

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 <input checked="" type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: <input 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 type="checkbox"/> RETURN PARTS: <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: July, 2016
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required		PRODUCT LINE: WN AUTHOR: jm
ADDITIONAL INFORMATION:		

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



Example of Serial Number
E50706667100779141758209

Field	Length	Position	Description
Assembly part number	10	AAAAAAAA-RRR-SS-DDDD-XXXXX	Product assembly part number
Revision	3	AAAAAAAA-RRR-SS-DDDD-XXXXX	PCA revision number
Vendor code	2	AAAAAAAA-RRR-SS-DDDD-XXXXX	Supplier site code
Assembly date code	4	AAAAAAAA-RRR-SS-DDDD-XXXXX	YYWW (based on universal calendar)
Serial Number	5	AAAAAAAA-RRR-SS-DDDD-XXXXX	Running serial number of the board

Revision History:

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