

E5071B-14

S E R V I C E N O T E

Supersedes:
None

E5071B ENA Series Network Analyzer, 300 kHz to 8.5 GHz

Serial Numbers: JP1KK00xxx

Firmware update is failed with CP300 HDD image, while updating firmware to FW Rev.A.08.00 or later

To Be Performed By: Agilent-Qualified Personnel

Parts Required: See Solution/Action

P/N	Description	Qty.
E5070-82201	FW Installed HDD for ENA-B	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY X 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 X SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS: <input type="checkbox"/> RETURN X SCRAP <input type="checkbox"/> SEE TEXT
AGILENT RESPONSIBLE UNTIL: End of Support		
AUTHOR: jm PRODUCT LINE: WN		
ADDITIONAL INFORMATION:		

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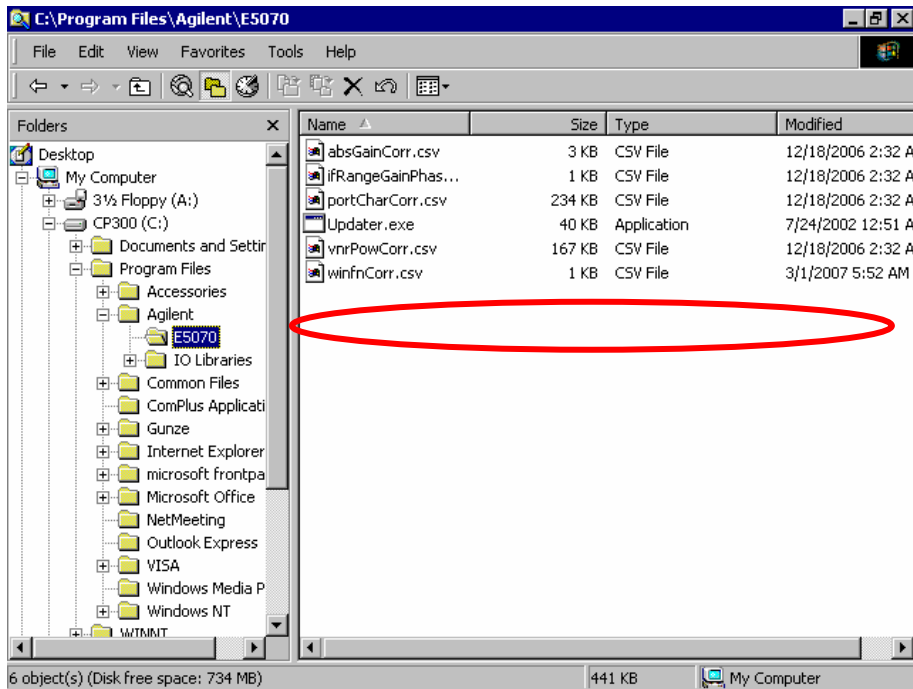
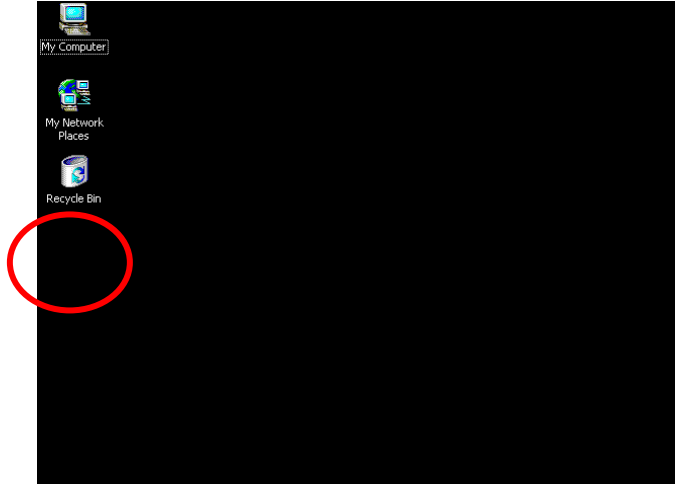


March 6, 2007

Situation:

If a customer updates the firmware to FW Rev.A.08.00 or later with CP300 HDD image, firmware update is failed and most of the firmware files are deleted.

