

E5080B-15

# Modification Recommended Service Note

Supersedes:  
None

## E5080B ENA Series Vector Network Analyzer

Serial Numbers: MY59100101-MY59100829, SG59100101-SG59100122  
Manufacturing ID Number: NA

E5080B Automatically restart by itself when it is being powered-off.

### Parts Required:

P/N	Description	Qty.
E5080-82202	SSD Installed, Win10	1

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input checked="" type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	1-Dec-2021		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	WN		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	ls		

ADDITIONAL INFORMATION:

**Situation:**

In some limited occasion, the E5080B will automatically restart by itself during the shutdown process. This intermittent anomaly happens when user intend to switch it off using the front power switch. The above symptom has been identified to be digital hardware & OS compatibility issue – the combination of Micron SSD (Solid State Drive) and Windows OS version.

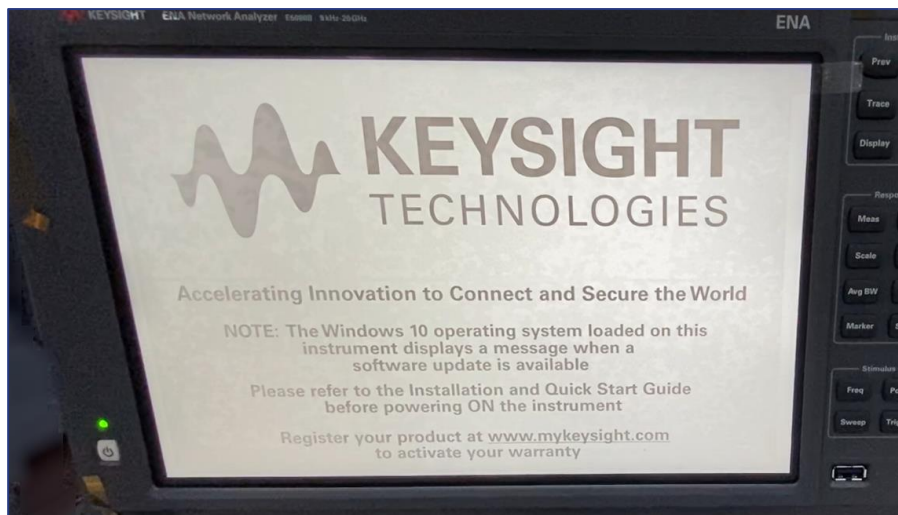
Note: This functionality anomaly has NO IMPACT to the performance or warranted specification stated in Keysight E5080B Data Sheet.

A normal shutdown sequence:

1. Press front panel power switch.
2. Begin shutdown sequence.
3. Successfully powered off – Front LED turned from Green to Amber, LCD Display is switched off.

An abnormal (unsuccessful) shutdown sequence:

1. Press front panel power switch.
2. Begin shutdown sequence.
3. E5080B flashes and display white blank screen on LCD display, front LED remained at Green for 10-15 seconds.
4. System will then automatically restart by itself and proceed with normal boot initialization sequence.



**Solution/Action:**

**Action:**

For E5080B with the above described abnormal symptom, **contact your local Keysight service center or Keysight contact center team for treatment.**

SSD (Solid State Drive) replacement and functional verification will be performed by Keysight service team.

~End~

Revision History:

Date	Service Note Revision	Author	Reason for Change
21 Oct 2020	E5080B-15	ls	As Published