# MODIFICATION  RECOMMENDED

# E5071C-25A

# <u>S E R V I C E</u>     <u>N O T E</u>

Supersedes:
E5071C-25

## E5071C ENA Series Network Analyzer, 300 kHz to 20 GHz

**Serial Numbers:  MY46315210 – MY46316651, SG46300356 – SG46300369**

**Some units might be missing one piece of 2GB RAM in the CPU Module**

**Parts Required:**

| P/N | Description | Qty. |
|---|---|---|
| E5070-62090 | Tested CPU Module | 1 |

## ADMINISTRATIVE INFORMATION

<table>
<tr><td colspan="3">SERVICE NOTE CLASSIFICATION:</td></tr>
<tr><td colspan="3" align="center"><h1>MODIFICATION RECOMMENDED</h1></td></tr>
<tr>
<td>ACTION    [[]] ON SPECIFIED FAILURE<br>CATEGORY: <b>X AGREEABLE TIME</b></td>
<td colspan="2">STANDARDS<br>     LABOR: 1.0 Hours</td>
</tr>
<tr>
<td>LOCATION [[]] CUSTOMER INSTALLABLE<br>CATEGORY: [[]] ON-SITE <b>(active On-site contract required)</b><br><b>X SERVICE CENTER</b><br>[[]] CHANNEL PARTNER</td>
<td>SERVICE    <b>X RETURN</b><br>INVENTORY: [[]] SCRAP<br>           [[]] SEE TEXT</td>
<td>USED    <b>X RETURN</b><br>PARTS:   [[]] SCRAP<br>       [[]] SEE TEXT</td>
</tr>
<tr>
<td>AVAILABILITY:    PRODUCT'S SUPPORT LIFE</td>
<td colspan="2">NO CHARGE AVAILABLE UNTIL: March-2016</td>
</tr>
<tr>
<td>[[]] Calibration Required<br><b>X Calibration NOT Required</b></td>
<td colspan="2">PRODUCT LINE: WN<br>AUTHOR: jm</td>
</tr>
<tr><td colspan="3">ADDITIONAL INFORMATION:</td></tr>
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March 24,  2015
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**KEYSIGHT**
TECHNOLOGIES

**Situation:**
Since serial-number prefix of MY463 and SG463, 2 pieces of the 2GB RAM are installed in the CPU Module. However, some units might be missing one piece of 2GB RAM in the CPU Module for Option 2D5, 2K5, 4D5 or 4K5.
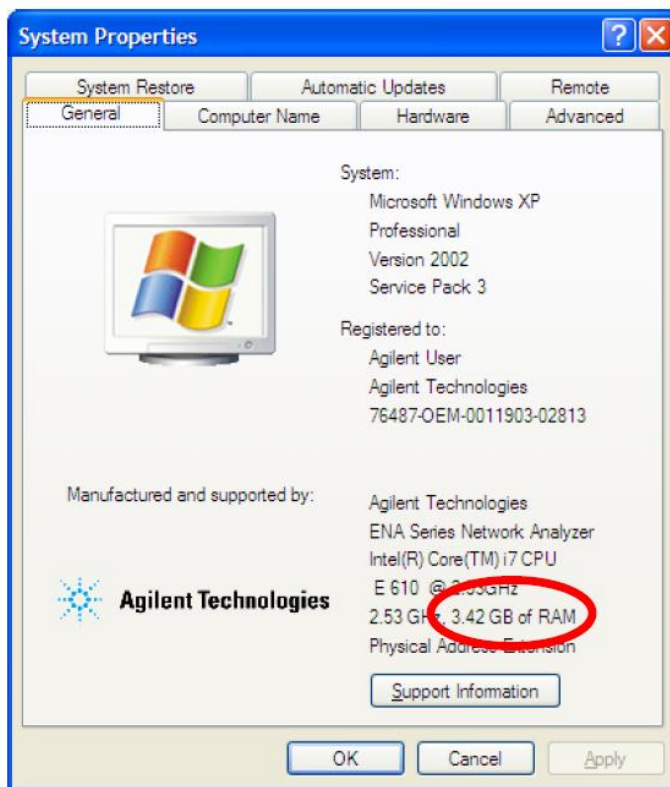
**Solution/Action:**

Step-1: Check the frequency Option, first. If it's Option 2D5, 2K5, 4D5 or 4K5, then go to Step-2.
Step-2: Check CPU RAM size.
1. Click on Start
2. Right Click on My Computer
3. Click on Properties
4. Then you can see the System Properties as below
5. If you see 3.42 GB of RAM, it's Valid. No more action is needed.

Step-3: Replace with CPU Module, if you see less than 3.42 GB of RAM.
(Due to mechanical interference, RAM itself cannot be installed by SSU)



**Revision History:**

| Service Note Revision | Date | Author | Reason For Change |
|---|---|---|---|
| E5071C-25 | 2-Apr-2013 | jm | As published |
| E5071C-25A | 23-mar-2015 | ls | Updated Tested CPU Module PN to E5070-62090 |