MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E5515C-06B

S E R V I C E N O T E

Supersedes:
E5515C-06

E5515C Wireless Communications Test Set (8960 Series)

Serial Numbers: GB42360000/GB44059999

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

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
E5515-61833	HARD_DISC_DRIVE	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: **MODIFICATION RECOMMENDED**				
ACTION CATEGORY:	IMMEDIATELY X ON SPECIFIED FAILURE AGREEABLE TIME	STANDARDS: LABOR: 1.5 Hour		
LOCATION CATEGORY:	CUSTOMER INSTALLABLE X ON-SITE X SERVICE CENTER	SERVICE INVENTORY:	X RETURN SCRAP SEE TEXT	USED PARTS: X RETURN SCRAP SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: 1 NOV 2006		
AUTHOR: DT PRODUCT LINE: 13 ADDITIONAL INFORMATION:				

Agilent Technologies

March 7, 2005

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

Refer to the test set screen displays (below) for typical failure symptoms:

- **Figure 1** shows the typical point in the test set bootup process where the HDD fails to initialize. Note that the BSP Revision code is not displayed in the upper right corner of the display. A typical failing 10 GB HDD will show this screen intermittently in the first stages of failure.

  NOTE: If the test set fails to boot up immediately following installation of a new revision of Test or Lab Application, it may be due to a corrupt file on the HDD, not a defective HDD. Contact Spokane Service at **spokane_service@agilent.com** for specific details on recovering a HDD with a corrupt file.

- **Figure 2** shows a typical point in the test set bootup process where the HDD stops loading data into RAM. At this point the test set may take longer than normal (approx. 3 minutes) to complete the initialization process or may not complete the bootup process.

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 (20 GB) have been re-designed to correct this problem.

Solution/Action:
If the test set fails to bootup correctly replace the HDD using repair kit E5515-61833 (which uses a 20 GB HDD). You must provide the model number and serial number of the test set when placing an order for this repair kit.

We have an agreement with the HDD vendor that they will replace all defective 10GB HDD if we provide the serial numbers from the HDD we remove. **Record the model number and serial number of the HDD and e-mail that information to Alan Shields.** It is important that you send the serial numbers of the defective HDD to Alan immediately. The vendor will not send replacement HDD until they get serial numbers of the faulty HDD.

The HDD must be removed from the test set and its housing to verify its size.

HDD 10GB	E5515B/C	GB4236XXXX through GB4420XXXX	**Must visually verify HDD size by removing HDD assembly from rear panel assembly and inspect label**

10GB HDD must be returned to the factory for disposal. Send them to the address shown below.

Agilent Technologies (UK) Ltd
Attention: PL13 Field Returns
South Queensferry
West Lothian EH30 9TG
United Kingdom

If you have any questions about module returns or shipment logistics, contact Alan Shields at South Queensferry.

Verify that the test set boots up and operates normally after replacement. Re-calibration is not required.

