**3499A-04**

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

Supersedes: NONE

## 3499A  Switch/Control Mainframe

**Serial Numbers:  [0000A00000 / 9999Z99999]**

**3499 Firmware 3.0 released to support new 3499 A/B switch modules.**

**Parts Required:**

| P/N | Description | Qty. |
|-----|-------------|------|
| NONE | | |

ADMINISTRATIVE INFORMATION

| SERVICE NOTE CLASSIFICATION: |
|---|
| **INFORMATION ONLY** |
| AUTHOR:  ALVIN-JL TANG        PRODUCT LINE: PLAR |
| ADDITIONAL INFORMATION:<br>Any questions, please send to E-mail support node:     support_bi@agilent.com |

**Agilent Technologies**

December 3, 2001

**Situation:**
On December 1st, 2001 Agilent introduced three 3499A/B product modules. They are N2272A, N2276A/B and N2282A. The current 3499 Firmware 2.0 or lower version does not support these modules.


**Solution/Action:**
In order to support N2272A, N2276A/B and N2282A, 3499A/B customers need to download the firmware 3.0 to upgrade the current firmware of the 3499A/B mainframes.

New firmware can be found on the web:
http://www.tm.agilent.com/classes/MasterServlet?view=productSoftwareList&pro-
ItemID=1000000804&language=eng&locale=US)&FamilyTitle=3499%20Switch%20Family

If customers do not intend to use any of these 3 new modules they will not need to download firmware 3.0. If the customer's current firmware is 4.0 or higher version they will not need to download firmware 3.0.

After downloading the firmware 3.0 load files to a computer, please run the file 3499_fw3_0.exe. You will find the  readme.txt. Please read the readme.txt carefully for details of firmware installation for the 3499A/B.