

N9912A -01

S E R V I C E N O T E

Supersedes:
NONE

N9912A FieldFox RF Analyzer

Serial Numbers: ALL

Unit may sometimes revert to a zero serial number on boot up.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY::	AGREEABLE TIME	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	AVAILABILITY: Product's support life
AUTHOR:	LSH	PRODUCT LINE: WN
ADDITIONAL INFORMATION:		

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Rev. 16



Situation:

Units with firmware revisions earlier than A.03.06 may revert to a zero serial number on boot up or cause the real time clock battery to discharge very rapidly.

Solution/Action:

Upgrade the FieldFox firmware to revision A.03.06 or later.

For instructions and file for upgrading firmware, go to the following URL and click on the *Instructions for updating FieldFox firmware* link.

<http://na.tm.agilent.com/fieldfox/>

The upgrade can easily be accomplished by a customer following the instructions at the above URL. Access to the internet and a USB flash drive are required.