E6000B-02

S E R V I C E   N O T E

Supersedes:
NONE

E6000B Mini OTDR Mainframe

Serial Numbers: All E6000B OTDR Mainframes w/ firmware revision 6.1 and lower

Firmware Update to fix hang-up problem after boot cycle in application screen

To Be Performed By: Customer

Parts Required:

E6000B firmware 6.3 or higher, is available on internet at URL www.agilent.com.
Search for 'E6000B', go to 'Software, Firmware & Drivers' and download the firmware.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:				
MODIFICATION RECOMMENDED				
ACTION CATEGORY:	[[]] IMMEDIATELY [[]] ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS: LABOR: 0.5 Hours		
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE [[]] ON-SITE [[]] SERVICE CENTER	SERVICE INVENTORY: [[]] RETURN [[]] SCRAP [[]] SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT	
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: October 2004		
AUTHOR: JM	PRODUCT LINE: RO			
ADDITIONAL INFORMATION:				

∴∴∴ Agilent Technologies

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Situation:

Occasionally, an E6000B runs into the following problem. **After the boot cycle the unit hangs-up in the application screen.** The On/Off switch as well as any other keys do not work, the battery and the line power (if connected to) have to be removed to turn off the instrument. All following attempts to boot the E6000B will fail and the unit does always hang up. In this error mode a firmware update is not possible.

Solution/Action:

First the E6000B has to be returned to funtionallity before the firmware update can be peformed.

- While holding down the <Select> and the <Help> button on the E6000B switch on the unit
- After booting into a format screen first release the <Select> and then the <Help> button
  In case of the Online Help is started select the <Help> key again to exit the Online Help
- Select <OK> to format the internal Flash memory
  This will erase all (user) data from the internal memory, data recovery is not possible
- When finished, restart the E6000B (switch off and on again)

The E6000B has now returned to functionallity, but if you do not perform the firmware update you might run into the same problem and you will loose again all data from the internal memory.

- Upgrade the E6000B to firmware revision 6.3 or higher which is available from Internet
  Instructions are included in the download package

As preventive action you might perform the firmware update to ensure not to run into the instrument hang-up and to have all new enhancements available on your E6000B.

Note   The firmware for the E6000B and the E6000C is identical