N4903A-02

S E R V I C E   N O T E

Supersedes:
None

N4903A - Serial BERT

Serial Numbers: ALL

Software Update is required after repair due to a component change to the Analyzer Module starting Nov. 1, 2010.

Parts Required:
P/N   **Description**   **Qty.**

NONE

ADMINISTRATIVE INFORMATION

<table>
<tr><td colspan="4">SERVICE NOTE CLASSIFICATION:</td></tr>
<tr><td colspan="4" align="center">MODIFICATION RECOMMENDED</td></tr>
<tr>
<td>ACTION
CATEGORY:</td>
<td>[[]] ON SPECIFIED FAILURE
XX AGREEABLE TIME</td>
<td colspan="2">STANDARDS
      LABOR: 0.3 Hours</td>
</tr>
<tr>
<td>LOCATION
CATEGORY:</td>
<td>XX CUSTOMER INSTALLABLE
XX ON-SITE
XX SERVICE CENTER
XX CHANNEL PARTNER</td>
<td>SERVICE   [[]] RETURN
INVENTORY: [[]] SCRAP
        XX SEE TEXT</td>
<td>USED   [[]] RETURN
PARTS: [[]] SCRAP
      XX SEE TEXT</td>
</tr>
<tr>
<td>AVAILABILITY: PRODUCT'S SUPPORT LIFE</td>
<td colspan="3">NO CHARGE AVAILABLE UNTIL: 31-Jan-2012</td>
</tr>
<tr>
<td>AUTHOR: HK</td>
<td colspan="3">PRODUCT LINE: PL24</td>
</tr>
<tr>
<td colspan="4">ADDITIONAL INFORMATION:</td>
</tr>
</table>

December 6, 2010

Agilent Technologies

Situation

Starting Nov. 1, 2010 the division will implement a component change in the following spare parts:

- N4903-60520 (Analyzer Module, w/o tunable CDR)
- N4903-69520 (Analyzer Exchange Module, w/o tunable CDR)
- N4903-60522 (Analyzer Module, with tunable CDR)
- N4903-69522 (Analyzer Exchange Module, with tunable CDR)

This component change requires the software to be updated to version 4.94 or later.
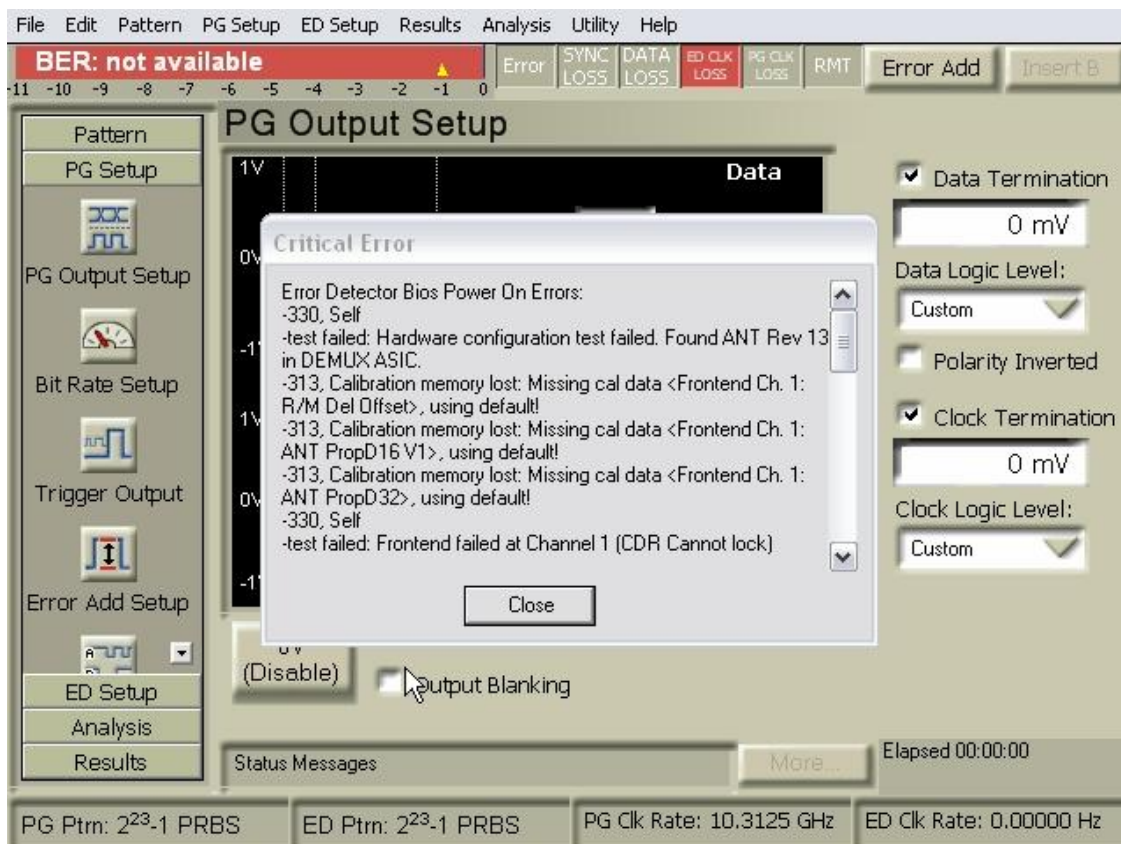
Older software versions will not be able to recognize the new component and the instrument will not function.

