

M9380A-01

S E R V I C E N O T E

Supersedes:
NONE

M9380A PXIe CW Signal Generator

Serial Numbers: For M9310A modules with Serial Numbers US52360210 and lower and with Manufacturing Number 1152360143 and lower.

The M9380A may exhibit a power level accuracy offset across the entire frequency band and at all power levels.

Parts Required:

P/N	Description	Qty.
M9310-69001	PXIe Source Output: 1 MHz to 3 GHz or 6 GHz Replacement Core Assy – EXCH	x1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP X SEE TEXT SPO Inventory Upgraded	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP X SEE TEXT M9310-69001-DEF
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: ALWAYS	
X Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: BL AUTHOR: BS	
ADDITIONAL INFORMATION:		

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PRINTED IN U.S.A.

July 10, 2013

Rev. 21



Situation:

Absolute Amplitude Accuracy in CW mode.

As part of its quality monitoring program, Agilent Technologies has discovered that the power level accuracy of the M9380A instrument may exhibit, over time, a power offset of approximately 0.25 to 0.4dB. The problem is attributed to the M9310A module.

Solution/Action:

A solution has been implemented in all new modules and the action is to upgrade the M9310A via the standard core exchange repair process. All module cores with a Manufacturing Number greater than 1152360143 have upgraded hardware, and can be implemented via the replacement core process. To check if your M9310A module needs upgrading follow the procedure described below then order core exchange module part # M9310-69001 if your module is found within the criteria described below.

To check if your module needs upgrading:

1. Check the Serial Number via the M9310A module side panel or instrument's software front panel (**Help > About**). If the Serial Number is GREATER than US52360210 then the module does NOT need upgrading. If the Serial Number is LESS than or EQUAL TO US52360210, then proceed to step 2.
2. Check the Manufacturing Number on the M9310A module side panel (opposite side of the Serial Number) or instrument software front panel (**Utilities > Hardware Service Wizard** and make sure 'show all modules' is checked). If the manufacturing number is LESS than or EQUAL TO 1152360143, then the module must be upgraded via the core replacement process.
3. ALWAYS check both Serial Number and Manufacturing Number. See Example 1 below.

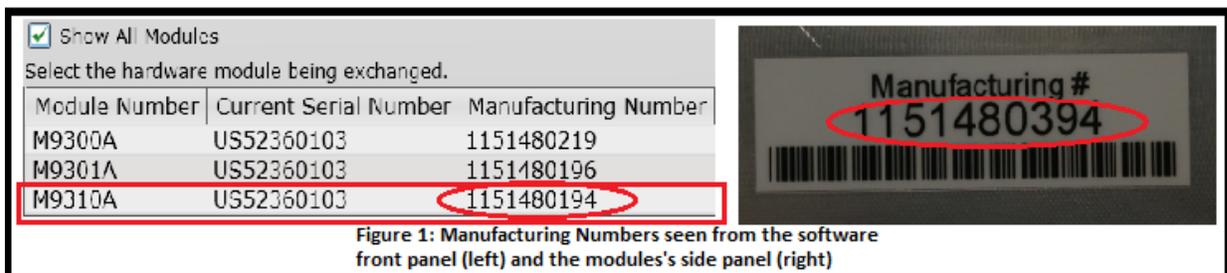


Figure 1: Manufacturing Numbers seen from the software front panel (left) and the module's side panel (right)

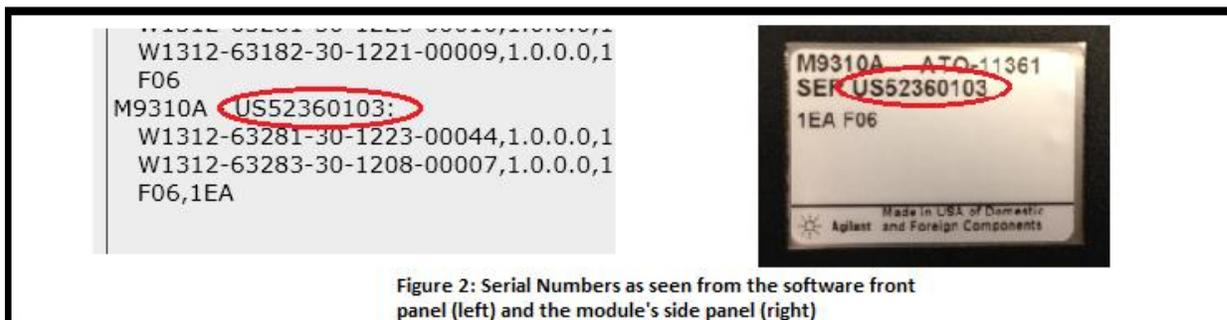


Figure 2: Serial Numbers as seen from the software front panel (left) and the module's side panel (right)

Example 1, How to locate the Serial and Manufacturing Numbers: Figure 1 shows examples of the Manufacturing Numbers which can be seen from either the software front panel or the module's right side panel. Figure 2 shows examples of the Serial Numbers which can be seen from either the software front panel or the module's left side panel. This example shows that both the Serial and Manufacturing Numbers are LESS than the specified number and therefore the module must be serviced using the core replacement process.

At your earliest convenience, please contact your local Agilent Representative or Service Center and reference this service note M9380A-01 to have your M9380A repaired.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	7/8/2013	Ben Smythe	As published