## MODIFICATION RECOMMENDED

E5071C-39

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

Supersedes: NONE

E5071C - ENA Series Network Analyzer, 9 kHz to 20 GHz

Serial Numbers: MY46519861 to MY46521403

Black screen is shown during boot-up due to DSP failure

**Parts Required:** 

P/N Description Qty.

E5070-66671 DSP Board 1

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION [X] ON SPECIFIED FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS  LABOR: 1.0 Hours		
LOCATION [[]] CUSTOMER INSTALLABLE CATEGORY: [[]] ON-SITE (active On-site contract required) [X] SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [X] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT  USED [[]] RETURN PARTS: [X] SCRAP [[]] SEE TEXT		
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: July, 2016		
[[]] Calibration Required [X] Calibration NOT Required	PRODUCT LINE: WN AUTHOR: jm		
ADDITIONAL INFORMATION:			





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#### Situation:

One of two symptoms is shown for this DSP board issue. This issue is found on specific DSP board assembly date code. (See below how to identify the date code)

### Symptom-1:

Black screen is shown on the front panel of the E5071C while booting up. When you hook up to the external display through the rear panel, "A23 not found" error message is shown. Symptom-2:

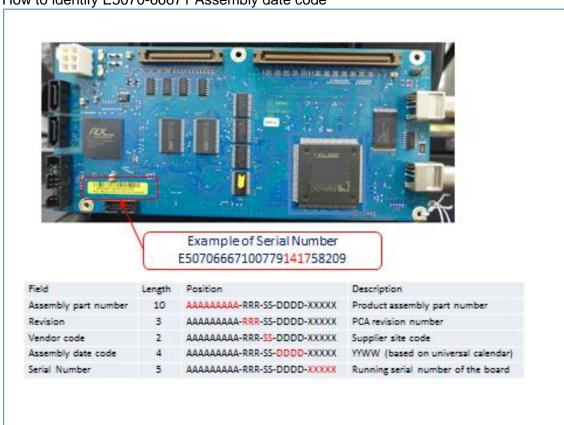
"Fail to initialize DSP Driver" error message is shown while booting up and would shut down soon.

#### Solution/Action:

Replace with DSP board and perform Post-Repair procedure. (For more details, see the E5071C Service Guide.)

Do not use the DSP board with Assembly date code 1417 for repair.

How to identify E5070-66671 Assembly date code



## **Revision History:**

Revision Number	Date	Author	Reason For Change
E5071C-39	8/7/2014	jm	As published