

S E R V I C E N O T E

SUPERSEDES: None

E5022A Hard Disk Read/Write Test System**Serial Numbers:** 0000A00000 / 9999Z99999**Solution to problem on B.01.20 with Windows 95****Duplicate Service Notes:** E5022B-01, E5023A-01**To Be Performed By:** Agilent-Qualified Personnel or Customer**Situation:**

After upgrading the system software to the revision B.01.20 on the Windows 95, the following problem may occur.

- 1) The initialization might fail because the E5035B can not be opened, or
- 2) The cassette/HGA parameter might fail to be set.

Solution / Action:

- 1) Reboot the windows 95.

If the problem still exists,

- 2) Install the Internet Explorer (IE) 4.01 Service Pack 1 or above.

Continued

DATE: November 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR:

YH

ENTITY:

3355

ADDITIONAL INFORMATION:



Since the IE 4.01 Service Pack 1 (SP1) is no longer available on the Microsoft website, install the Internet Explorer 5.5 SP2 from below.

<http://www.microsoft.com/windows/ie/downloads/archive/default.asp>

The latest version Internet Explorer 6.0 does not support Windows 95.

You don't have this problem on the Windows 2000 and Windows 95 with IE4.01 SP1 and above.

At the next revision B.01.30, the installer will detect if the windows 95 has the IE4.01 SP1. If no, the message asks to install the SP1 will be displayed.