

S E R V I C E N O T E

SUPERSEDES: 4155A-09

4155A Semiconductor Parameter Analyzer**Serial Numbers:** See Duplicate Service Notes**Power Supply Replacement to Prevent Shutdown/Reboot Problem****Duplicate Service Notes:**

4155A-09A Serial Numbers: 0000A00000 / JP10A00987
 4156A-10A Serial Numbers: 0000A00000 / JP10A01072
 41501A-03A Serial Numbers: 0000A00000 / JP10A00315,
 JP10A10101 / JP10A10243,
 JP10A50101 / JP10A50352

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

P/N	Description	Quantity
04155-69013	Power Supply Module	1

Continued

DATE: December 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME	STANDARDS:	LABOR 0.5 Hours	
LOCATION CATEGORY:	CUSTOMER INSTALLABLE ON-SITE SERVICE CENTER	SERVICE INVENTORY:	RETURN SCRAP SEE TEXT	USED PARTS: RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: June 1999		
AUTHOR: MO	ENTITY: 3300	ADDITIONAL INFORMATION: Originally issued June 1997		

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Situation:

The 4155A/4156A/41501A units within the listed serial number range may have a power supply shutdown/reboot problem. This problem shows the following phenomena.

- During the operation, shutdown and reboot of the unit occurs.
- Caution 308: Unknown Emergency (SMUC time-out) is displayed intermittently during the operation.
- (4155A/4156A with 41501A only) Caution 303: Power Failure at Expander Box is displayed intermittently during the operation.

Typically, the above phenomena cannot be duplicated at Agilent service centers and/or the phenomena disappears when the unit is plugged in at a different location.

Solution / Action:

A voltage sag higher than 30 V may cause the above problem.

Replace the power supply module by using the exchange program (P/N 04155-69013).

If the 4155A/4156A has the 41501A Expander, confirm the serial numbers of both units and then replace the power supply module(s) accordingly.

In case the problem persists after replacing the power supply module, using a UPS (Uninterruptible Power Supply) or AVR (Automatic Voltage Regulator) is recommended.