

S E R V I C E N O T E

SUPERSEDES: NONE

6811A AC Power Source/Analyzer**Serial Number:** 000A00000 / 9999A99999

Affected units: 6811A, 6812A, and 6813A with firmware revision A.00.16 or lower (FW revision is displayed during power-up).

False Protect Condition**Duplicate Service Notes:**

6811A-02

6812A-08

6813A-09

To Be Performed By: Agilent-Qualified Personnel**Parts Required:**

For 6811A, 6812A or 6813A:

A8U734, p/n 5080-2411

A8U735, p/n 5080-2412

Situation:

AC Power Source/Analyzer goes into protect mode and cannot be cleared by performing protect clear command from front panel or via GPIB. Protect can only be cleared by turning unit off then back on.

Continued

DATE: October 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR 1.0 Hours	
LOCATION CATEGORY:	<input checked="" 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: October 2001
AUTHOR: PS	ENTITY: 2100	ADDITIONAL INFORMATION:	

Solution:

Update firmware to revision A.00.17 or later using the ROM Upgrade procedure in the Service Manual.

Notes: Calibration is not affected if ROM update is performed correctly. A partial version (no schematic diagrams) of the service manual is available at:

http://www.tmo.agilent.com/tmo/support/English/68xx_service1.html