

# E5100A/B-01

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

SUPERSEDES: NONE

### E5100A/B Network Analyzer

Serial Numbers: 0000A00000 / 9999Z99999

### Modification to fix marker target search problem

To Be Performed By: HP-qualified personnel

### Parts Required:

Need one of the following firmware disks:

HP P/N	Qty	Description	Used for
E5100-18002	1	FW DISK 2.01#509	E5100A with Option 509
E5100-18102	1	FW DISK 2.01 1BW	E5100B with black & white LCD
E5100-18202	1	FW DISK 2.01 1CL	E5100B with color LCD
E5100-18302	1	FW DISK 2.01 2BW	E5100A with black & white LCD
E5100-18402	1	FW DISK 2.01 2CL	E5100A with color LCD

DATE: January 1996

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 1.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> HP LOCATION	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: KI	ENTITY: PL36	HP RESPONSIBLE UNTIL:	
ADDITIONAL INFORMATION:			

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**Situation:**

Marker's target search function does not work properly at marker tracking mode and "TARGET VALUE NOT FOUND" message is displayed when the target value exists but does not change remarkably.

The following procedure can be used to identify the marker search problem ([ ] shows hardkey and { } shows softkey on the E5100A/B's front panel):

1. Connect some device which has stable trace data. (a bandpass filter, etc.)
2. Setup the HP E5100A/B to get the stable trace data of the device.
3. Press [Trigger],{CONTINUOUS}.
2. Press [Marker],{MKR SEARCH},{TRACKING on OFF}(turn it ON), {TARGET}
3. With numerical entry keys on the front panel, enter some TARGET value which actually exists on the trace.
4. If "TARGET VALUE NOT FOUND" message is displayed in spite of the existence of the target value on the trace, the unit has the problem which can be fixed by the solution described in this service note.

**Solution/Action:**

This problem can be fixed by firmware update.

1. Firmware update procedure
  - 1-1. Press [System],{MORE},{SERVICE MENU},{FIRMWARE REVISION} to confirm that the unit has a firmware revision 1.01 or below.
  - 1-2. Confirm that the firmware disk is correct one to update the firmware of the unit. (see the part list of "Parts Required:")
  - 1-3. Turn OFF the unit.
  - 1-4. While pressing [Preset] and [0] keys at the same time, turn ON the E5100A/B, and wait for a while until some {firmware update} softkey is appeared on the display,
  - 1-5. Insert the firmware disk into the floppy disk drive of the HP E5100A/B.
  - 1-6. Press {Firmware Update} softkey.
  - 1-7. Press {EXECUTE UPDATE} softkey.
  - 1-8. Press {OK} softkey to start the firmware update.

**Note**

It will take several minutes to complete the firmware update.  
When the firmware update is completed, the unit automatically  
execute preset operation.

2. Final operation check

- 2-1. Turn the E5 100A/B ON and confirm that the unit passes power on selftest.
- 2-2. Press [System],{MORE},{SERVICE MENU},{EXECUTE TEST} to start self- diagnoses.
- 2-3. Confirm that the unit passes the self-diagnoses.