

S E R V I C E N O T E

SUPERSEDES: NONE

E6392A GSM MS TEST SET

Serial Numbers: 0000A00000 / JP1MG00429

Upgrade the Agilent E6392A FW to Rev A.01.10 or later.

To Be Performed By: Customer or Agilent-Qualified Personnel

Parts Required:

When you upgrade with PCM-CIA memory cards.

Agilent P/N	Description	Quantity
E6392-61801	Firmware Upgrade Kit	1

When you upgrade through the RS-232C of PC.

Agilent P/N	Description	Quantity
34398A	RS-232 Cable Kit	1

Situation:

Agilent Technologies has found some firmware bugs of Rev A.01.09 and below. The followings are the bug list for each firmware revision.

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DATE: March 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
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 checked="" type="checkbox"/> SERVICE CENTER	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: SA	ENTITY: 3355	AGILENT RESPONSIBLE UNTIL: End of Support Life	
		ADDITIONAL INFORMATION:	



1. Firmware revision A.01.04.

While updating the firmware either with memory card or thru RS232C, "Communication Error 40" is displayed and E6392A hangs up.

2. Firmware revision A.01.05 and A.01.06.

After using the SG mode, a mobile can not camp on to E6392A.

3. Firmware revision A.01.08 and below.

The output signal(about -46dBm) appears at the RF IN/OUT terminal even though the RF output is set to off.

4. Firmware revision A.01.09.

E6392A SG mode can not output PN9 signal, even though modulation is set to PN9. E6392A outputs BCCH signal instead.

Solution / Action:

Upgrade the Agilent E6392A firmware to Rev A.01.10 or later.

1. Verify the firmware revision for the Agilent E6392A using following methods.
 - a. From the main menu, press CONFIGURATION softkey.
 - b. On the lower right corner of the screen, firmware revision will be shown.
 - c. If the firmware revision is A.01.04 or below, only the memory card firmware upgrade is available. If the firmware revision is A.01.05 or later, either memory card firmware upgrade or PC software upgrade through RS232C terminal is available.
2. Determine the firmware upgrade method according to step 1-c. We have two firmware upgrade methods. One is memory card firmware upgrade, the other is PC software upgrade through RS232C terminal.
3. Upgrade with memory cards.
 - a. Place the order for E6392-61801 Firmware Upgrade Kit.
 - b. Turn the E6392A off.
 - c. Insert the memory card NO.1 of Firmware Upgrade Kit.
 - d. Turn the E6392A on. The firmware update screen will be shown.
 - e. Press the cursor control knob. By rotating the knob, set "Update:ON" on the screen. Then press the knob again.
 - f. "OK to update?" is shown on the lower left corner. Press the "YES" softkey.
 - g. "Insert the update card #1 and press [OK]" will be shown on the lower left corner. Press "OK" softkey, and follow the instruction.

CAUTION:

If your firmware revision is A.01.04, only above method can work. DO NOT use the firmware update menu on the CONFIGURATION screen.

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4. Upgrade by using PC software through the RS232C terminal.
 - a. For the Agilent Technologies engineers. Get the PC software and the firmware file from the Kobe Wireless Test web site:
<http://kobewt.kobe.hp.com/>
 - b. For customers. Get the PC software and the firmware file from the Agilent web site:
<http://www.Agilent.com/>
Select Products => Test & Measurement => Search.
Enter "E6392A" and click "Submit". Find "Test & Measurement: Agilent E6392A Firmware Upgrade" from the lists, then click it.
 - c. After downloading required files, execute them to extract. Read the README.txt and follow the instructions.

If you can not find the web site above, please contact

"SVC-SUPPORT_KOBEWT@agilent.com".

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