

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**E4438C-09**

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

Supersedes:

## E4438C ESG Vector Signal Generator

Serial Numbers: [0000A00000 / 9999Z99999]

**Error –310 “BBG1 SH4 ready line busy”** Error Message may appear on in the E4438C error que while the unit is booting up. This error may be eliminated by the following modification to the BBG1 board (E4400-60744)

**To Be Performed By: Agilent – Qualified Personnel only.**

**Parts Required:**

| P/N       | Description              | Qty. |
|-----------|--------------------------|------|
| 0180-4287 | Capacitor(10uF tantalum) | (1)  |

## ADMINISTRATIVE INFORMATION

|                                 |   |  |   |
|---------------------------------|---|--|---|
| SERVICE NOTE CLASSIFICATION:    |   |  |   |
| <b>MODIFICATION RECOMMENDED</b> |   |  |   |
| ACTION CATEGORY:                | <input type="checkbox"/> IMMEDIATELY<br><input checked="" type="checkbox"/> ON SPECIFIED FAILURE<br><input type="checkbox"/> AGREEABLE TIME | STANDARDS:   | LABOR: 1.0 Hours  |
| LOCATION CATEGORY:              | <input type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input checked="" type="checkbox"/> SERVICE CENTER     | SERVICE INVENTORY: <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input checked="" type="checkbox"/> SEE TEXT | USED PARTS: <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input checked="" type="checkbox"/> SEE TEXT |
| AVAILABILITY:                   | PRODUCT'S SUPPORT LIFE  | AGILENT RESPONSIBLE UNTIL: Warranty period   |   |
| AUTHOR: MW                      | PRODUCT LINE: PL15  |  |   |
| ADDITIONAL INFORMATION:         |   |  |   |

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**Situation:**

During the boot up of the E4438C, the following Error Message may appear in the error que. **Error -310 "BBG1 SH4 ready line busy"**

This error may be eliminated by the addition of a capacitor and two wire. Installing this modification to the BBG1 board (E4400-60744) might correct this problem.

If not

The replacement of the BBG1 board is required.

**Solution/Action:**

Perform the follow modification to the E4400-60744 board bottom side.

