

MODIFICATION RECOMMENDED

**N6762A-02**

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

Supersedes:  
NONE

**N6762A Precision DC Power Module**

**Serial Numbers: ALL**

**Firmware update will address an issue where N6700A, N6700B, N6701A and N6702A mainframes will not detect the 2UA Option during a query for the option information from the mainframe's menu as well as using the SCPI command SYST:CHAN:OPT? (@<chanlist>).**

**Parts Required:**

P/N	Description	Qty.
NONE		

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.5 Hours
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE X ON-SITE X SERVICE CENTER X CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: End of Support	
AUTHOR:	WIU	PRODUCT LINE: SP	
ADDITIONAL INFORMATION:			

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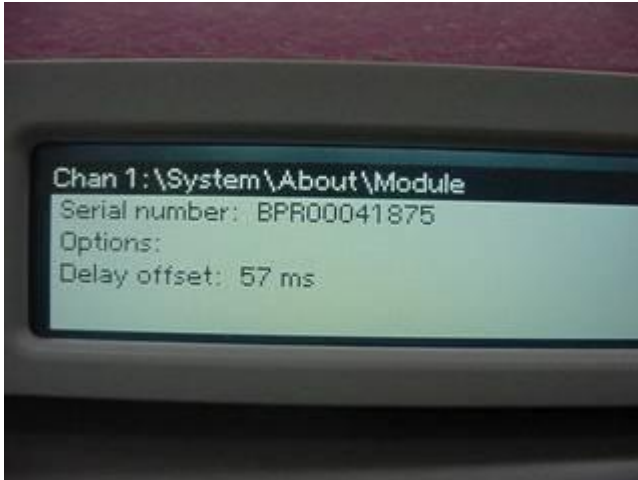
Rev. 15



**Situation:**

All N6700A, N6700B, N6701A and N6702A mainframes with a firmware revision lower than C.02.18 have the potential to not detect the 2UA Option during a query for the option information from the mainframe's menu as well as using the SCPI command SYST:CHAN:OPT? (@<chanlist>).

**Figure 1.** Mainframe is unable to detect Option 2UA

**Solution/Action:**

First, check the firmware revision of the N6700A, N6700B, N6701A or N6702A mainframe. To do this using one of the IO interfaces, send the “\*IDN?” query.

Over the front panel, use the following sequence of key strokes:

Menu -> System -> About -> Frame. It will be listed under “Firmware revision.” If the firmware revision is C.02.18 or higher, the unit has already been upgraded and no further upgrade is required.

If the firmware revision is older than C.02.18 then the firmware must be upgraded. All files, programs, and instructions required to upgrade the firmware are located at the following website:

<http://www.agilent.com/find/N6700firmware>.