

## S E R V I C E N O T E

SUPERSEDES: None

**Agilent E4419B EPM Power Meter (Product Number E4419B)**

Serial Numbers:GB40510000/GB40519999 MY40510000/MY40519999

**RS422 Serial Communication Interface Disabled****To Be Performed By:**Agilent Qualified Personnel**Parts Required:**

Part Number	Description	Quantity
E4418-60012	Interface Assy	1

**Situation:**

Discontinuance of an integrated circuit has forced Agilent to temporarily disable the RS422 serial communication interface. This is expected to be a temporary condition, and to ensure product traceability all units shipped with this reduced functionality will be given a serial prefix as shown above. The customer will be made aware of this reduced functionality via the instrument documentation.

Note that this reduced functionality does not affect the RS232 or GPIB communication interfaces, and these will function as normal.

The changes being made are three-fold:

\* Hardware - Board E4418-60012 is replaced by E4418-60030.

*Continued*

DATE: January 2001

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION AVAILABLE</b>		
ACTION CATEGORY:	AGREEABLE TIME	<input checked="" type="checkbox"/> PERFORMANCE ENHANCEMENT <input type="checkbox"/> SERVICE/RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL: January 2004
AUTHOR: FC	ENTITY: E600	ADDITIONAL INFORMATION:



\* Firmware - Revision A2.07.00 is superseded by A2.08.00.

\* System Version - This setting changes from '2' to '3'.

As this is seen as a short term situation, board E4418-60030 will not be made available as an orderable spare. A small support quantity of E4418-60012 boards has been reserved, and this board should be used in an instance where the E4418-60030 board is found to be faulty.

Also, instrument firmware updates will not be required when RS422 functionality is re-introduced. Firmware revision A2.08.00 has been created such that the System Version enables/disables the RS422 menu structure and associated SCPI commands. A value of '3' will disable these menus/commands, and a value of '2' will enable them.

Note that the unit **MUST** be fitted with board E4418-60012 if System Version '2' is selected. Instrument operation is not warranted for use if board E4418-60030 is fitted and System Version '2' is selected. Conversely, System Version '3' is warranted for use with either board.

The situation may also arise that a customer has purchased a unit specifically for its RS422 functionality, and is unaware of the fact it is temporarily unavailable. In this instance, the customer unit will be repaired free of charge using the method detailed below. As supplies of the E4418-60012 board are limited in the short term, these types of repair should be discussed and agreed with the customer before the work is carried out. If the customer is willing and able to delay the repair until the RS422 functionality has been re-introduced, we can ensure that the limited stock of E4418-60012 will not be prematurely depleted.

**Solution / Action:**

If any of the units listed above are received at the service center and require replacement of the E4418-60030 board, then perform the following procedure:

- 1) Remove Interface Assembly E4418-60030.
- 2) Fit Interface Assembly E4418-60012.
- 3) Re-assemble the unit.
- 4) Use the following command to load the Processor Assembly with the System Version that will enable RS422 operation: `SERV:VERS:SYST "2"`
- 5) Power cycle the unit and verify that all the Power On Self Tests pass.
- 6) Press the following sequence of hardkeys [HK] and softkeys [SK], and verify that the LCD display shows that the RS422 interface option is now available:

Preset/Local	[HK]
Confirm	[SK]
System/Inputs	[HK]
Remote Interface	[SK]
Select Interface	[SK]
- 7) Perform the Zero Test and Instrument Accuracy Tests for both measurement channels of the meter. Details of these tests are provided in the Service Guide for this unit.
- 8) The repair and verification process is now complete.