S E R V I C E   N O T E

SUPERSEDES: None

4957A Protocol Analyzer

Serial Numbers: 3125A00000 / 3125A00646

Firmware Rev A.00.01 Anomalies

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

Part No.	Qty.	Description
04957-19021	1	* ROM - Sys Boot (Std)
04957-19022	1	ROM - Sys Code
04957-19023	1	ROM - Sys Appl
04957-19029	1	* ROM - Sys Boot (Opt 001)

* Order one of these ROMS depending on instrument's configuration, (standard or option 001).

Situation:

Two anomalies (bugs) have been found in the firmware of the 4957A. One deals with Auto Configuration and the other deals with the Copy-Disc Application. Here is a description of each.

Continued

DATE: 22 November 1991

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	☐ IMMEDIATELY ■ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: Labor 0.75 Hour			
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ■ SERVICE CENTER	SERVICE INVENTORY:	☐ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS:	☐ RETURN ■ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: 01 January 1994			
AUTHOR: RCB	ENTITY: 3800	ADDITIONAL INFORMATION:			

Agilent Technologies

1. When Auto-Configure is used on a network that is a BOP protocol, the data is DCE and the clock source from the DCE, the 4957A will either not synchronize on the data or the 4957A will take an excessive amount of time to setup. One case is a setup for HDLC, ASCII8, 1200 bps, DTE clock = DCE, and Mode = Sync.

2. The Copy Disc Utility will not work properly when trying to copy older software applications, like the older IBM and X.25 protocol solutions. The copy application will perform like it copied the software properly, but when you try and load the copied disc there will be no information or data to load.

Solution/Action:
If a complaint is received that matches one of the above descriptions, perform the ROM change. In Figure 1, locate the three system ROMS in the center of the board. Remove the three ROMS from their sockets, noting the orientation of the ROM in the socket and place the new ROMS in the sockets in the following matter:

Ref. Desg.	Old Part No.	New Part No.	
US3	04957-19004	04957-19021	(Standard)
	04957-19008	04957-19029	(Option 001)
US4	04957-19005	04957-19022	
US5	04957-19006	04957-19023	

After reassembling the instrument, run the Self Test loop 5 to 10 times to verify proper operations.

Front of 4957A

Figure 1