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Dear Customer,

Thank you for buying the new E9821A signal processor module for the E3238 Signals Development System.

Software Compatibility

The E9821A is compatible only with the E3238 software version 35688D or later. If you have version 35688C or earlier, you must upgrade your system software to use the E9821A. In addition, the E3238 software requires the Windows® 2000 operating system. It is not compatible with the HP-UX operating system, so you must use a Windows 2000 controller.

If you need to upgrade your software, we provide upgrade products to simplify the upgrade process.

Software Upgrade Process

- If you have the 35688 upgrade service, option 0RU: Call 425-335-2044 to get the 35688D software. If you have an E9850A/51A controller you will also get the software to upgrade your controller to Windows 2000. If you have an HP-UX controller you must purchase a Windows 2000 controller, either the embedded VXI controller EMBEDPC1 or the laptop controller LTPC2. LTPC2 requires the E8491B Firewire interface card for the VXI mainframe.
- If you do not have the 35688 upgrade service, option 0RU: Order either 35688D #0RU or 35688DU to upgrade to version 35688D. If you have an E9850A/51A controller, order option 35688D-203 to get the software to upgrade your controller to Windows 2000. If you have an HP-UX controller, order option 35688D-202 to get the 35688D software for Windows 2000. You must also purchase a Windows 2000 controller, either the embedded VXI controller EMBEDPC1 or the laptop controller LTPC2. LTPC2 requires the E8491B Firewire interface card for the VXI mainframe.

License Numbers and Codewords

To upgrade your system we need to know your license number so that we can send you new codewords. Your license number can be found in the first line of the file "codewords" in the C:\E3238S directory on your system.

There are three ways to request your new codewords:

- Email it to: E3238_SWL@agilent.com
- Fax it to: 425-335-2563
- Call us at: 425-335-2044

Dave Tripp

Technical Marketing Manager

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