

MODIFICATION RECOMMENDED

**N9923A-01**

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

Supersedes:  
NONE

## N9923A – FieldFox - Handheld Network Analyzer

**Serial Numbers:** See list at end of service note.

**A potential reliability problem with the System Board has been identified. After an indefinite time of use, the instrument may exhibit an ADC Overload Error.**

**Parts Required:**

P/N	Description	Qty.
N9923-60002	System Board Assembly Kit	1pcs

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b> <b>INTERNAL ONLY DOCUMENT</b>		
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> SERVICE CENTER	SERVICE NA INVENTORY: USED <input checked="" type="checkbox"/> RETURN PARTS:
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 18-AUG-2012
AUTHOR: DYCS	PRODUCT LINE: WN	
ADDITIONAL INFORMATION: Only System Board revision 6 and lower are affected.		

© AGILENT TECHNOLOGIES, INC. 2011  
PRINTED IN U.S.A.

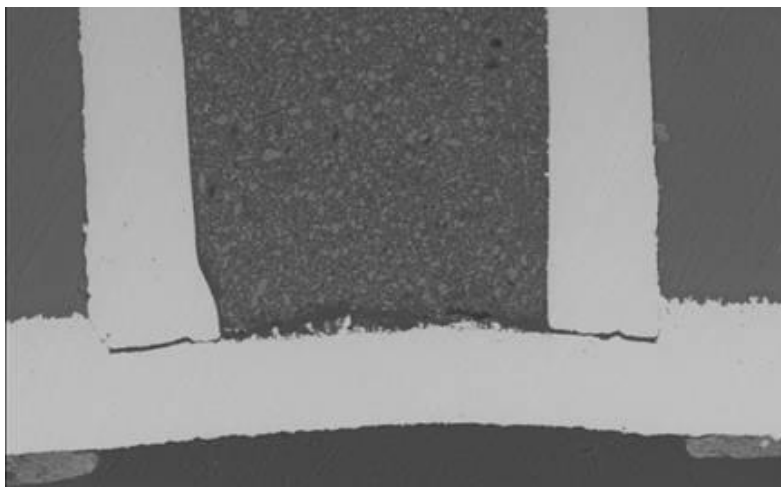
August 17, 2011

Rev. 18



**Situation:**

System Board analysis shows that several resistance measurements between traces across vias are not meeting specification. Further analysis of boards reveals via crack lines (see image) in current (rev. 6) and previous versions of the boards. To fix this problem, new boards (rev. 7) are being manufactured using a different base material.

**Solution/Action:**

Replace the old System Board (rev. 6 or below) with a new one (rev. 7). Refer to the N9923A Service Guide for instruction on replacing the system board. To view this Service Guide information, use the following steps:

1. Go to <http://www.agilent.com>
2. Enter FieldFox model number N9923A in the **Search** box and click **GO**.
3. Scroll down to the heading **Manuals** and click on the title or hyperlink for the **Service Guide**.
4. When the PDF of the Service Guide is displayed, look at the bookmarks in the left column. Expand the Contents section by clicking on the plus sign next to its bookmark.
5. Scroll through the Contents section bookmarks to locate “Repair & Replacement Procedures.”
6. Click on the title or hyperlink for the section “Removing & Replacing the Measurement Group Assemblies.”
7. Follow the instructions in the subsection “Replace the A5 System Board”
8. Once the system board has been removed from the FieldFox, perform the steps under “Post-replacement Procedure”

**Serial Numbers:**

MY49471014	MY49471024	MY49471034	MY49471045	MY49471056	MY49471068	MY49471078	MY49471096
MY49471015	MY49471025	MY49471035	MY49471046	MY49471057	MY49471069	MY49471080	MY49471098
MY49471016	MY49471026	MY49471036	MY49471047	MY49471058	MY49471070	MY49471081	MY49471100
MY49471017	MY49471027	MY49471037	MY49471048	MY49471059	MY49471071	MY49471082	MY49471101
MY49471018	MY49471028	MY49471038	MY49471049	MY49471060	MY49471072	MY49471084	MY49471105
MY49471019	MY49471029	MY49471039	MY49471050	MY49471061	MY49471073	MY49471086	SG49477000
MY49471020	MY49471030	MY49471040	MY49471051	MY49471062	MY49471074	MY49471088	SG49477001
MY49471021	MY49471031	MY49471041	MY49471052	MY49471063	MY49471075	MY49471089	SG49477002
MY49471022	MY49471032	MY49471042	MY49471053	MY49471064	MY49471076	MY49471090	SG49477003
MY49471023	MY49471033	MY49471044	MY49471054	MY49471066	MY49471077	MY49471094	

As of August 17, 2011, listed below is the status of the potentially affected unit.

1. Total number of units (trade and demo) potentially affected is 79
2. Total demo units affected is 41, and 14 units has been resolved.
3. Total trade units affected is 38, and 10 units has been resolved.
4. 6 trade customers have been proactively notified and requested to send the affected FieldFox to nearest SSU for repair work.
5. All regional MDMs have been told to make necessary arrangement to send the demo units to SSU for repair work.