

E5071C-19A

S E R V I C E N O T E

Supersedes:
E5071C-19

E5071C - ENA Series Network Analyzer, 9 kHz to 20 GHz

Serial Numbers: MY46100001 to MY46199999, SG46100001 to SG46199999

Boot up failure (2 LED issue) due to condensation

Parts Required:

| P/N | Description | Qty. |
|------|-------------|------|
| None | | |

ADMINISTRATIVE INFORMATION

| | |
|---|---|
| SERVICE NOTE CLASSIFICATION: | |
| MODIFICATION AVAILABLE | |
| ACTION CATEGORY:: AGREEABLE TIME | <input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT |
| LOCATION CATEGORY: <input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS | AVAILABILITY: END OF SUPPORT |
| <input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required | PRODUCT LINE: WN AUTHOR: jm |
| ADDITIONAL INFORMATION: E5071C-19 was Published on 13-Jul-2012. | |

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Situation:

When front power switch was pushed after power toggle switch on the rear ATX power supply was turned on, E5071C looks to start with two LED's on the rear panel lighting and fans inside E5071C rotating. But after a few seconds, LED's and fans stop. No BIOS POST screen, OS selection screen nor Windows come out. E5071C is not able to start.

Figure-1 and Figure-2: Just after power button on the rear ATX power supply is turned on, no LED's on the rear panel with all fans stopping.

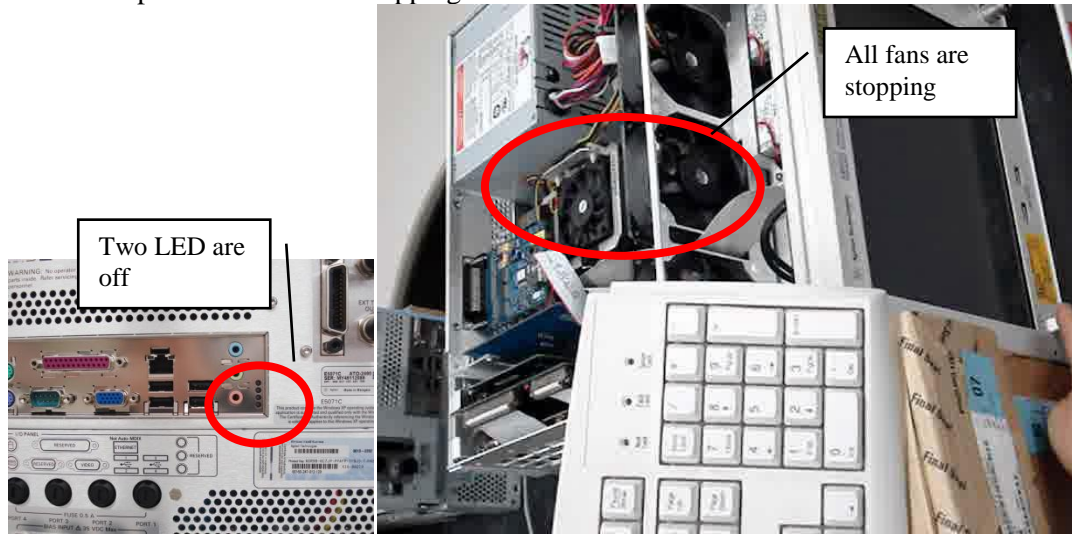
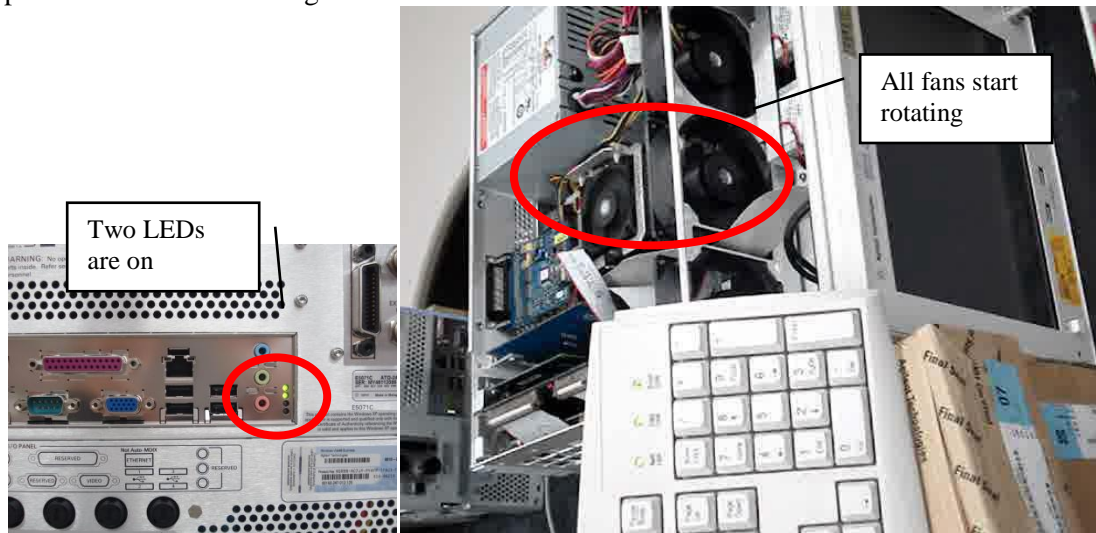


