

**E6198A-04****S E R V I C E N O T E**Supersedes:  
NONE

E6198A Switch Load Unit (SLU)  
- used in E8780B, E8781A, E8786B, and E2240A

Serial Numbers: MY00000000 - MY45330591

Enhancement solution is available to SLU backplane discoloration issue by  
removing the preload resistors from backplane.

**Parts Required:**

P/N	Description	Qty.
NONE		

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:	
<b>MODIFICATION AVAILABLE</b>	
ACTION CATEGORY:: AGREEABLE TIME	<input checked="" type="checkbox"/> PERFORMANCE ENHANCEMENT <input type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY: <input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	AVAILABILITY: 5/1/11
AUTHOR: GOH SWEE CHYE	PRODUCT LINE: PLQW
ADDITIONAL INFORMATION:	

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PRINTED IN U.S.A.

April 30, 2009

Rev. 16

**Agilent Technologies**

Page 1 of 6

**Situation:**

Agilent has recently received some feedbacks regarding the discoloration marks seen on the SLU backplane (E6170-66502) near the area of preload resistors (see Figure 1). As proactive response to the feedbacks, we have done the root cause analysis and safety evaluation on the backplane. The result shows that this discoloration mark was due to heating from the resistors and it will NOT cause any safety concerns.

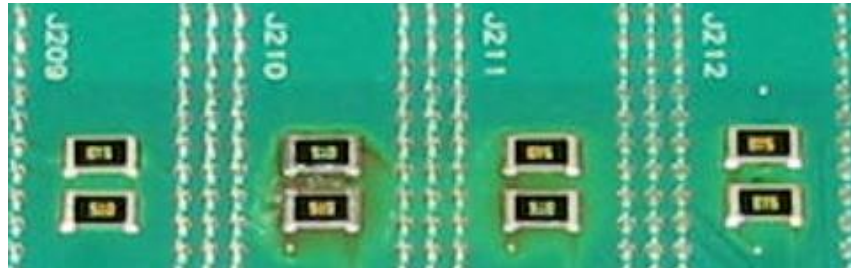


Figure 1. Discoloration mark on the SLU backplane near the area of preload resistors.

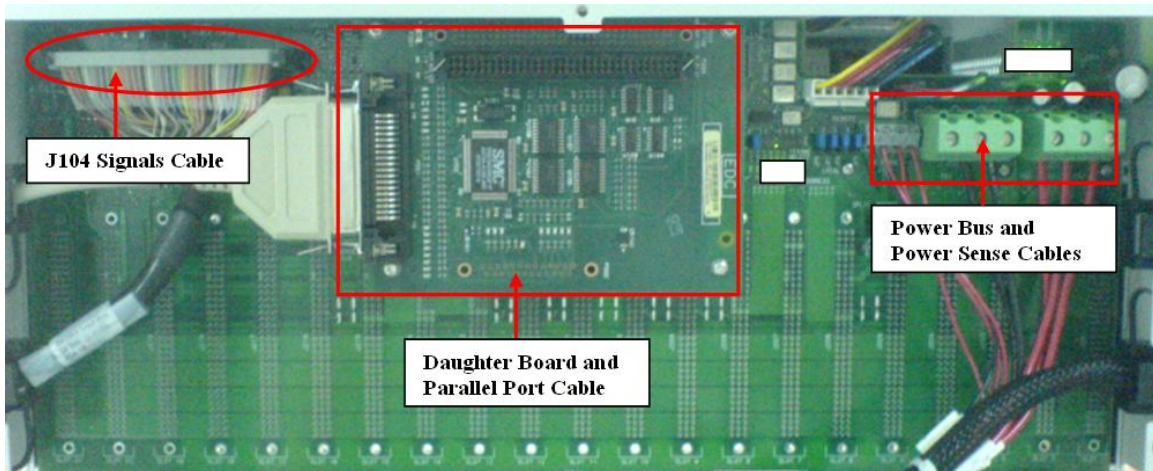
Despite the SLU backplane is still safe to be used, Agilent would like to offer an enhancement solution to the matter by removing the preload resistors from the backplane. The removal will bring the following benefits to the users (1) prevent the discoloration from further deteriorating, (2) extend the life span of the backplane, and (3) increase the current consumption bandwidth of internal power supply.

