

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E5071B-11

S E R V I C E N O T E

Supersedes:
None

E5071B ENA Series Network Analyzer, 300 kHz to 8.5 GHz

**Serial Numbers: JP1KKxxxxx, MY421xxxx,
MY42200750 to MY42200874**

Boot Up Failures at Power-On Require Replacement of 10 GB Hard Disk Drive (HDD)

To Be Performed By: Agilent-Qualified Personnel

Parts Required: See Solution/Action

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☐ IMMEDIATELY ☒ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ☒ SERVICE CENTER	SERVICE INVENTORY: ☐ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS: ☒ RETURN ☐ SCRAP ☒ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		
AGILENT RESPONSIBLE UNTIL: May 2007			
AUTHOR: KH PRODUCT LINE: WN			
ADDITIONAL INFORMATION:			

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June 6, 2005

Situation:

The 10 GB Hard Disk Drive (HDD) Assembly may require replacement to resolve several types of failures during analyzer power-on. Common failure symptoms include failure to bootup completely, slow bootup, or intermittent bootup. Cycling power on the analyzer may temporarily cure the intermittent bootup symptom, but will tend to fail more frequently over time.

A defective Channel Control chip on the HDD control circuitry is the main source of failures. This chip controls the read/write function to and from the HDD. The failure mechanism is accelerated with elevated ambient temperature and humidity (above 80 deg F and 80% relative humidity). Replacement HDDs have been re-designed to correct this problem.

Solution/Action:

If the analyzer fails to bootup correctly, replace the A27 HDD referring to the E5070B/E5071B service manual chapters 5, 6, and 7. The defective HDD must be returned to the factory through Box Of Parts Process (BOPP).

The 10GB HDD can be identified by its printed model number of **IC25N010ATDA04-0**.