127U00462

**New firmware fixes fatal error 421 when printing Datacom Graph**

Duplicate Service Notes: 37701A-06

**Situation:**

Instruments below serial number 3127U00462 which have FIRMWARE REVISION NUMBER (MAIN) between 3127 and 3148 have the following bug:

Bug: When attempting to print a Datacom Graph the Fatal Error 421 occurs.

To check the instruments FIRMWARE REVISION NUMBER (MAIN) press the AUX key then select OPTIONS (the MORE softkey has to be used to bring up the OPTIONS field).

**Solution/Action:**

Replace Processor Assembly A2 Prom parts 37701-80025 (A2U2) and 37701-80027 (A2U57) with part number 37701-80035 and 37701-80037 respectively. Use the following procedure from PROM replacement.

*Continued*

DATE: October 1993

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
<b>MODIFICATION RECOMMENDED</b>					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	Labor 1.5 hrs		
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 type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBILITY UNTIL: October 1995		
AUTHOR: ER	ENTITY: 1400	ADDITIONAL INFORMATION:			

**Procedure:**

The ROMs which govern the instrument functions are located on the Processor assembly A2. The upgrade procedure comprises four stages.

- Accessing the A2 assembly
- Removing the old ROMs and replacing them with new ROMs
- Reassembling the instrument
- Check that the new firmware is correctly installed.

**To Access the Processor Assembly A2:**

1. Switch off and remove the power from the instrument.
2. Place the instrument face down with the carrying handle away from you.
3. Remove the rear panel feet (four screws).
4. Lift off the outer case. Note the warning “WARNING HIGH VOLTAGE WITHIN” found on the inner metal case.
5. Remove the inner metal case screws (four screws, two on either side).
6. Lift off the inner metal case and place it away from the main body of the instrument, to the extreme of the cable lengths. The Power Supply and the Power Fail Detector assemblies are removed with the metal case.
7. Remove the A6 Assy securing screws (4 off) and fold the A6 Assy back over its connecting ribbon cable.
8. Remove the A1 Assy securing standoffs and screws (4 of each) and the connector fitted to A1J4 (situated below metal cover).
9. Fold the A1 Assy back over its connecting ribbon cable to reveal A2.

**Removing the Old ROMs and Replacing them with New ROMs:**

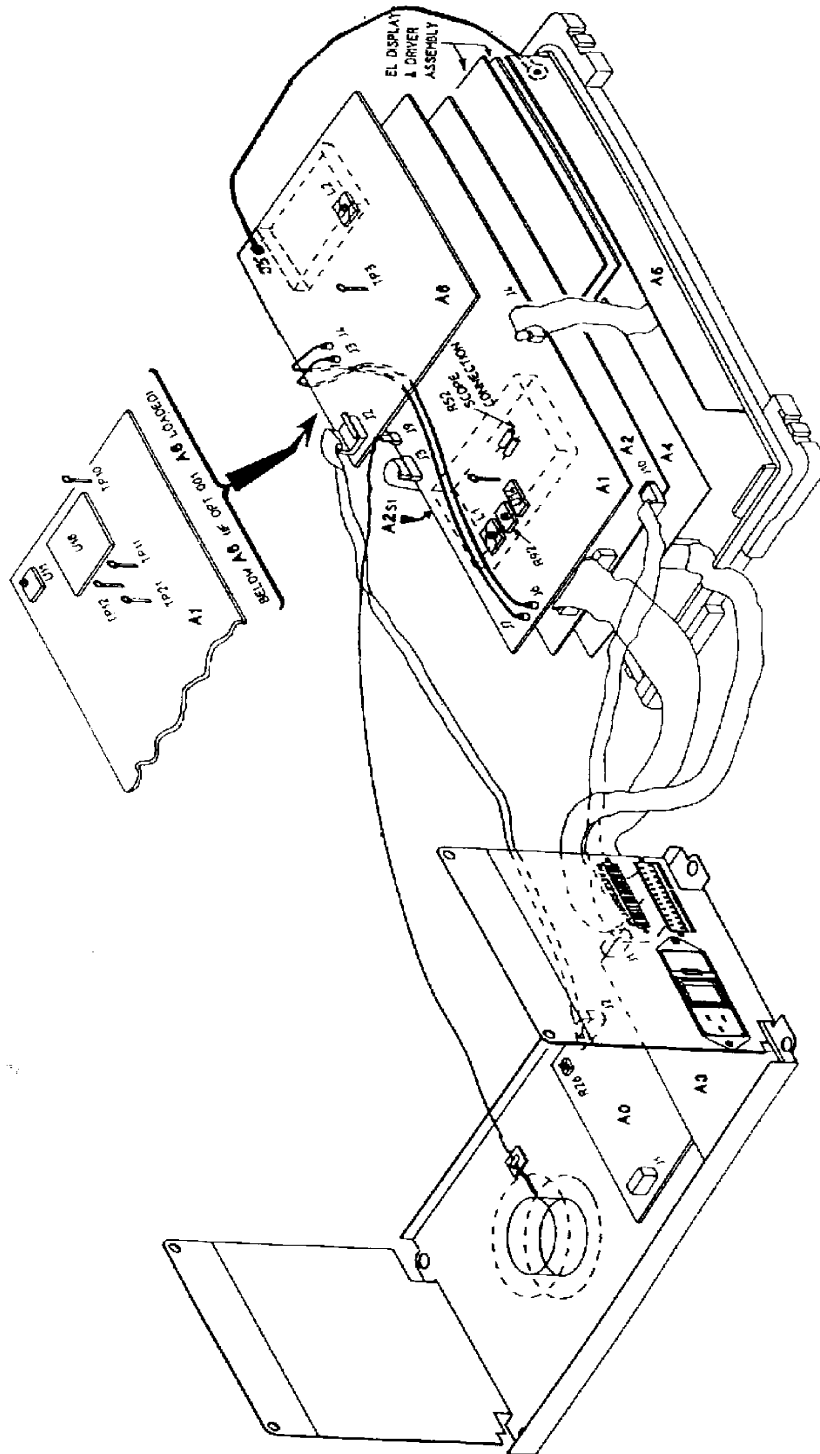
1. Use the Component Location layout to identify the parts to be replaced (fitted on sockets) and remove the existing A2U2 and A2U57 parts.
2. Fit the new Proms as follows: A2U2 - 37701-80035, A2U57 - 37701-80037.

