

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:

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

Digital Video Broadcast Analyzer Serial Numbers:

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|----------|-------------------------|
| 8594Q-04 | US00140111 / US00140125 |
|----------|-------------------------|

Digital Radio Test System Serial Numbers:

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|-----------|-------------------------|
| 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

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|-------------------------------|---|---|
| SERVICE NOTE CLASSIFICATION: | | |
| MODIFICATION AVAILABLE | | |
| ACTION CATEGORY: | AGREEABLE TIME | <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 prescalar (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 prescalar.