

S E R V I C E N O T E

SUPERSEDES: NONE

16500A/B to 16500C Upgrade Kit

Serial Numbers: US00000000 / US99999999

16533A/16534A Scope modules will not calibrate using Self Cal

Duplicate Service Notes: 16500C-03

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Quantity
16500-68752	16500C Disk Pouch 1.05	1

Situation:

When attempting to Self Cal the 16533A or 16534A in a 16500C, the calibration will not pass ('P') and the Function Tests results will show as corrupted ('*C'). You also will be unable to load any 'Default' cal factors via the Service Cal Mode.

Continued

DATE: December 1997

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☐ IMMEDIATELY ☒ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR 0.5 Hours	
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: December 1999
AUTHOR: DGF	ENTITY: 0800	ADDITIONAL INFORMATION:	

This situation only occurs with 16500C Logic Analysis Mainframes that have a 1.6Gb HDD installed and are running Operating System software version 1.04 (or earlier). 16500C Mainframes with serial prefix US3743XXXX were shipped with the 1.6Gb HDD (and version 1.04 software) and will exhibit this problem. Also, 16500C's that have had their 540Mb HDD replaced by the 1.6Gb HDD (and running Op Sys version 1.04 or earlier) will have this problem.

Solution / Action:

Replace the 16500C Operating System software with version 1.05 (p/n 16500-68752) or later on ALL 16500C Mainframes with 1.6Gb HDD installed. See section 3.12 of the 16500C Users Guide for instructions on loading Operating System software. Previous versions (3 1/2" floppy disks) of 16500C Operating System software should be discarded.

To determine the HDD size, access the 'Hard Disk' via the Configuration/Hard Disk menu in the 'System' Screen (power up screen). The HDD 'Total' capacity (in bytes) is shown on the last line of the display (bottom of the screen).