

E5100A/B-18

S E R V I C E N O T E

SUPERSEDES: NONE

E5100A/B Network Analyzer

Firmware Revision: 2.02 and below

Modification to fix problem that marker does not respond correctly

To Be Performed By: HP-qualified personnel

Parts Required:

Need one of the following firmware disks:

HP P/N	Qty.	Description	Used for
E5 100-18003	1	FW DISK 2.10#509	E5100A with Option 509
E5 100-18103	1	FW DISK 2.10 1BW	E5 100B with black & white LCD
E5 100-18203	1	FW DISK 2.10 1CL	E5100B with color LCD
E5 100-18303	1	FW DISK 2.10 2BW	E5100A with black & white LCD (*1)
E5 100-18403	1	FW DISK 2.10 2CL	E5100A with color LCD

Note *1: If the maximum number of sweep points of the HP E5 100A is 801, P/N E5 100-18103 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
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: KI	ENTITY: 3355	HP RESPONSIBLE UNTIL: August 1998	
		ADDITIONAL INFORMATION:	

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Situation:

If a saved state has an active marker, and the current state is in delta marker mode, then upon recalling the saved state, the marker may not respond correctly. (The marker may not be controlled by the rotary knob.) If the delta marker is turned on and off again after you encounter the problem, the marker gets correct response.

Example

The following key strokes may cause the marker problem:

Setup	Key Strokes
1. Activate an active marker	[Marker]
2. Save the instrument state	[Save/Recall]-{STORE DEV}(select a store device)-{SAVE}-{STATE ONLY} -(enter a filename using rotary knob and {SELECT LETTER} key)-{ENTER}
3. Turn on an delta marker	[Marker]-{Delta MODE MENU} -{Delta REF MKR}-{Delta REF=1}
4. Recall the saved state	[Save/Recall]-{RECALL} -(select the filename with rotary knob) -{SELECT}
5. Try to move the marker	(rotary knob)

This problem is caused by a firmware bug on revision 2.02 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 2.02 or 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.