

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

SUPERSEDES: None

**37721A Digital Transmission Analyzer****Serial Numbers:** 3150U00621 / 3150U01821**Firmware upgrade to fix a firmware bug****To Be Performed By:** Agilent-Qualified Personnel**Parts Required:** See Text**Situation:**

Three firmware bugs exist in units within the above serial range.

1. When the 37721A completes a measurement, an "end of gating" message is generated and the stored measurement graphics are upgraded. If the instrument is power-cycled while these stored measurement graphics are being updated, the process may "hang-up". This "hang-up" prevents the processor from generating any further "end of gating" messages. The 37721A is now no longer able to make measurements and if the Self Tests are run, an error code such as "FAIL 122" will be displayed. The instruments will then be completely inoperative.
2. The 37721A may occasionally hang-up after power-down.
3. Frequency offset is unavailable at higher bit rates.

**Note:** It is possible to provide a temporary fix for these problems by performing an NVM Reset. An NVM Reset will return the 37721A to its Default Conditions. However, this will also cause the instrument to lose any Stored Panel Settings or Stored Measurement Results. Refer to 37721A Service Manual Troubleshooting Section for information on the NVM reset.

*Continued*

DATE: 26 August 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 1.0 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 checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: 26 August 1995		
AUTHOR: GH	ENTITY: 1400	ADDITIONAL INFORMATION:			

**Solution/Action:**

A firmware upgrade is available for instruments within the above range of serial numbers which experience this problem. For instruments with FIRMWARE REVISIONS 3138 and 3150, PROMS U2 and U47 on A3 Assembly should be replaced by the following part numbers:

<b>Part Number</b>	<b>Description</b>	<b>Firmware Rev.</b>	<b>Qty.</b>
37721-81000	PROM (U2)	REV 3304	1
37721-81001	PROM (U57)	REV 3304	1

Note: For Special Numbers L01, L02, L03, and L05 (Language Options) contact QTD for PROM part number information.