Figure-3 and Figure-4: Just after power switch on the front panel is turned on, two LED on the rear panel with all fans rotating.



Solution/Action:

If this symptom disappears when you heat up the instrument, Agilent considers it as condensation issue.

First Solution:

Ask Customer to follow the Operating Environments requirements.

Operating environment

Temperature +5 °C to +40 °C

Error-corrected temperature range 23 °C (+/-5 °C) with < 1 °C deviation from calibration temperature

Humidity 20% to 80% at wet bulb temperature < +29 °C (non-condensation)

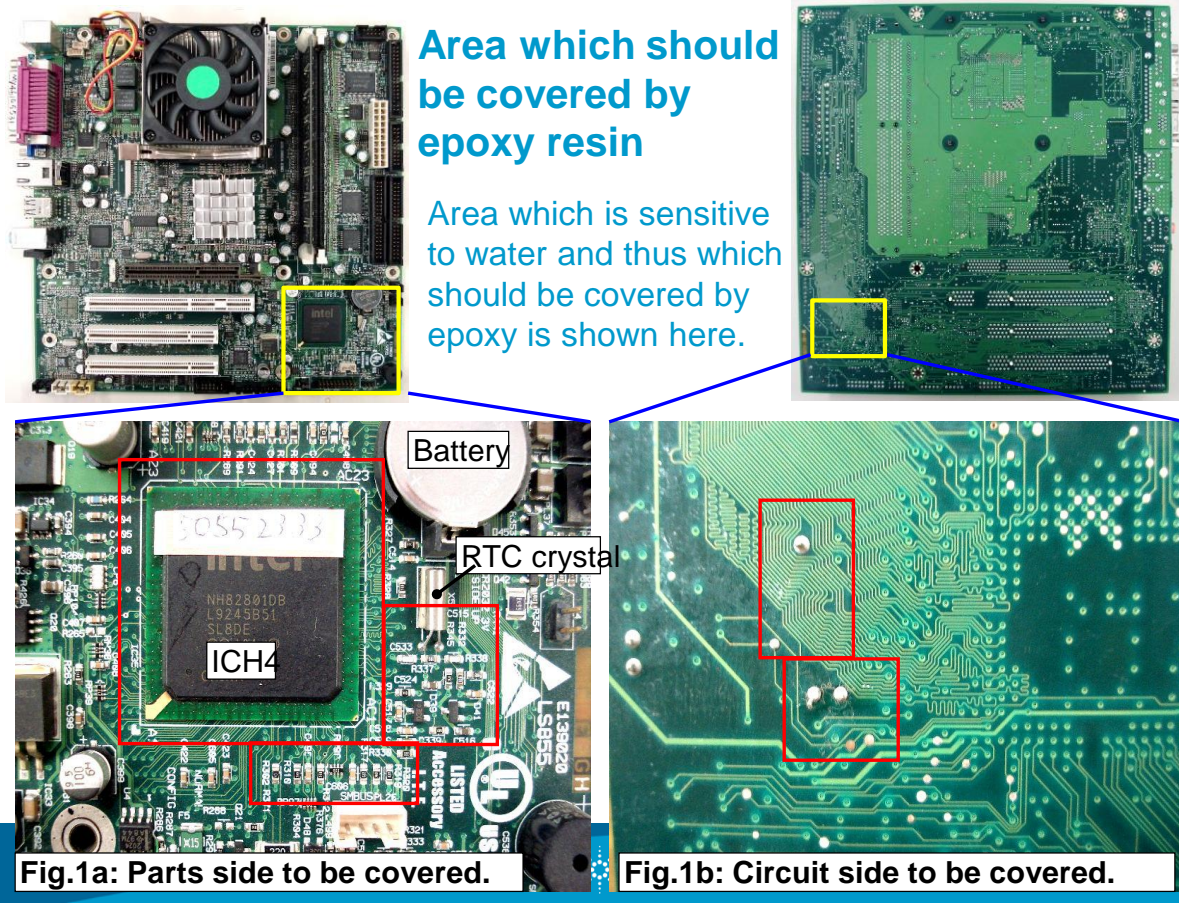
Altitude 0 to 2,000 m (0 to 6561 feet)

