

S E R V I C E N O T E

SUPERSEDES: None

**Agilent 8591C, 8591E, 8593E, 8594E, 8595E, 8596E, 8591EM, 8593EM, 8594EM, 8595EM, 8596EM, 8594Q, 11757B, and 11758B**

**859XE Spectrum Analyzer Serial Numbers:**

8591C -13      3916A04099 / 3916A04355  
 8591E -16      3916A07840 / 3916A08000  
 8593E -17      3926A04414 / 3926A04567  
 8594E -16      3911A09049 / 3916A09232  
 8595E -16      3911A04772 / 3911A04951  
 8596E -16      3911A01814 / 3911A01861

**EMC Analyzer Serial Numbers:**

8591EM-09      3916A01485 / 3916A01488  
 8593EM-09      3926A00300 / 3926A00306  
 8594EM-09      3911A00388 / 3911A00391  
 8595EM-09      3911A00195 / 3911A00196

**Digital Video Broadcast Analyzer Serial Numbers:**

8594Q-04      US00140111 / US00140125

**Digital Radio Test System Serial Numbers:**

11757B-06      US00140105 / US00140107  
 11758B-02      US00140103 / US00140116

**Instruments within this serial range can experience a 'smplr unlock' error message on the analyzer screen.**

*Continued*

DATE: January 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION AVAILABLE</b>		
ACTION CATEGORY:	<b>AGREEABLE TIME</b>	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE/RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL: End of GMS
AUTHOR: BD	ENTITY: 5330	ADDITIONAL INFORMATION:

**To Be Performed By:** Agilent Service Centers Only

**Parts Required:**

Remove A9, Third Converter assembly and replace it **ONLY** if the customer complaint is regarding the 'smplr unlock' message on the analyzer display.

**Situation:**

Manufacturing discovered that the plastic package for A9U1 prescaler (vendor part number MC12090P) that divides down the 600 MHz SAWR oscillator to 300 MHz for use on the A25 Counterlock board will not divide correctly and result in a 200 MHz output with 600 MHz mixing harmonics. The instrument display will read 'smplr unlock'. The problem can be remedied by leaving the system on for 5 minutes to warm it up, and cycle the power. Once the chip is oscillating correctly, it is stable over temperature as long as the power isn't cycled again while it is cold.

**Solution / Action:**

Change out A9, Third Converter assembly. All field stock has been pulled to verify A9U1 is the correct style of prescaler.