

E5071C-25**S E R V I C E N O T E**Supersedes:
NONE

E5071C ENA Series Network Analyzer, 300 kHz to 20 GHz

Serial Numbers: MY46315210 - MY46316651, SG46300356 - SG46300369

Some units might be missing one piece of 2GB RAM in the CPU Module**Parts Required:**

P/N	Description	Qty.
E5070-62080	Tested CPU Module	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: <input checked="" type="checkbox"/> AGREEABLE TIME		STANDARDS LABOR: 1.0 Hours
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER		SERVICE <input checked="" type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT USED <input checked="" type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: Mar-2016
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required		PRODUCT LINE: WN AUTHOR: jm
ADDITIONAL INFORMATION:		

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Situation:

Since serial-number prefix of MY463 and SG463, 2 pieces of the 2GB RAM are installed in the CPU Module. However, some units might be missing one piece of 2GB RAM in the CPU Module for Option 2D5, 2K5, 4D5 or 4K5.

Solution/Action:

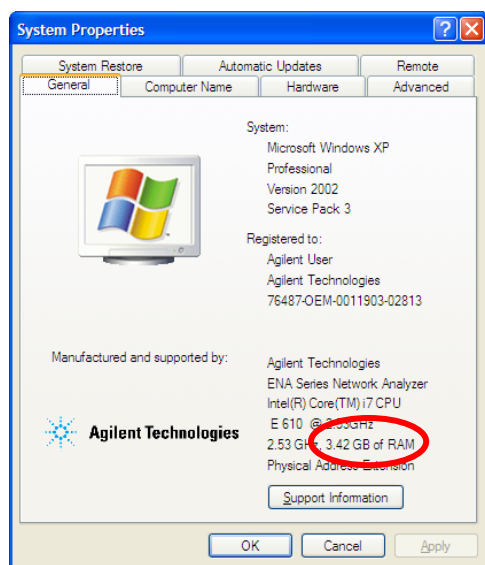
Step-1: Check the frequency Option, first. If it's Option 2D5, 2K5, 4D5 or 4K5, then go to Step-2.

Step-2: Check CPU RAM size.

1. Click on Start
2. Right Click on My Computer
3. Click on Properties
4. Then you can see the System Properties as below
5. If you see 3.42 GB of RAM, it's Valid. No more action is needed.

Step-3: Replace with CPU Module, if you see less than 3.42 GB of RAM.

(Due to mechanical interference, RAM itself cannot be installed by SSU)

**Revision History:**

Revision Number	Date	Author	Reason For Change
1.0	2-Apr-2013	jm	As published