

E4438C-16

S E R V I C E N O T E

Supersedes:

E4438C with option 300 only

Serial Numbers: [0000A00000 / 9999Z99999]

**E4438C units with option 300 which are used in base station test system have experienced intermittent PDCH sync lock errors while using the 10 MHz out connection as the reference for another device. Other errors that might be caused by this configuration are:
 Error 522 "Demodulator Unlevel"
 Error 623 "out of lock, down converter LO"**

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Qty.
E4400-60510	Digital Demodulator board with VUF A0101	(1)

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION CATEGORY:	X IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 2.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AGILENT RESPONSIBLE UNTIL:		
AUTHOR: MW PRODUCT LINE: PL15		
ADDITIONAL INFORMATION:		

© AGILENT TECHNOLOGIES, INC. 2007
 PRINTED IN U.S.A.



January 23, 2007

Situation:

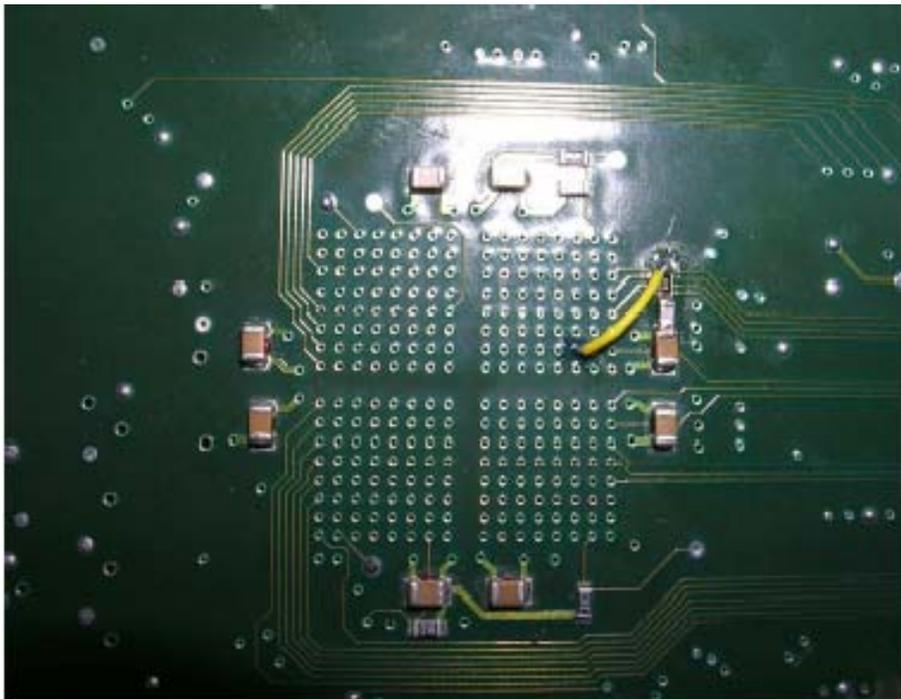
When the E4438C with option 300 is used in a Base station test system and the ESG-C 10 MHz out signal is used as a reference for another device. The internal 10 MHz signal is pulled down in amplitude and causes intermittent PDCH synchronization Lock lost errors. Other errors that maybe experienced are Error 623 or Error 522

Solution/Action:**A9 Digital Demodulator board modification.**

- 1) Replace the (A9) Digital Demodulator board E4400-60510 with one that has the RC filter installed on the back side of the board. (See Figure A) A9 Board with this modification will be Version (VUF)A0101

To verify the correct version press [Utility][Instrument info] [installed board info] This will display the PC board name, part number, serial number, **Version**, bus and status.

Boards with out modification and wrong version numbers should be return to the factory.

Figure A

Mother board modification

- 2) Remove resistor R608 for the bottom side of the Mother board. See Figure B for location. The version (VUF) of the mother board will need to be changed to A0101. To do this attach the E4438C to the LAN and obtain an IP address.

Send an e-mail request to the PGU, Source node stating that you have performed the R608 removal as per this service note and request a version (VUF) number change. Provide the instrument serial number and the IP address.

Figure B