Vibration 0.21 G maximum, 5 Hz to 500 Hz

Second Solution:

Coat with Epoxy resin on the RTC circuit in the CPU mother board (E5071-62001) by SSU.

1. The area which should be covered by epoxy resin is as follows.

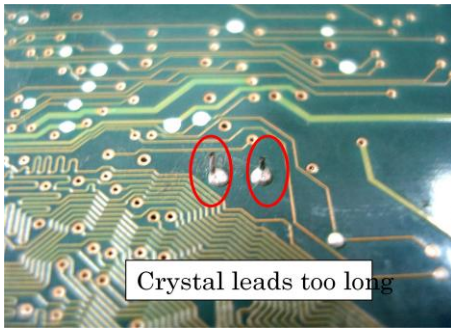


2. Pre-conditioning

2-1. Clean the RTC circuit area of the board.

2-2. PC cleaner, isopropyl-alcohol or its equivalent and a brush are recommended to use.

2-3. Cut crystal leads short on the bottom side not to stick out from epoxy, if they are too long.



2-4. Dry up the PC board.

2-5. Apply epoxy resin to the PC board as described at Step 1.

Two part epoxy adhesive, cure time is around five to ten minutes.

2-6. Cure PC Board in accordance with the description of the epoxy resin.

2-7. Finished outlook of the board covered by epoxy resin is shown below.

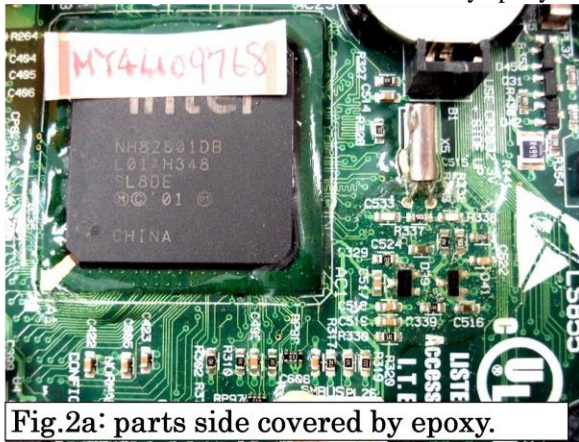


Fig.2a: parts side covered by epoxy.

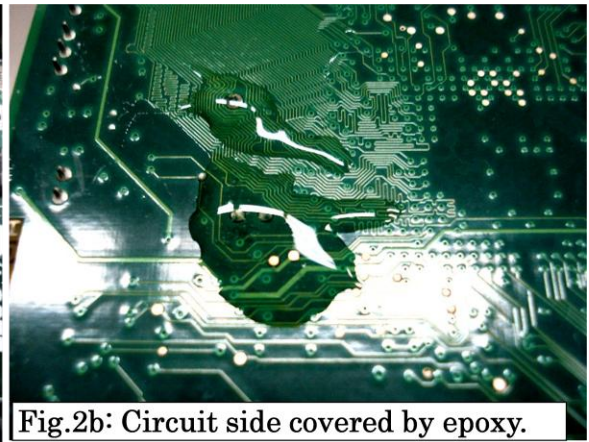


Fig.2b: Circuit side covered by epoxy.

The recommended epoxy resin is as follows.



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