E4428C-10A

S E R V I C E N O T E

E4428C Analog Signal Generator

Serial Numbers: ALL

Errors -257 and/or -315 are displayed; typically after a recent ≤ C.05.28 firmware upgrade.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:
INFORMATION ONLY

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ADDITIONAL INFORMATION: Locate the latest release of FW at: www.agilent.com/find/upgradeassistant

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Agilent Technologies

Situation:

Due in part to a more intense current firmware upgrade process, some E4428C's CPU's have experienced racing conditions between the hardware timing and the downloading code. This conflict can cause a corruption of the E4428C's NVRAM. The corruption is not devastating to the unit but the E4428C will consistently report one if not both errors -257 (File name error); -315 (Configuration memory lost).

Solution/Action:

Error -257 (File name error) and error -315 (Configuration memory lost) can both be corrected with the installation of latest release of E4428C firmware; revision C.05.76 or greater. New Upgrade Assistant software release 5.18 (or greater) is also required to properly install the latest E4428C firmware.

1. Obtain copies of the latest firmware and Upgrade Assistant from the Signal Generator Firmware / Software Center web page: www.agilent.com/find/upgradeassistant

2. Following the instructions on the web page and provided with the code, download the firmware into the E4428C.

NOTE: There is a slight possibility that after this firmware upgrade is completed, an additional error -313 (Calibration memory lost) and/or error 700 (State Save Recall Error) may appear. If these new errors consistently appear, contact the Sources Support node at: mcd_support@agilent.com . Report the appearance of Error(s) -313 or 700 after the firmware upgrade. Be prepared to provide the serial number of the E4428C along with the serial number of the installed CPU assembly; found by pressing the 'Installed Boards' soft-key on the E4428C front panel. It will also be beneficial to know what was the previous firmware revision installed in the unit prior to the latest firmware upgrade.