Please also ensure that the software version is updated to the latest version (4.94 or later) if a N4903A is repaired, and spare parts from the above list are used.

What will happen if the software upgrade is not done?

Only the version 4.94 of the software (or later) is "able to deal correctly" with the new component in those parts. If the software is not updated to the latest revision (4.94 or later) the software of the instrument will not start correctly.

You will get **self test errors** as shown in the next picture:
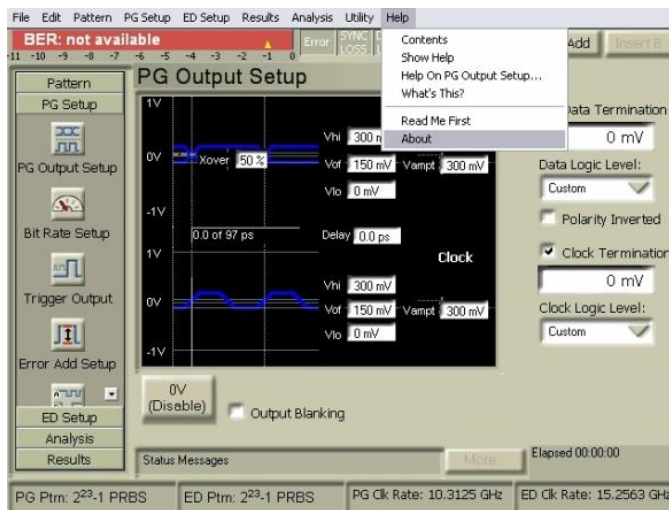
Background Information

Starting Nov 1, 2010 the division will only ship parts that have the new component loaded. The existing inventory (older N4903-60520, N4903-69520, N4903-60522 and N4903-69522, without the component change) in the HUBs and service centers around the world can be used up for repairs. Old and new are fully compatible: old can be used up and new will replace old.

Please keep in mind: please do a software upgrade to 4.94 or later starting Nov 1, 2010 regardless whether you use old or new. From the outside it is not visible whether the spare part contains the new or older component.
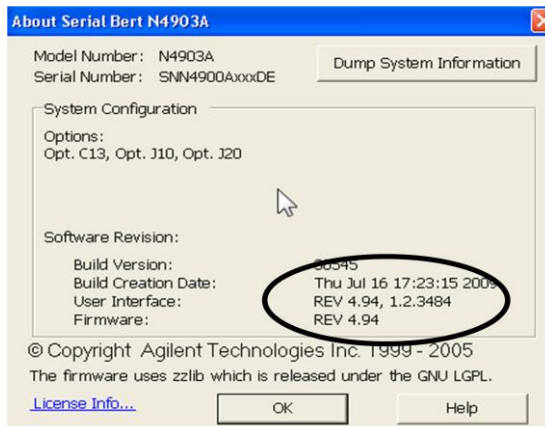
Instructions for Software Upgrade

