3070-88

S E R V I C E   N O T E

The Supersedes block

Supersedes:
NONE

Agilent Medalist i3070 and i3070 Series 5 In-Circuit Test Systems

Serial Numbers:
E9901D/E/DR - All;
E9902D/E/DR - All;
E9903D/E/DR – All;
E9905D/E/DR -All

Bios 1.12 version in rp5700 causes longer time to load board directory across network

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS LABOR: 0.0 Hours		

LOCATION CATEGORY:	X CUSTOMER INSTALLABLE
	[[]] ON-SITE
	[[]] SERVICE CENTER
	[[]] CHANNEL PARTNER
		SERVICE [[]] RETURN
		INVENTORY: [[]] SCRAP
		         X SEE TEXT
			USED [[]] RETURN
			PARTS: [[]] SCRAP
			         X SEE TEXT	

AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 1 August 2013		
[[]] Calibration Required X Calibration NOT Required		PRODUCT LINE: 80 – In Circuit Test AUTHOR: YWS		
ADDITIONAL INFORMATION: Not Applicable				

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PRINTED IN U.S.A.

October 17, 2012

Agilent Technologies

Situation:

The Hewlett Packard rp5700 PC model may take a longer time to load the board directory or startup "Push Button Debug" if the board directory resides in the network server. The above symptoms occur on the rp5700 that uses **Bios version 1.12**.

How to check the Bios of the rp5700 Controller:

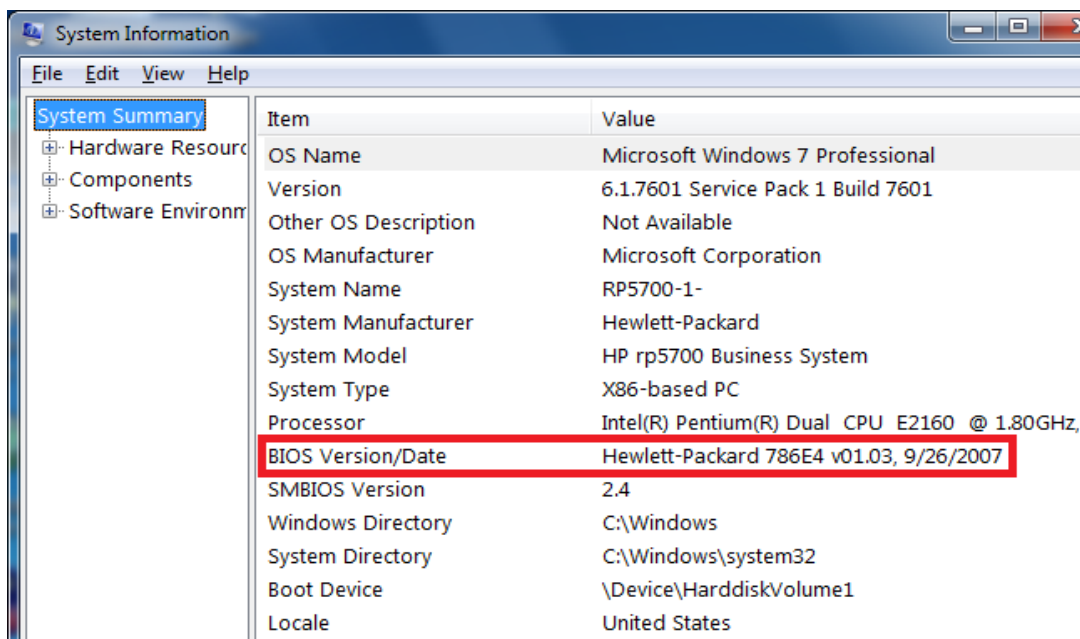- Start the System Information.
    <u>Windows ® XP</u>
    Click **Start -> All Programs -> Accessories -> System Tools -> System Information**.
    <u>Windows ® 7</u>
    Search **"System Information"**

You can find the BIOS Version/Date as shown in the figure below. Please follow the steps under the Solution/Action in this service note to update to **Bios version 1.20**.

Precaution:
- No action is needed if your PC does not exhibit the above situation.
- Backup all important ICT files like bootptab, config, licenses as well as customer data if you plan to implement the recommended solution below.

Solution/Action:

You must perform the following steps to improve the loading time.
1. **Update the Bios**
2. **Re-install Windows Operating System from scratch**

You will not achieve the best result if any of the steps above is skipped.

Update the Bios

- Download the Bios file "SP54250.zip" at www.agilent.com/find/i3070patches
- Unzip the file and double click to extract it to C:\swsetup\SP54250 directory
- After the extraction, a webpage with the title "Bios Flash Update" will open automatically
- Click on HPQFlash to jump to "Launch HPQFlash"
- Then, click on "Launch HPQFlash"
- Follow the instructions given to update the Bios.

General Descriptions

Utilities and appropriate BIOS images are contained in each of the directories as follows:

DOS Flash - DOS utility that can be used locally or with a Preboot eXecution Environment (PXE) management application to update or restore the system BIOS.

HPQFlash - Windows-based utility to locally update or restore the system BIOS on individual PCs through the Windows environment. No backup will be made of the current system BIOS.

BIOS CD - Creates a CD containing the BIOS binary image that can be used to locally restore or upgrade the system BIOS through F10 setup or BootBlock Emergency Recovery Mode.

This Softpaq can also be used with the following methods of updating the system BIOS:

System Software Manager (SSM) - Use this SoftPaq with System Software Manager (SSM) to update the system BIOS on target PCs on a network. Place this SoftPaq in your SSM Filestore folder then update the database. SSM is a free utility provided by Hewlett-Packard Company. For information on SSM, see http://www.hp.com/go/ssm.

HP Client Manager Software (HPCMS) - Use this Softpaq with HP Client Manager Software (HPCMS) and Altiris Notification Server to remotely target, distribute, and update the system BIOS on network PCs. Place this SoftPaq in your HPCMS Filestore folder then update the database. HPCMS is a free management application provided by Altiris and Hewlett-Packard Company. For information on HPCMS, see http://www.hp.com/go/EasyDeploy.

NOTE: The Business Desktops BIOS Utilities SoftPaq is available on the web that contains additional utilities to support Hewlett-Packard Company products. This SoftPaq will be shown when searching for software support of products in the category ROMPaqs/BIOS and Firmware.

Windows BIOS Flashing

HPQFlash.exe is a utility which is designed to flash the System BIOS within a Windows environment. To display the available options for this utility enter [Path]\HPQFlash -?. If the system has a Setup password enabled, then HPQFlash will prompt for the password to be entered before completing the flash process. For more information, view ReadMe.txt or HPQFlash.txt, both located in the HPQFlash folder. If you wish to update your BIOS using HPQFlash, click the link below. If prompted with a File Download dialog box, please select "Open" or "Run from current location".

Launch HPQFlash

Re-install Windows Operating System from scratch

Reinstall the Windows operating system from scratch after completing the Bios update. Next, re-install the ICT software. Finally, restore all the files and data that were backed up earlier.

Reactivation of Windows

In the case of some older rp5700 computers, reactivation of Windows 7 may be necessary when updating the Bios to version 1.20.

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