

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**E4404B-10**

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

Supersedes:  
NONE

**E4404B 9 kHz to 6.7 GHz ESA Spectrum Analyzer**

**Serial Numbers: US40240741 / US41061161**

**Replace Micron DRAM SIMMS from the A4, CPU assembly that can cause intermittent lock-up issues on instruments having option B72 only.**

**To Be Performed By: Agilent-Qualified Personnel or Customer**

**Parts Required:**

P/N	Description	Qty.
E4401-60289	DRAM SIMM	1

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 0.5 Hours	
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN X SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN X SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: End of GMS	
AUTHOR: bd      PRODUCT LINE: 12			
ADDITIONAL INFORMATION:			

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**Situation:**

DRAM SIMMS using Micron parts can cause the instrument to lock-up and possibly white screen. This problem will only occur on instruments within the specified serial number range that have option B72, expanded memory. Micron has been removed from Agilent Technologies approved supplier list.

**Solution/Action:**

Remove the A4, CPU assembly from the instrument and pull out the DRAM SIMM pictured below. Additional information about removing the CPU assembly from the instrument can be found in the ESA or EMC Service Guide under chapter heading, "Replacing Assemblies". Inspect for Micron parts. If there is an "M" with a circle indicating the Micron parts, the SIMM should be replaced. All other component manufacturers are fine.