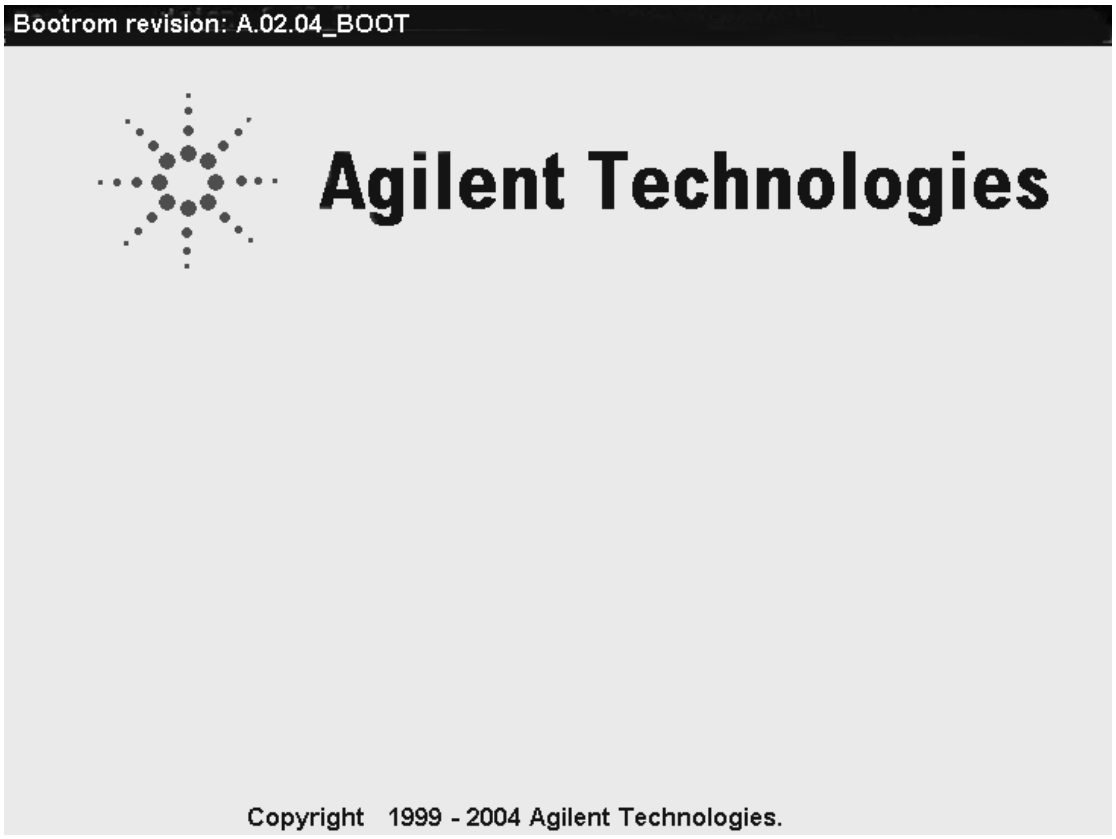

Figure 1 – HDD failure during test set power-on (BSP code not loaded from HDD to RAM).

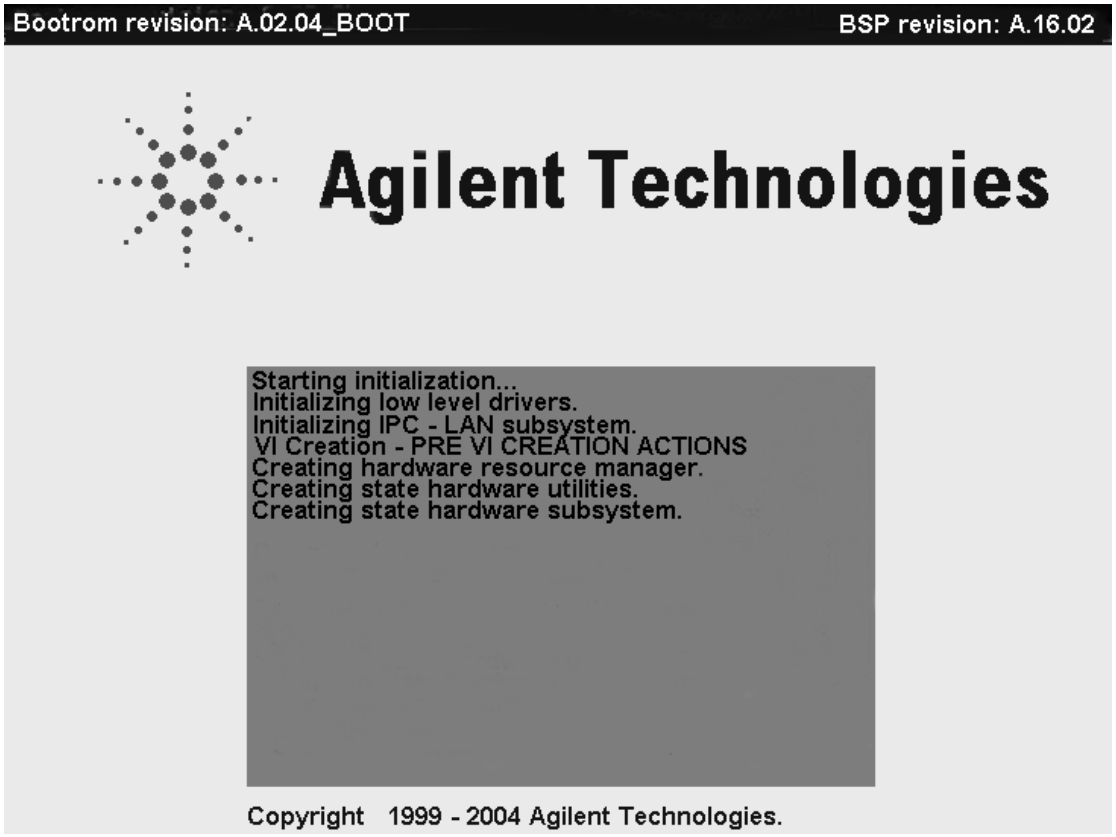

Figure 2 – HDD failure during test set power-on (Loads BSP code from HDD but fails to complete bootup/initialization process).