

S E R V I C E N O T E

SUPERSEDES: NONE

**E5904B #300 Trace Port Analyzer for ARM
E5840B Trace Port Analyzer Assembly**

Serial Numbers: US41140200 and below

Incorrect component values in power supply

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required: No parts are required. Factory Replacement Only

Situation:

The incorrect components cause a power supply voltage to drop off when the Multi-core and Time-Tag features were added to the firmware. These incorrect components cause the power supply to limit prematurely due to the extra current required for the new features. This is not noticeable on trace port analyzers shipped before the new features were loaded into the analyzer.

The symptom is an error message "!ERROR 868! Aztec FPGA Programming Failure" appears when running user's Performance Verification or trying to set "cf" configuration items.

Continued

DATE: July 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 0.5 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
		USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: August 2002	
AUTHOR: DM	ENTITY: 0800	ADDITIONAL INFORMATION:	



Solution / Action:

If you have anyone query you about this error message verify they have an affected serial number, get their name, shipping and email addresses, and tell them the division will contact them to arrange for the replacement.

Send this information via email with "E5904B-01 Service Note" in the subject line to support_col@agilent.com.

Once we receive this information we will contact the customer with the details of the replacement. To simplify the replacement only the main unit will be shipped but not all the accessories. The customer will keep all the accessories.

It will be shipped in a box in which the original unit can be returned. Also enclosed will be a pre-paid shipping document for the customer to use for a no-charge shipment.

The replacement analyzer will have a new serial number that identifies it as having the correct components installed. The warranty will be automatically transferred to the new serial number in the warranty database