

S E R V I C E N O T E

SUPERSEDES: None

4957PC Protocol Analyzer

Serial Numbers: 0000A00000 / 3137A00260

Instruments with the following serial numbers have been modified at the factory and do not require this service note:

3137A00197	3137A00214	3137A00231	3137A00251
3137A00198	3137A00215	3137A00232	3137A00252
3137A00199	3137A00216	3137A00234	3137A00253
3137A00200	3137A00217	3137A00235	3137A00254
3137A00208	3137A00219	3137A00241	3137A00258
3137A00209	3137A00220	3137A00245	
3137A00210	3137A00224	3137A00246	
3137A00211	3137A00226	3137A00248	
3137A00212	3137A00228	3137A00249	
3137A00213	3137A00230	3137A00250	

MASS STORE or LOAD APPLICATION features of the 4957PC either won't load software applications or load them incorrectly.

To Be Performed By: Agilent-Qualified Personnel

Continued

DATE: 03 March 1992

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	Labor 0.5 Hour
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: NB	ENTITY: 3800	AGILENT RESPONSIBLE UNTIL: 03 March 1994	
		ADDITIONAL INFORMATION:	

Situation:

The MASS STORE or LOAD APPL (application) features are both softkey driven from the 4957PC top level menu.

1. MASS STORE menu load application feature loads the application but will not load correctly.
2. LOAD APPL (application) menu softkey won't respond (not load application) and locks up the instrument.

Loading menus or data is not a problem. The problem only exists with loading software applications.

Instructions:

Order the appropriate 4957PC exchange assembly to resolve the anomaly.

Part No.	Order Exchange Part No.	Description
04957-66503	04957-69503	PCBA-Standard
04957-66503	04957-69504	PCBA-Hi Speed
_____*	04957-69505	PCBA-2/3 Standard
_____*	04957-69506	PCBA-2/3 Hi Speed
04957-66510	04957-69510	PCBA-Katakana Standard
04957-66511	04957-69511	PCBA-Katakana Hi Speed
_____*	04957-69512	PCBA-2/3 Kata Standard
_____*	04957-69513	PCBA-2/3 Kata Hi Speed

* 2/3 size boards are created when the full size boards tabs are broken by the customer.