

E5071A-07A

S E R V I C E N O T E

Supersedes:
E5071A-07

E5071A ENA Series Network Analyzer, 300 kHz to 8.5 GHz

Serial Numbers: JP1KJ00000 to JP1KJ99999

Boot Up Failures at Power-On Require Replacement of 10 GB Hard Disk Drive (HDD)

To Be Performed By: Agilent-Qualified Personnel

Parts Required: See Solution/Action

ADMINISTRATIVE INFORMATION

| | | |
|-------------------------------------|---|--|
| SERVICE NOTE CLASSIFICATION: | | |
| MODIFICATION RECOMMENDED | | |
| 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"/> SERVICE CENTER | SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE | USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT |
| AGILENT RESPONSIBLE UNTIL: May 2008 | | |
| AUTHOR: KH PRODUCT LINE: WN | | |
| ADDITIONAL INFORMATION: | | |

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Situation:

The 10 GB Hard Disk Drive (HDD) Assembly may require replacement to resolve several types of failures during analyzer power-on. Common failure symptoms include failure to bootup completely, slow bootup, or intermittent bootup. Cycling power on the analyzer may temporarily cure the intermittent bootup symptom, but will tend to fail more frequently over time.

A defective Channel Control chip on the HDD control circuitry is the main source of failures. This chip controls the read/write function to and from the HDD. The failure mechanism is accelerated with elevated ambient temperature and humidity (above 80 deg F and 80% relative humidity). Replacement HDDs have been re-designed to correct this problem.

Solution/Action:

If the analyzer fails to bootup correctly, replace the HDD referring to the service note E5071A-06B. The defective HDD must be returned to the factory through Box Of Parts Process (BOPP).

The 10GB HDD can be identified by its printed model number of **IC25N010ATDA04-0**.

Parts Required

| P/N | Description | Qty. |
|-------------|-------------------------------------|-------------|
| 04287-65000 | Mass Storage Disk (HDD) for service | 1 |