N4903A-02 <u>S E R V I C E N O T E</u>

Supersedes: None

N4903A - Serial BERT

Serial Numbers: ALL

Software Update is required after repair due to a component change to the Analyzer Module starting Nov. 1, 2010.

Parts Required: P/N Description

Qty.

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE	CLASSIFICATION:			
	MODIFICATION	RECOMMEND	ED	
ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE XX AGREEABLE TIME	STANDARDS LABOR: 0.3 Hours		
LOCATION CATEGORY:	XX CUSTOMER INSTALLABLE XX ON-SITE XX SERVICE CENTER XX CHANNEL PARTNER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP XX SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP XX SEE TEXT	
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31-Jan-2012		
AUTHOR: HK		PRODUCT LINE: PL24		
ADDITIONAL IN	FORMATION:	•		

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Starting Nov. 1, 2010 the division will implement a component change in the following spare parts:

- N4903-60520 (Analyzer Module, w/o tunable CDR)
- N4903-69520 (Analyzer Exchange Module, w/o tunable CDR)
- N4903-60522 (Analyzer Module, with tunable CDR)
- N4903-69522 (Analyzer Exchange Module, with tunable CDR)

This component change requires the software to be updated to version 4.94 or later.

Older software versions will not be able to recognize the new component and the instrument will not function.

Please also ensure that the software version is updated to the latest version (4.94 or later) if a N4903A is repaired, and spare parts from the above list are used.

What will happen if the software upgrade is not done?

Only the version 4.94 of the software (or later) is "able to deal correctly" with the new component in those parts. If the software is not updated to the latest revision (4.94 or later) the software of the instrument will not start correctly.

You will get **self test errors** as shown in the next picture:



Background Information

Starting Nov 1, 2010 the division will only ship parts that have the new component loaded. The existing inventory (older N4903-60520, N4903-69520, N4903-60522 and N4903-69522, without the component change) in the HUBs and service centers around the world can be used up for repairs. Old and new are fully compatible: old can be used up and new will replace old.

Please keep in mind: please do a software upgrade to 4.94 or later starting Nov 1, 2010 regardless whether you use old or new. From the outside it is not visible whether the spare part contains the new or older component.

Instructions for Software Upgrade

To ensure you have installed the correct version please follow the step-by-step guide below:

- 1. Switch on the N4903A.
- 2. Please check the currently installed software version.
 - a. On the menu bar of the GUI please select "Help" and then "About".



b. In the window under "Software Revision" please check the version number given in the lines "User interface" and "Firmware". Both lines should indicate at least REV 4.94.

bout Serial Bert N4903A	
Model Number: N4903A Serial Number: SNN4900AxxxDE	Dump System Information
System Configuration	
Options: Opt. C13, Opt. J10, Opt. J20	
	}
Software Revision:	
Build Version: Build Creation Date: User Interface: Firmware:	200545 Thu Jul 16 17:23:15 2009 REV 4.94, 1.2.3484 REV 4.94
© Copyright Agilent Technolo	gies Inc. 1999 - 2005
The firmware uses zzlib which is re	~
License Info Ok	Help

- 3. If the currently installed version is less than REV 4.94, please download the latest software from the Agilent website (<u>http://www.agilent.com/find/SerialBERT</u>) or //wbbnps03/ftp_support/PL24-Support/BERT_Serial/N4903A/Software/jBERTa_V_4.94_SMART.exe.
- 4. Disconnect any DUT.
- 5. Shutdown the N4903A GUI and Firmware Server:
 - a. On the menu bar of the GUI please select "File" and then "Exit". The GUI will close. Please also exit the Firmware Server by clicking "Yes" in the window that will come up after the GUI has closed.
 - b. You will now see the Desktop of Windows XP.
 - c. Either download the latest software using the instrument itself (requires internet connection) or connect an USB stick containing the latest software.
- 6. Uninstall the currently installed software version using the "Add or Remove Programs" function of the Windows XP Control Panel. The installed program is labeled "Agilent N4903A" (the picture below already shows the correct version).

	Currently installed programs:	Show updates	Sort by: Name		*
Change or Remove Programs Add New Programs	(III) Agilent IO Libraries Suite 15.5		Size	63,06MB	^
	(III) Agilent LXI Mdos Responder		Size	0,45MB	
	🔿 Agilent N4903A v4.94.0.0	l.	Size	106,00MB	ſ
	the here for support information.		Used	<u>rarely</u>	
			Last Used On	19.10.2010	
	To remove this program from your computer, click Remove.			Remove	
	15 IVI Shared Components				
/Remove indows	iveUpdate 3.3 (Symantec Corporation)		Size	15,98MB	
Components	B Microsoft .NET Framework 1.1				
Set Program Access and Defaults	B Microsoft .NET Framework 2.0 Service Pack 2		Size	184,00MB	
	Microsoft .NET Framework 3.0 Service Pack 2		Size	222,00MB	
	Hicrosoft .NET Framework 3.5 SP1		Size	28,07MB	
	5 Microsoft .NET Framework 4 Client Profile		Size	120,00MB	
	Kicrosoft .NET Framework 4 Extended		Size	38,04MB	_
	Microsoft Visual C++ 2005 Redistributable		Size	5,21MB	
	B Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729		Size	10,28MB	
	B MSXML 4.0 SP2 (KB954430)		Size	2,67MB	
	(影 MSXML 4.0 SP2 (KB973688)		Size	2,77MB	~

- 7. Now install the latest software version by double-clicking on the downloaded file
- 8. "jBERTa_V_4.94_SMART.exe" (the version number may be higher than 4.94).
- 9. Now switch the N4903A off, leave it off for 20 seconds and then switch it on again.
- 10. Please check the now installed software version.
 - a. On the menu bar of the GUI please select "Help" and then "About".
 - b. In the window under "Software Revision" please check the version number given in the lines "User interface" and "Firmware". Both lines should now indicate at least REV 4.94.
- 11. The N4903A is now updated to the required software level and should function together with the new hardware.