

E5100A/B-12

S E R V I C E N O T E

SUPERSEDES: NONE

E5100A/B Network Analyzer

Modification to prevent the unit from hanging up when SMOOTHING is ON

To Be Performed By: HP-qualified personnel

Parts Required:

Need one of the following firmware disks:

HP P/N	Qty.	Description	Used for
E5100-18003	1	FW DISK 2.10#509	E5100A with Option 509
E5100-18103	1	FW DISK 2.10 1BW	E5100B with black & white LCD
E5100-18203	1	FW DISK 2.10 1CL	E5100B with color LCD
E5100-18303	1	FW DISK 2.10 2BW	E5100A with black & white LCD (* 1)
E5100-18403	1	FW DISK 2.10 2CL	E5100A with color LCD

Note * 1: If the maximum number of sweep points of the HP E5100A is 801, P/N E5100-18103 should be used.

Continued

DATE: August 1996

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 type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> HP LOCATION	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
		USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	HP RESPONSIBLE UNTIL: August 1998	
AUTHOR: KI	ENTITY: 3355	ADDITIONAL INFORMATION:	

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Situation:

When the NUMBER-of-POINTS for channel-2 is changed under the following setup, the HP E5100A/B may hang up:

Coupled Channel..... ON
 Smoothing for Channel-1 ON
 Multi channel ON

Example: The following key strokes may cause the hanging-up: ([]: Hardkey, { }: Softkey)

[Sweep]-{Coupled CH}(turn it ON)
 -[Display]-{MORE}-{ACTIVE CH}(set to CH1)-{SMOOTHING}(turn it ON)
 -[Display]-{MULTI CH}(turn it ON)
 -[Sweep]-{ACTIVE CH}(set to CH2)-{NUMBER of POINTS}-[1]-[2]-[3]-{x1}

[1], [2], and [3] can be replaced with other numerical keys which change the current NUMBER-of-POINTS setup.

This problem is caused by a firmware bug on revision 2.00 and below.

Solution/Action:

This problem can be fixed by firmware update.

1. Firmware update procedure

1-1. Press [System], {MORE}, {SERVICE MENU}, {FIRMWARE REVISION} keys to confirm that the unit has a firmware revision 2.00 and below.

1-2. Confirm that the firmware disk is correct one to update the firmware of the unit. (see the part list of "Parts Required:")

1-3. Turn OFF the unit.

1-4. While pressing [Preset] and [0] keys at the same time, turn ON the E5100A/B, and wait for a while until some {firmware update} softkey is appeared on the display,

1-5. Press {Firmware Update} softkey.

1-6. Insert the firmware disk into the floppy disk drive of the HP E5100A/B.

1-7. Press {OK} softkey.

1-8. Press {EXECUTE UPDATE} softkey.

1-9. Press {OK} softkey to start the firmware update.

Note: It will take several minutes to complete the firmware update. When the firmware update is completed, the unit automatically execute preset operation.

1-10. Put the firmware revision label included in the firmware disk set on the rear panel.

2. Final operation check

2-1. Turn the E5100A/B ON and confirm that the unit passes power on selftest.

2-2. Press [System], {MORE}, {SERVICE MENU}, {EXECUTE TEST} to start self-diagnoses.

2-3. Confirm that the unit passes the self-diagnoses.