

3070-81

S E R V I C E N O T E

Supersedes:
NONE

Agilent Medalist i3070 In-Circuit Test System

System Serial Numbers:

- E9901D = All**
- E9902D = All**
- E9903D = All**
- E9905D = All**

PC Management of Scanworks PCI-400 driver

Perform actions if

- 1) i3070 HP controller xw4600 for accessories and SPO:

 - a. Partnumber: 0960-2820****
- 2) User is using Scanworks**
- 3) Agilent i3070 software release installed on the PC Controller is earlier than 07.20p**

To Be Performed By: Repair, Field (CE), Co-op Customer

Parts Required:

P/N	Description	Qty.
Nil	Scanworks PCI-400 version 3.9.2 driver downloaded from http://www.agilent.com/see/i3070patches	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
MODIFICATION AVAILABLE	
ACTION CATEGORY::	AGREEABLE TIME <input checked="" type="checkbox"/> PERFORMANCE ENHANCEMENT <input type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS AVAILABILITY: PRODUCT SUPPORT LIFE
AUTHOR: Adrian Cheong	PRODUCT LINE: 80
ADDITIONAL INFORMATION:	

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Agilent Technologies

Situation:

During the introduction of the HP XW4600 PC controller to our ICT system, we encountered issues when installing the Scanworks drivers for the PCI-400 card by Asset Intertech. The controller will hang during the installation of the release 07.10p of the ICT software. We found that this was related to the BIOS on the controller and if we installed a lower version of the BIOS, version 1.02, the symptoms will not occur. As such, the HP XW4600 PC controllers for the ICT (0960-2820) were specially flashed down to BIOS version 1.02 for our use. The controllers were also specially labeled with "use BIOS 1.02 only" to ensure that we do not mix it with other off the shelf PCs of the same model. The BIOS version 1.02 was also provided in a floppy diskette with installation instructions.

In May 2009, we were notified that the XW4600 will come with some hardware changes,

1. Processor: Intel Core 2 Duo E6550 2.33 4MB/1333 CPU -> Intel Core 2 Duo E8400 3.006MB/1333CPU
2. Hard drive: HP 80GB SATA 3Gb/s NCQ 7200 -> HP 160GB SATA 3Gb/s NCQ 7200

It was subsequently found that the BIOS version 1.02 will not work with the changes in the hardware, only the latest version of the BIOS, version 1.16, will work. An error message will be displayed.

1. 1801 - Microcode Update Error
2. Missing or Invalid Processor Microcode Update. Please contact Hewlett-Packard Company for a new Microcode Update to support the new Processor Stepping

During our investigations, we found that the Scanworks software version 3.9.2 packaged in the Agilent i3070 software release 07.20p, will work with the BIOS version 1.16. So, we would like our Scanwork users who are on HP XW4600 controllers to use the new 3.9.2 version PCI-400 drivers.

Solution/Action:

The action that we would like to take is to have our users who are using Scanworks on the HP XW4600 controllers to ensure that the new 3.9.2 version driver for the PCI-400 card is installed on the system. This is because the latest PCI-400 drivers will work for both BIOS version 1.02 as well as the latest 1.16 version.

Conditions:

Must install the new version 3.9.2 driver if the following conditions are met

- 1) Using HP XW4600 (either installed with BIOS version 1.02 or BIOS version 1.16)
- 2) User is using Scanworks
- 3) Agilent i3070 software release earlier than 07.20p (not including) is installed on the controller

The installation of the version 3.9.2 driver for the new PCI-400 card is optional if the user is using a version older than 07.20p and either not using the HP XW4600 or not using Scanworks.

For harddisk images, if the user is using a version older than 07.20p and either not using the HP XW4600 or not using Scanworks, the harddisk image will still work on the new PC controllers shipped after 24 June 2009. However, if the above 3 conditions are met, a new harddisk image must be created for the new PC Controller.

The harddisk image created for the new XW4600 PC Controller (shipped after 24 June 2009) can be used on older PC Controllers (shipped prior to 24 June 2009). But, harddisk images built from older shipments of the XW4600 will cause issues with Scanworks if the image is loaded on XW4600 shipped after 24 June 2009.

Installing the new PCI-400 card driver:

- 1) We will roll in the new controller on 24Jun2009
- 2) New ICT systems and PC Controllers upgrade packages will be shipped with HP XW4600 installed with BIOS version 1.16, loaded with Agilent i3070 software release 07.20p, Scanworks 3.9.2
 - a. This setup will work with any PCI-400 card that the customer may already have
- 3) If the customer would like to down-rev the Agilent i3070 software to a lower version, for example, to release 07.10p, and use Scanworks on this testhead,
 - a. He will have to uninstall the Agilent i3070 release 07.20p software
 - b. Install the Agilent i3070 release 07.10p software, including Scanworks.

- c. Once Agilent software installation completed, shutdown the PC controller and remove the power cable.
- d. Remove the side cover of the PC Controller.
- e. Insert the PCI-400 card in the express slot and lock it.
- f. Close the side cover and plug in the power cable to the PC Controller.
- g. Power up the controller and wait for it to complete booting.
- h. When the Add New Hardware Wizard appears, click the Cancel button to exit.
- i. Download the new version 3.9.2 driver for PCI-400 card from Agilent website at
 - i. <http://www.agilent.com/see/i3070patches>
 - ii. (find the heading “Scanworks version 3.9.2 PCI-400 driver”)
- j. Copy the downloaded files to the following directory:
 - i. For i5000 and i3070 software: C:\Agilent_ICT\Scanworks\drivers
 - ii. For 3070 software (05.xxp): C:\Agilent3070\Scanworks\drivers
- k. Open up a command window, change directory to C:\Agilent_ICT\Scanworks\drivers or C:\Agilent3070\Scanworks\drivers.
- l. Execute following command to complete registration process:
 - i. WDREG -inf windrvr6.inf install
- m. Once the registration process completed successfully, open up Administrative Tools\ Computer Management\ System Tools\ Device Manager from Control Panel.
- n. Right click on PCI Communication Device (with exclamation mark on the icon), select Update Driver.
- o. When the Add New Hardware Wizard appears, select “No, not this time” and click the Next button.
- p. Select “Install from a list of Specified location [Advanced]” option and click the Next button.
- q. Select “Include this location in the search” option and click the “browse” button.
- r. Navigate to the directory
 - i. C:\Agilent_ICT\Scanworks\Drivers or
 - ii. C:\Agilent3070\Scanworks\Drivers
- s. Click “OK”
- t. After loading the new drivers, test the configuration by executing a Scanworks test
- u. If it is working, create a new harddisk image for this new controller. This harddisk image can be used on older XW4600 controllers but older images cannot be used on this PC Controller.