MODIFICATION RECOMMENDED

E5071C-39A

S E R V I C E   N O T E

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

Serial Numbers: MY46519861 to MY46521681

Black screen is shown during boot-up due to DSP failure

Parts Required:

P/N	Description	Qty.
E5070-66671	DSP Board	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION [X] ON SPECIFIED FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION [[]] CUSTOMER INSTALLABLE CATEGORY: [[]] ON-SITE **(active On-site contract required)** [X] SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [X] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED [[]] RETURN PARTS: [X] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: July 1, 2016	
[[]] Calibration Required [X] Calibration NOT Required	PRODUCT LINE: WN AUTHOR: jm	
ADDITIONAL INFORMATION:		

KEYSIGHT
TECHNOLOGIES

Situation:

There are two symptoms of this DSP board issue.

Symptom-1:

Black screen is shown on the front panel of the E5071C while booting up. When you hook up to the external display through the rear panel, "A23 not found" error message is shown.

Symptom-2:

"Fail to initialize DSP Driver" error message is shown while booting up and would shut down in 5 seconds.

Solution/Action:

Replace with DSP board and perform Post-Repair procedure. (For more details, see the E5071C Service Guide.)

Do not use the DSP board with Assembly date code 1417 for repair.

How to identify E5070-66671 Assembly date code

Example of Serial Number
E50706667100779141758209

Field	Length	Position	Description
Assembly part number	10	AAAAAAAAAA-RRR-SS-DDDD-XXXXX	Product assembly part number
Revision	3	AAAAAAAAAA-RRR-SS-DDDD-XXXXX	PCA revision number
Vendor code	2	AAAAAAAAAA-RRR-SS-DDDD-XXXXX	Supplier site code
Assembly date code	4	AAAAAAAAAA-RRR-SS-DDDD-XXXXX	YYWW (based on universal calendar)
Serial Number	5	AAAAAAAAAA-RRR-SS-DDDD-XXXXX	Running serial number of the board

Revision History:

Service Note Revision	Date	Author	Reason For Change
E5071C-39	8-Aug-2014	jm	As published
E5071C-39A	17-Sep-2014	jm	Extend Serial-number range