

4991A-11

S E R V I C E N O T E

SUPERSEDES None

HP 4991A LanProbe Segment Monitor

Serial Numbers: 0000A00000/3012A99999

HP 4991A Firmware Application

Parts Required: See Text

Summary:

When the 4991A is received for repair, keep the firmware version the same unless the user requests otherwise. A.03.01 firmware should always be upgraded to A.03.02 unless otherwise noted. B.00.00 is the current release of firmware.

Situation:

Two versions of the HP 4991A LanProbe firmware are currently available. The current production version is B.00.00. Release A.03.02 is also available and remains on the parts list to accommodate repair situations where the older firmware is needed, and for customers wanting "newer" or replacement firmware, but unable to upgrade to the B.00.00 release.

Continued

DATE: 1 June 1991

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR:	ENTITY:	ADDITIONAL INFORMATION:
NB	3800	

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When to use B.00.00 Firmware (Upgrade kit 04991-67104)

LanProbes that arrive with firmware release B.00.00 should be maintained with the same release.

Customers who request repairs and also a firmware upgrade to B.00.00 should be upgraded and charged the normal trade price for the firmware kit.

When to use A.03.02 Firmware (Upgrade kit 04991-67103)

Maintain the firmware at the "A" level if the instrument being repaired has the "A" level installed. If the board has rev A.03.01 firmware, it is recommended it be upgraded to A.03.02 as it is a more stable release.

If the board has A.03.00 firmware or lower, contact the customer to determine what release of ProbeView software is being used. If they are using Probeview A.03.01, the firmware can be upgraded to A.03.02. Probeview A.03.00 software is not compatible with a higher release of firmware, therefore no firmware change should be made.

If the customer specifically requests an upgrade to B.00.00, then install the upgrade and charge the customer using the trade price of the upgrade kit.

Board Compatibility Chart

There are two current revisions for the 4991A main boards, the D and the E, which are now currently being loaded with the new firmware version B.00.00. Firmware is not loaded on replacement boards and should be ordered separately if required. Please use the following board chart for board repairs:

Opt.	Exchange	New Board (Rev)	Standard Firmware Rev.
Std.	04991-69515	04991-66510 (E)	B.00.00
001	04991-69512	04991-66503 (D)	B.00.00
002	04991-69517	04991-66519 (E)	B.00.00
003	04991-69514	04991-66506 (D)	B.00.00

The following chart details the board matrix for older versions of the LanProbe main board assembly. These boards can also use either version of firmware.

Opt.	Exchange	New Board (Rev)	Original Firmware Rev.
Std.	04991-69511	04991-66501 04991-66507 04991-66508(D)	A.01.00 A.01.21 A.03.00
001	04991-69512	04991-66503(D)	A.03.00
002	04991-69513	04991-66504 04991-66509(D)	A.01.21 A.03.00
003	04991-66514	04991-66506(D)	A.03.00

Note

If your customer has version A.03.02, please keep the same firmware version. Do not upgrade to rev B.00.00 unless specified by the customer (customer pays).

Firmware/Software Compatiability:

During the course of the HP 4990S product life cycle there have been and will continue to be operating system revisions. Because the HP 4990A (ProbeView) and HP 4991A (LanProbe) are a tightly coupled system, there are software revision level dependencies between the ProbeView software and LanProbe firmware. This chart illustrates these dependencies:

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ProbeView	A.03.00	A.03.01	A.03.02	B.00.00
A.03.00	1	3	3	3
A.03.01	2	1	1	3
B.00.00	3	2	2	1

1. ProbeView and LanProbe versions are compatible. All product features are fully functional.
2. Upon connection, this message is given: "The LanProbe ...has earlier version of software. Some features may not be available." This means that ProbeView will connect to the older firmware in the LanProbe but new features will not be available.
3. Message is given that LanProbe and ProbeView versions are NOT compatible. ProbeView cannot make any connections to the LanProbe, and if the LanProbe tries to call ProbeView with an alert condition, it will not connect.