

MODIFICATION AVAILABLE – PERFORMANCE ENHANCEMENT  
CHARGEABLE TO CUSTOMER SERVICE / RELIABILITY  
ENHANCEMENT CHARGEABLE TO CONTRACT IF THERE IS ONE.

**E9821A-01**

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

Supersedes:  
NONE

## E9821A Digital Signal Processor for E3238S systems

**Serial Numbers: US43140200 to US43149999**

**E9821A VXI module reliability in this SN range can be improved.**

**To Be Performed By: Agilent-Qualified Personnel**

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION AVAILABLE</b>		
ACTION CATEGORY:	AGREEABLE TIME	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER or FACTORY	AVAILABLE UNTIL: 31 Jan 07
AUTHOR: RWS    PRODUCT LINE: BL		
ADDITIONAL INFORMATION:		

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**Situation:**

E9821A modules in the affected serial number range have experienced a slightly elevated failure rate. This is caused by capacitors in the power-supply circuits, within certain capacitor date codes. Modules within this serial number range may have the affected capacitors replaced at the customer's convenience to improve module reliability.

Indications of a failure of these parts are a) module fails to boot, or b) mainframe power supply fails to start.

**Solution/Action:**

To mitigate the risk of failure in the short term, the module should be well ventilated. Mainframes with a variable-speed fan should always be set to full speed.

Agilent will upgrade the suspect capacitors on E9821A modules at the customer's convenience within the specified serial number range.

Modules with a label showing "Upgraded to Date Code 4435" with serial numbers within the affected range are not suspect; they have been upgraded.

The E9821A must be repaired or modified by Agilent qualified personnel. Customers wishing to schedule the capacitor upgrade may contact the factory ([e9821a\\_support@agilent.com](mailto:e9821a_support@agilent.com)) at their convenience or contact their local Agilent Service Center.