

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

N4010A-03

S E R V I C E N O T E

Supersedes:
NONE

N4010A Wireless Connectivity Test Set

Serial Numbers:

GB45500107, GB45500113 / GB45500116, GB45500125, GB45500134 / GB45500138, GB45500140,
GB45500142, GB45500149 / GB45500151, GB45500154, GB45500156 / GB45500158, GB45500160 /
GB45500164, GB45500166, GB45500168 / GB45500170, GB45500172, GB45500175 / GB45500177,
GB45500186, GB45500196, GB45500200 / GB45500204, GB45500206, GB45500208 / GB45500213,
GB45500215 / GB45500225, GB45500228 / GB45500231, GB45500233 / GB45500235, GB45500238 /
GB45500240, GB45500242, GB45500244 / GB45500247, GB45500251, GB45500273

Intermittent Power-Up Issues Or Error Messages

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
N4010-61807	RF Synthesizer Kit	1
N4010-61833	RF Synthesizer (4) to DAP Cable KIT	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" 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 checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: 27-February-2008	
AUTHOR: FC	PRODUCT LINE: PN		
ADDITIONAL INFORMATION: Service Inventory Is unaffected.			

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Situation:

A tooling issue has resulted in the possibility of some N4010A RF Assemblies (i.e. RF Synthesizers) being damaged at connector P4. All RF Assemblies that may have been damaged have been traced to the instruments listed on the front page of this Service Note.

An instrument whose RF Assembly is damaged at connector P4 may exhibit one or more of the following issues:

- Intermittent power-up.
- Error messages “HW ID 3 Missing” and “HW ID 5 Missing”.
- Error messages that indicate “Inaccessible”, “Missing”, or “Corrupt” calibration files.

Solution/Action:

If an instrument exhibits one or more of the issues detailed above, the following procedure should be used to inspect the RF Assembly to determine whether or not it has been damaged:

1. Loosen the five captive screws on the bottom of the instrument.
2. Remove the top cover from the instrument.
3. [Option 102/103 units only] Disconnect the semi-rigid cables from ports 2 & 3 of the RF Switch.
4. Lift the hinged deck assembly into the vertical position.
5. Disconnect the cable attached to P4 on the RF Assembly (refer to Figure 1).
6. Inspect both the RF Assembly and the cable for signs of damage (refer to Figures 2 and 3).

If there are signs of damage to either the RF Assembly or the cable, then both must be replaced. Once the instrument has been re-assembled, it must be fully re-calibrated.

If there are no signs of damage to the RF Assembly or the cable, then the reported issue is not related to this Service Note. As such, the instrument will require further debug to trace the issue to its root cause.

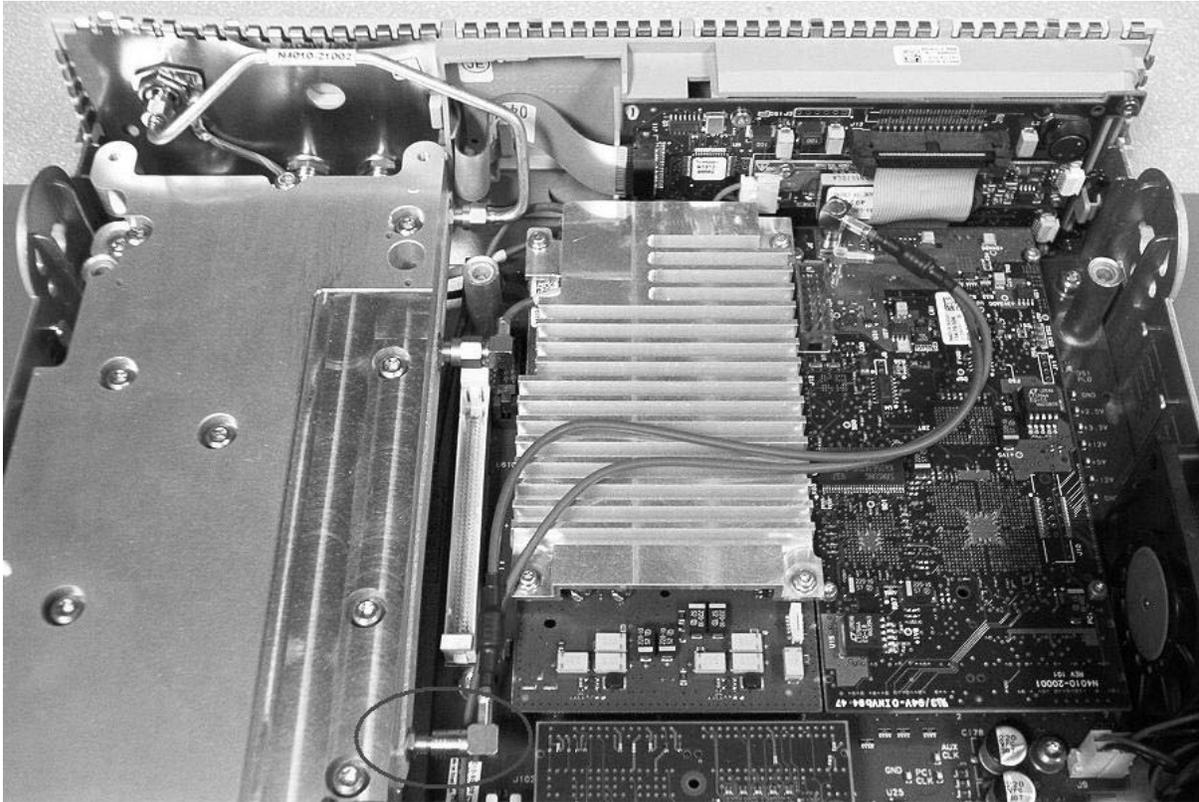


Figure 1: Connector P4 On The RF Assembly



Figure 2: Example - Damaged RF Assembly



Figure 3: Example - Damaged Cable