# N4906B-03 <u>S E R V I C E N O T E</u>

Supersedes: None

N4906B - Serial BERT

Serial Numbers: ALL

# **Software Update Required**

Starting Nov. 1, 2010 the division will implement a component change in the Analyzer Module.

This component change requires the software to be updated after a repair to at least version 3.53. Older software versions will not be able to recognize the new component in the spare part and the N4906B will not function.

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 PARTS:	[[]] RETURN [[]] 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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#### Situation

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

- N4901-60520 (13G Analyzer Module)
- N4901-69520 (13G Analyzer Exchange Module)

This component change requires the software to be updated to version 3.53 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 (3.53 or later) if a N4906B is repaired, and spare parts from the above list are used.

#### What will happen if the software upgrade is not done?

Only the version 3.53 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 (3.53 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 N4901-60520 and N4901-69520, 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 3.53 or later starting Nov 1, 2010 regardless whether you use old or new. From the outside it is not visible whether the part (N4901-60520 or N4901-69520) 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 N4906B.
- 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 3.53.

Serial Number: SNN4900ADE	Dump System Information	
System Configuration		
Options: Opt. 012 (9.5 Gbit/s 12.5 Gbit/s) Inputs), Opt. 102 (Opt. 150 Mbit/s (Differential Inputs) Software Revision:	, Opt. 101 (Fast Eye, Differential 12.5 Gbit/s), Opt. 301	
Build Version	23961	
Build Creation Date:	Mon Sep 20 13:39:5 2010	
User Interface:	REV 3.53, 1.2.3915	
Firmware:	REV 3.53	

- 3. If the currently installed version is less than REV 3.53, please download the latest software from the Agilent website (<u>http://www.agilent.com/find/SerialBERT</u>).
- 4. Disconnect any DUT.
- 5. Shutdown the N4906B 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.
- 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 N4906B Serial BERT".

Add or Re	move Programs			1
-	Currently installed programs:	ort by: Name		•
C <u>h</u> ange or Remove Programs	Kan Adobe Reader 6.0	Size	45.11MB	Ţ
	0 Agilent IO Libraries Suite 15.5	Size	63.21MB	
Add <u>N</u> ew Programs	🔟 Agilent LXI Mdns Responder	Size	0.45MB	
	🔆 Agilent N4906B Serial BERT	Size	82.75MB	
	Click here for support information.	Used	occasionally	
	La	st Used On	11/4/2010	
	To change this program or remove it from your computer, click Change o Remove.	r Change	Remove	]
Windows	15 Intel(R) Extreme Graphics Driver	Size	2.16MB	
components	💕 IVI Shared Components			
	🕮 Microsoft .NET Framework 1.1			
et Program	🔀 Microsoft .NET Framework 1.1 Hotfix (KB928366)			1
Access and Defaults	🛃 Microsoft .NET Framework 2.0 Service Pack 2	Size	185.00MB	
	🛃 Microsoft .NET Framework 3.0 Service Pack 2	Size	169.00MB	
	🛃 Microsoft .NET Framework 3.5 SP1	Size	28.16MB	
	🛃 Microsoft Visual C++ 2005 Redistributable	Size	5.21MB	
	🔀 Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729	Size	10.28MB	1

- 7. Now install the latest software version by double-clicking on the downloaded file
- 8. "ezBERT\_V\_3.53\_SMART.msi" (the version number may be higher than 3.53).
- 9. Now switch the N4906B 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 3.53.
- 11. The N4906B is now updated to the required software level and should function together with the new hardware.