

S E R V I C E N O T E

Supersedes:
E8357A-04A

E8357A PNA RF Network Analyzers

Serial Numbers: 0000A00000/9999Z99999

**Intermittent 10 GB HDD electrical problem can cause PNA HDD-related failures.
Replace 10 GB HDD with a new 40 GB HDD.**

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

Part Number	Description	Operating System	CPU	Qty.
E8356-60076 ^a	HDD for E8356/7/8A	Windows 2000	266 MHz	1
-OR-				
E8801-60063	HDD for: E8356/7/8A, E8801/2/3A, N3381/2/3A, E8361/2/3/4A, E8362/3/4B	Windows XP	500 MHz	1

^a See "PNA models E8356/7/8A with 266 MHz CPU only" on the following page.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	IMMEDIATELY ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS:	LABOR: 0.5 Hours
LOCATION CATEGORY:	CUSTOMER INSTALLABLE X ON-SITE X SERVICE CENTER	SERVICE INVENTORY: N/A	USED PARTS: X RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: October 31, 2008	
AUTHOR: MF	PRODUCT LINE: WN		
ADDITIONAL INFORMATION: This Service Note applies to the following PNA models: E8356/7/8A, N3381/2/3A, E8801/2/3A, E8361/2/3/4A, and E8362/3/4BH85.			

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PRINTED IN U.S.A.



November 1, 2007

Situation:

Some PNAs are experiencing reliability issues due to an intermittent electrical failure on a circuit board inside the 10 GB HDD. This can cause operating system failures to occur. These failures are eliminated by replacing the 10 GB HDD with a 40 GB HDD.

Solution/Action:

Any time a PNA with a 10 GB HDD is serviced or calibrated, replace the 10 GB HDD with a 40 GB HDD. This will help prevent future HDD-related failures.

PNA models E8356/7/8A only: The part number of the replacement HDD is determined by the speed of the CPU that is installed in the PNA. Refer to the table on the previous page. To learn the speed of the CPU installed in the PNA, look at the USB port on the rear panel of the analyzer. If it is oriented horizontally, the CPU speed is 266 MHz; if vertically, the CPU speed is 500 MHz.

PNA models E8356/7/8A with 266 MHz CPU only: When a 10 GB HDD, using firmware rev. 2 or lower, is replaced with a new 40 GB HDD, using firmware rev. 3 or higher, and the PNA has 64 MB of memory, the PNA will be sluggish. The memory will need to be upgraded from 64 MB to 128 MB or 256 MB to speed-up the performance of the PNA. More information is available online at <http://na.tm.agilent.com/pna/FAQ1.html#G6>.

Refer to the PNA Service Guide for instructions on replacing the HDD. To view this Service Guide information online, use the following steps:

1. Go to <http://na.tm.agilent.com/pna>
2. Click on the hyperlink Instrument Documentation and Manuals.
3. Under the heading "Title", find the Service Guide for your PNA model.
4. Under the heading "Document", click on the PDF icon for your Service Guide.
5. When the PDF of the Service Guide is displayed, look at the bookmarks in the left column. Expand the Contents section by clicking on the plus sign next to its bookmark.
6. Scroll through the Contents section bookmarks to locate "Repair & Replacement Procedures."
7. Click on the title/hyperlink for the section "Removing & Replacing the Hard Disk Drive Assembly."
8. Follow all instructions including those in the subsection "Post-Repair Procedures."