

**E5071B-11A**

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

Supersedes:  
E5071B-11

**E5071B ENA Series Network Analyzer, 300 kHz to 8.5 GHz**

**Serial Numbers:** JP1KK00000 to JP1KK99999, MY42100000 to MY42199999,  
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:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 1.0 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 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 checked="" type="checkbox"/> SEE TEXT
AGILENT RESPONSIBLE UNTIL: May 2008		
AUTHOR: KH      PRODUCT LINE: WN		
ADDITIONAL INFORMATION:		

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**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**.