

E4417A-17

S E R V I C E N O T E

Supersedes:
NONE

E4417A EPM-P Dual Channel Power Meter

Serial Numbers: MY51480001 to MY52090001

Self-Test 'Display Assy.' report false failure with firmware version A2.05.01

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY	
<input type="checkbox"/> Calibration Required	PRODUCT LINE: WC
<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR: CTK
ADDITIONAL INFORMATION:	
Customer Installable by self upgrading firmware A2.05.02 or above	

© AGILENT TECHNOLOGIES, INC. 2012
PRINTED IN U.S.A.

August 2, 2012
Rev. 20



Situation:

Some units from the serial number range MY51480001 to MY52090001 might have self test 'Display Assy.' reported false failure when using Firmware version A2.05.01 as shown below. This does not have any effect on the power meter performance.

TEST	RESULT
ROM	Passed
RAM	Passed
Lithium Battery	Passed
Display Assy.	Failed
Calibrator	Passed
Fan	Passed
Meas. Assy. A	Passed
Meas. Assy. B	Passed
Serial Interface	Passed

Steps to perform self-test

Power On -> System -> Service ->
Self Test -> Instrument Self Test->
Run Self Test

Starting from the serial number MY51480001, all E4417As were built with a new controller IC with embedded RAM, due to the existing controller IC's end-of-supply. The new controller IC is embedded with RAM, which no longer require an external RAM outside the controller. However the new controller IC might cause false failure on self test 'Display Assy.' when using with firmware A2.05.01.

Solution/Action:

The 'Display Assy.' failure is most likely a false failure due to the mismatch of firmware version A2.05.01 with the new Controller IC part. To confirm if the display assembly self test failure is genuine, the tests steps stated below should be performed:

Action :

1. If the unit shows "Display Assy." failure during self test, then proceed to check the Bitmap Display as step #2.
2. Press "System -> Service -> Self Test -> Bitmap Displays -> Press 'MORE' button repeatedly 7 times.
3. You will get 7 patterns as shown as below.
4. Check pixels on display screen, if all the pixels are able to show bright or black color as shown in the screenshots below, then the Display Assy. failure was due to mismatched of firmware version A2.05.01 with new IC controller. This means the self test indicated a false failure and the display assembly is actually working.
5. Proceed to perform firmware upgrade to A2.05.02 (or above).
6. If there is a failure on the bitmap pixels on step #4, then contact nearest Agilent Service Center.



Pattern 1



Pattern 2



Pattern 3



Pattern 4



Pattern 5



Pattern 6



Pattern 7