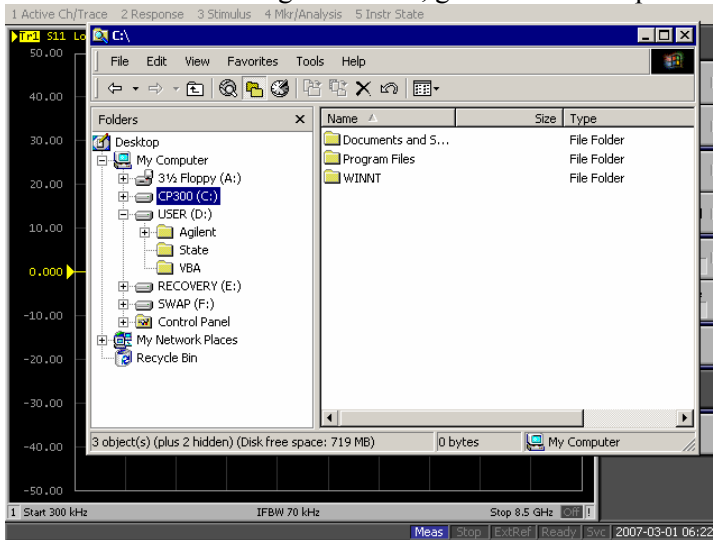
Network Analyzer shortcut on the Desktop, E5070.exe on the \Program Files\Agilent\E5070 directory are deleted.



Solution/Action:**Case-1: the failure unit is returned to a service center....**

Step1. Check whether the HDD image revision is CP300 or not.

If the HDD image is CP300, go to the next step.



Step2. Check whether the network analyzer shortcut on the Desktop and E5070.exe on the \Program Files\Agilent\E5070 directory are deleted. (See Situation Section above)

If both files are deleted, go to the next step.

Step3. Check whether the customer intends to update the firmware to FW Rev.A.08.00 or later.

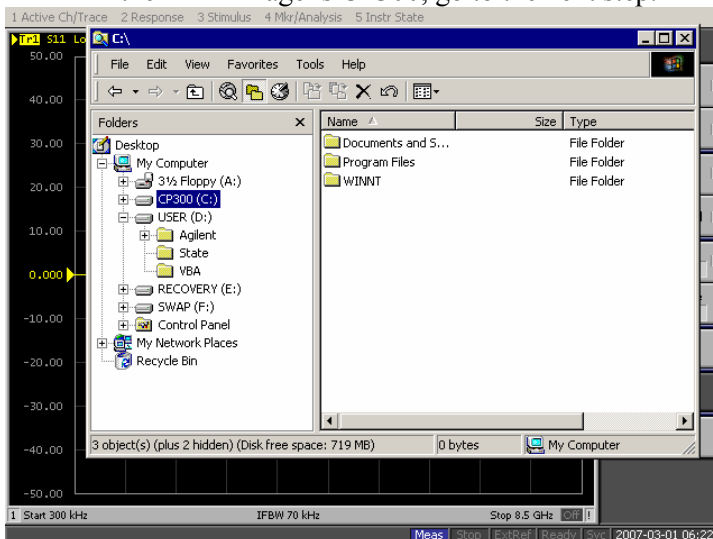
If yes, replace the A27 HDD referring to the E5070B/E5071B service manual chapter 5, 6 & 7.

If no, perform System Recovery referring to the E5070B/E5071B service manual chapter B.

Case-2: a customer asks to replace the HDD before installing FW Rev. A.08.00 or later....

Step1. Check whether the HDD image revision is CP300 or not.

If the HDD image is CP300, go to the next step.



Step2. Replace the A27 HDD referring to the E5070B/E5071B service manual chapter 5, 6 and 7.

Note: For Case-2, it's equivalent to Agreeable Time of Action Category. CTD-Kobe accepts to apply this service note to Case-2.