

S E R V I C E N O T E

SUPERSEDES: E4411A-09

E4411A Spectrum Analyzer (Model Number ESA-L1500A)**Serial Numbers:** US36450101 / US37451286

(Exceptions: US37451120, US37451121, US37451122, US37451123, US37451124, US37451143, US37451203, US37451212, US37451223, US37451229, US37451230, US37451238, US37451243, US37451253, US37451256, US37451261, US37451263, US37451264, US37451266, US37451268, US37451270, US37451272, US37451277, US37451279, US37451281, US37451284)

Upgrade for Intermittent Power Supply Operation due to Serial Bus Errors**To Be Performed By:** Agilent Service Center**NOTE:**

High Potential or Dielectric Withstand Test (HI-POT) Test Equipment is required for this procedure. Transship to a Service Center with this capability, if necessary.

Parts Required:

P/N	Description	Quantity
E4411-60021	Power Supply Serial Bus Upgrade Kit	1

Continued

DATE: February 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 1.75 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: RA	ENTITY: 5320	AGILENT RESPONSIBLE UNTIL: February 2002	
		ADDITIONAL INFORMATION: Scrap Old E4401-60063 PS Daughter Boards.	

Situation:

The E4411A was found to exhibit a problem with its internal serial bus. Symptoms vary, but they include the instrument shutting itself off or incorrectly switching to external reference. This problem only affects the serial numbers identified above.

Solution / Action:

Component-level modifications to the Power Supply assembly have been defined to correct this problem. A Power Supply Upgrade Kit has been set up for Service Centers and it contains an Installation Note, a new Controller Daughter Board, and several discrete through-hole components to upgrade the Main Power Supply board. This is the same upgrade kit which is shared with Service Note E4411A-15.

Units falling within the serial number range listed above should have this upgrade performed by a Service Center if any of the associated symptoms are noticed. Prior to replacing the assembly, verify whether the upgrade has already been performed by looking at the serial number label on the rear of the unit and checking for the note "SN E4411A-09 Installed" or "SN E4411A-15 Installed".

To perform the upgrade, order the "Power Supply Serial Bus Upgrade Kit" specified above and follow the instructions in the Installation Note. Ensure that appropriate safety and ESD procedures are followed as identified in Chapter 1 of the Service Guide. Also ensure that the Power Supply post-repair procedures are performed including the High Potential or Dielectric Withstand Test (HI-POT). After the replacement procedure has been completed, identify the upgrade performed by writing "SN E4411A-09 Installed" with indelible ink at the bottom of the serial number label on the rear of the unit.

If the instrument is sent in for a standard repair, code the CSO according to the repair type and also note that "Service Note E4411A-09 was performed" in the Details section of the CSO. If only the upgrade was performed, code the CSO as Warranty Type Subtype 02G / Repair Class SN and write "per Service Note E4411A-09" in the Details section of the CSO.