

## S E R V I C E N O T E

SUPERSEDES: NONE

**HP 8564E Portable Spectrum Analyzer**

Serial Numbers: 3635A00584 / 3711A00809

**Intermittent Error 337 (Frac-N Unlock) Under Certain Conditions****Duplicate Service Notes:**

8560E-16, 8561E-13, 8562E-04, 8563E-16, 8565E-11

**To Be Performed By:** HP-Qualified Personnel**Parts Required:**

| HP P/N      | Description          | Quantity |
|-------------|----------------------|----------|
| 08560-60086 | Firmware Upgrade Kit | 1 ea.    |

**Situation:**

An intermittent error 337 (Frac-N Unlock) may appear under certain tuning conditions where the Fractional-N phase lock loop is quickly tuned across its entire range during retrace. This condition sets up a ringing which can momentarily cause the loop voltage to swing beyond the limits set by earlier firmware.

**Solution / Action:**

Install firmware revision 970326 or later. If the part number listed above is not current, it has been superseded by a later part number.

DATE: July 1997

## ADMINISTRATIVE INFORMATION

|                                 |   |                                 |   |
|---------------------------------|---|---------------------------------|---|
| SERVICE NOTE CLASSIFICATION:    |   |                                 |   |
| <b>MODIFICATION RECOMMENDED</b> |   |                                 |   |
| ACTION CATEGORY:                | <input type="checkbox"/> IMMEDIATELY<br><input type="checkbox"/> ON SPECIFIED FAILURE<br><input checked="" type="checkbox"/> AGREEABLE TIME | STANDARDS:                      | LABOR 0.5 Hours   |
| LOCATION CATEGORY:              | <input type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input checked="" type="checkbox"/> HP LOCATION        | SERVICE INVENTORY:              | <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input checked="" type="checkbox"/> SEE TEXT |
| AVAILABILITY:                   | PRODUCT'S SUPPORT LIFE  | USED PARTS:                     | <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input checked="" type="checkbox"/> SEE TEXT |
| AUTHOR: GPB                     | ENTITY: 5320  | HP RESPONSIBLE UNTIL: July 1999 |   |
|                                 |   | ADDITIONAL INFORMATION:         |   |