

S E R V I C E N O T E

SUPERSEDES: NONE

HP E5100A/B Network Analyzer

Firmware Revision: 2.10 and below

Modification to fix "FAIL" message problem that the message does not turn off even if the limit line test is passed

To Be Performed By: HP-qualified personnel

Parts Required:

Need one of the following firmware disks:

- 1. HP P/N E5100-180xx (FW DISK #509)
For: Firmware revision before modification ... REV.2.10 and below
Installed option Option 509
- 2. HP P/N E5100-181xx (FW DISK 1BW)
For: Firmware revision before modification ... REV.2.10 and below
LCD display type Black and white
Maximum number of sweep points 801 or 401
- 3. HP P/N E5100-182xx (FW DISK 1CL)
For: Firmware revision before modification ... REV.2.10 and below
LCD display type Color
Maximum number of sweep points 401

continued

DATE: September 1998

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 checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		HP RESPONSIBLE UNTIL: September 2000
AUTHOR: KI	ENTITY:	ADDITIONAL INFORMATION:	



4. HP P/N E5100-183xx (FW DISK 2BW)
For: Firmware revision before modification ... REV.2.10 and below
LCD display type Black and white
Maximum number of sweep points 1601
5. HP P/N E5100-184xx (FW DISK 2CL)
For: Firmware revision before modification ... REV.2.10 and below
LCD display type Color
Maximum number of sweep points 1601

Notes:

- * "xx" should be the latest number. (It must be "04" or later.)
"04" is assigned for firmware revision 2.11 in which the problem described in this service note was solved.
- * Choose a correct firmware disk according to the installed option, LCD display type, and maximum number of sweep points of the HP E5100A/B. Installing incorrect firmware may cause serious trouble to the HP E5100A/B.
- * Firmware revision 3.00 or later (HP P/N E5100-185xx) should NOT be installed into the HP E5100A/B which currently has firmware revision 2.xx or below without hardware modification. Installing REV.3.xx without required hardware modification may cause serious trouble to the HP E5100A/B. To install the firmware revision 3.00 or later into the unit, the HP E5100A/B must be modified using a REV.3.xx upgrade kit. That hardware modification is NOT covered by this service note.

Situation:

When the limit line test function is turned on, the test result should be displayed as follows: If limit line test is failed "FAIL" message is displayed If limit line test is passed No message is displayed. However, the "FAIL" message may not be turned off even if the limit line test is passed. This problem is caused by a firmware bug on revision 2.10 and below, and it is fixed on revision 2.11.

Solution/Action:

This problem can be fixed by firmware update.

1. 0.Firmware update procedure
 - 1-1. Press [System],[MORE],[SERVICE MENU],[FIRMWARE REVISION] to confirm that the unit has a firmware revision 2.10 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.

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- 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
executes preset operation.

2.0. 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.