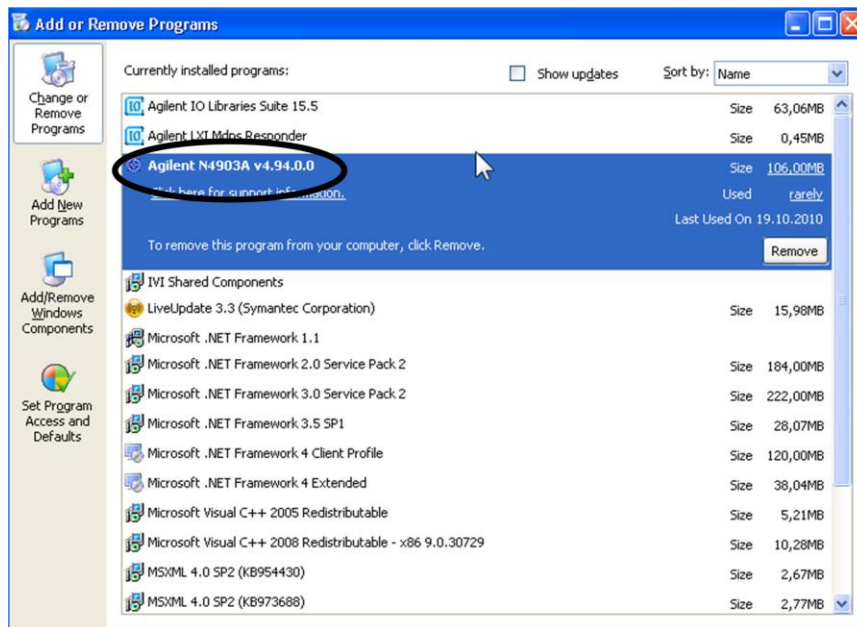To ensure you have installed the correct version please follow the step-by-step guide below:

1. Switch on the N4903A.
2. Please check the currently installed software version.
   a. On the menu bar of the GUI please select "Help" and then "About".

   b. In the window under "Software Revision" please check the version number given in the lines "User interface" and "Firmware". Both lines should indicate at least REV 4.94.

3. If the currently installed version is less than REV 4.94, please download the latest software from the Agilent website (http://www.agilent.com/find/SerialBERT) or **\\wbbnps03\ftp_support\PL24-Support\BERT_Serial\N4903A\Software\jBERTa_V_4.94_SMART.exe**.

4. Disconnect any DUT.

5. Shutdown the N4903A GUI and Firmware Server:
   a. On the menu bar of the GUI please select "File" and then "Exit". The GUI will close. Please also exit the Firmware Server by clicking "Yes" in the window that will come up after the GUI has closed.
   b. You will now see the Desktop of Windows XP.
   c. Either download the latest software using the instrument itself (requires internet connection) or connect an USB stick containing the latest software.

6. Uninstall the currently installed software version using the "Add or Remove Programs" function of the Windows XP Control Panel. The installed program is labeled "Agilent N4903A" (the picture below already shows the correct version).

7. Now install the latest software version by double-clicking on the downloaded file
8. "jBERTa_V_4.94_SMART.exe" (the version number may be higher than 4.94).
9. Now switch the N4903A off, leave it off for 20 seconds and then switch it on again.
10. Please check the now installed software version.
    a. On the menu bar of the GUI please select "Help" and then "About".
    b. In the window under "Software Revision" please check the version number given in the lines "User interface" and "Firmware". Both lines should now indicate at least REV 4.94.
11. The N4903A is now updated to the required software level and should function together with the new hardware.