

S E R V I C E N O T E

SUPERSEDES: NONE

E1421B 6-Slot, C-size VXI Mainframe

Serial Numbers: 0000A00000 / 9999Z99999

Some E1421B power supplies will not operate between 240 and 255 VAC when driving a light load (approximately 120 Watts).

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

Parts Required:

P/N	Description	Quantity
E1401-69203	RSTRD 0950-3704 (Exchange power supply assembly)	1

Situation:

The converter shutdown circuitry, in the E1421B power supply, has been picking up enough noise to have it's output oscillate when the bulk supply goes into an idle mode at high line and low load. The shutdown activation is causing the loss of one converter drive pulse causing the 5V to fall below minimum for approximately 800uSec. This activates the ACFail and System Reset logic signals giving false failure signals.

Continued

DATE: August 2000

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 0.5 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: DMT	ENTITY: 0900	AGILENT RESPONSIBLE UNTIL: September 2001
ADDITIONAL INFORMATION:		



Solution / Action:

Replace the power supply with an updated exchange assembly. Updated power supplies can be identified by the manufacturer's revision code. Exchange power supplies (E1401-69203) with revision code "J" or greater have been modified to insure operation at high line voltages and low load conditions. Likewise, new supplies (0950-3704) with revision code of "J" or greater have been modified.