**To Reassemble the Instrument:**

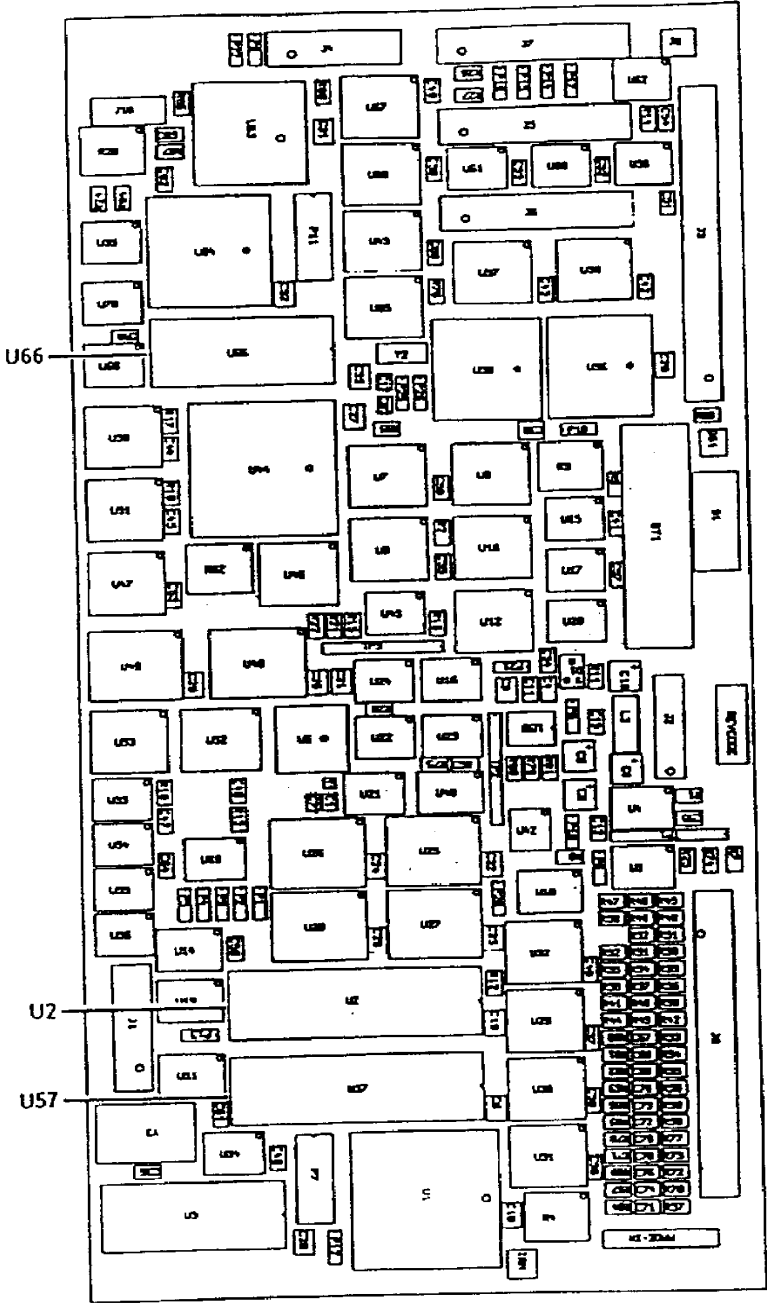
Use the procedure for accessing the Processor assembly A2 above in the reverse order.

**To Check for Correct Installation:**

1. Switch the instrument on. One of the following messages should appear at the bottom of the display.
  - a. FIRMWARE REVISION UPDATE
  - b. NON VOLATILE MEMORY FAILURE
2. Press AUX.
3. Select OPTIONS (use the MORE softkey to bring up the OPTIONS field).
4. Check that the FIRMWARE REVISION NUMBER (MAIN) displayed is 3149.



ACCESSING FOR SERVICE



A2 Component Location Layout