

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**E4438C-01**

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

Supersedes:  
NONE

**E4438C Vector Signal Generator with Option UN7**

**Serial Numbers: US00000000/US41460775 and MY00000000/MY42080122**

**Replace A11 BER Board Assembly to correct Clock/Gate Delay**

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

**Parts Required:**

<b>P/N</b>	<b>Description</b>	<b>Qty.</b>
E4400-60519	A11 BER Board Assembly	1

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
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 checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input 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: Warranty Period	
AUTHOR: FD	PRODUCT LINE: 15		
ADDITIONAL INFORMATION:			

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**Situation:**

The customer encounters difficulties using the Baseband BERT measurement with the Clock or Gate Delay adjustment activated. The symptoms reported include a combination of the following: 1) the BER measurement is “unstable” and appears inaccurate; 2) synchronization with the data signal is difficult; 3) the delay value appears inaccurate.

**Solution/Action:**

Use the Installed Board Info screen of the signal generator to confirm that the installed BERT board (E4400-60519) has version A0100. If this is the case, replace the board. Refer to the Service Guide for the replacement procedure. Upon installation of the new board, verify that the version of the board is now A0110.