

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**E6000C-02**

# S E R V I C E N O T E

Supersedes:  
NONE

## E6000C Mini OTDR Mainframe

**Serial Numbers: All E6000C OTDR Mainframes w/ firmware revision 6.1 and lower**

**Firmware Update to fix hang-up problem after boot cycle in application screen**

**To Be Performed By: Customer**

### Parts Required:

E6000C firmware 6.3 or higher, is available on internet at URL [www.agilent.com](http://www.agilent.com).  
Search for 'E6000C', go to 'Software, Firmware & Drivers' and download the firmware.

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 0.5 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	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	AGILENT RESPONSIBLE UNTIL: October 2004	
AUTHOR: JM	PRODUCT LINE: RO		
ADDITIONAL INFORMATION:			

© AGILENT TECHNOLOGIES, INC. 2003  
PRINTED IN U.S.A.



October 23, 2003

**Situation:**

Occasionally, an E6000C runs into the following problem. **After the boot cycle the unit hangs-up in the application screen.** The On/Off switch as well any other key does not work, the battery and the line power (if connected to) have to be removed to turn off the instrument. All following attempts to boot the E6000C will fail and always the unit does hang up. In this error mode a firmware update is not possible.

**Solution/Action:**

First the E6000C has to be returned to functionality before the firmware update can be performed.

- While holding down the <Select> and the <Help> button on the E6000C switch on the unit
- After booting into a format screen first release the <Select> and then the <Help> button  
In case of the Online Help is started select the <Help> key again to exit the Online Help
- Select <OK> to format the internal Flash memory  
This will erase all (user) data from the internal memory, data recovery is not possible
- When finished, restart the E6000C (switch off and on again)

The E6000C has now returned to functionality, but if you do not perform the firmware update you might run into the same problem and you will lose again all data from the internal memory.

- Upgrade the E6000C to firmware revision 6.3 or higher which is available from Internet  
Instructions are included in the download package

As preventive action you might perform the firmware update to ensure not to run into the instrument hang-up and to have all new enhancements available on your E6000C.

**Note** The firmware for the E6000B and the E6000C is identical