**Solution/Action:****Switch/Load Unit (SLU) Backplane Preload Resistors Removal Procedures:**

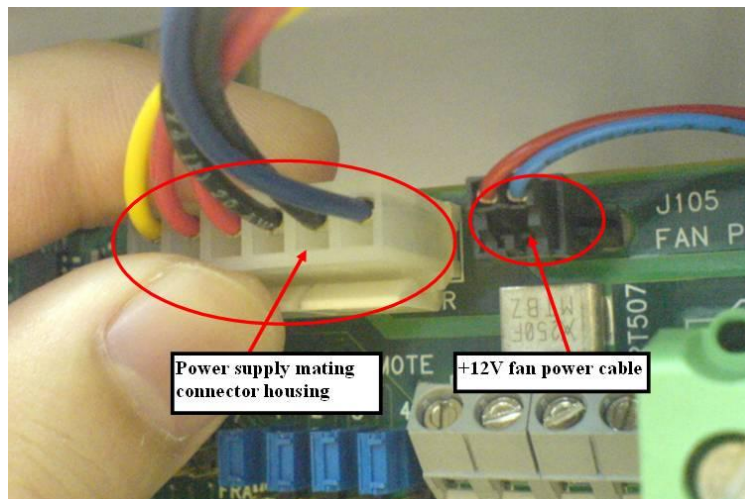
1. Switch off the SLU power supply via power switch on the front side and then unplug the power cord.
2. Unscrew the two screws at the bottom of either left or right side of the test system rack, whichever convenient, and then remove the side panel by lifting it up with two hands then place it at a safe place.
3. Unplug all the plug-in cards from the SLU so that they are not attached to the backplane. Removal from the SLU is not necessary.
4. Unscrew the screw on the rear side (circled in red) of the SLU and then remove the rear cover.



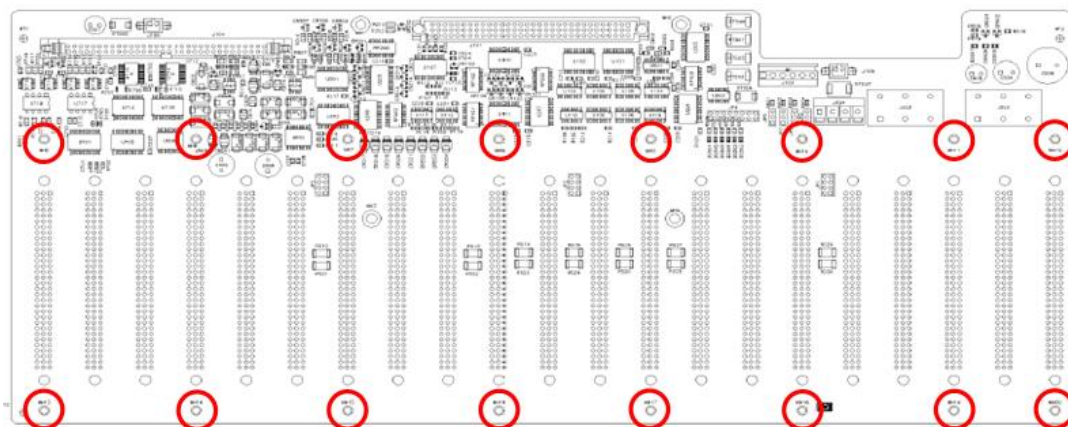
5. Remove cables (shown in figure below) and daughter board attached to the backplane.



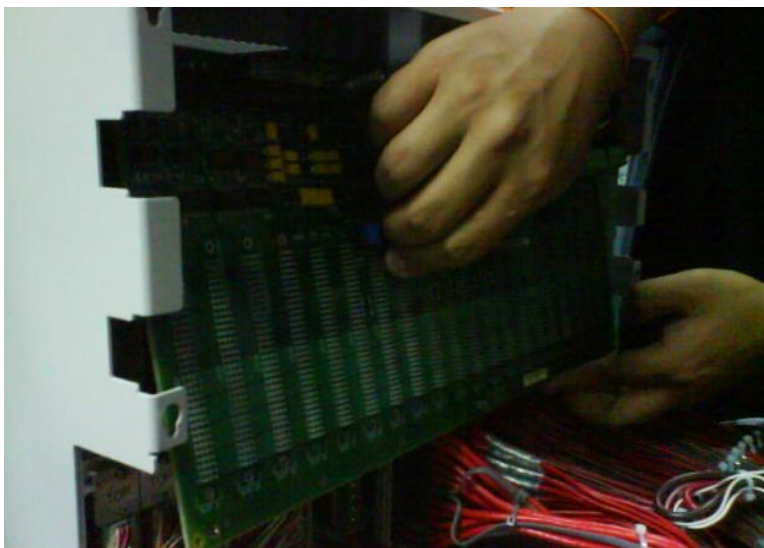
6. Unplug the power supply mating connector housing and +12V fan power cable from the SLU backplane as shown in the figure below.



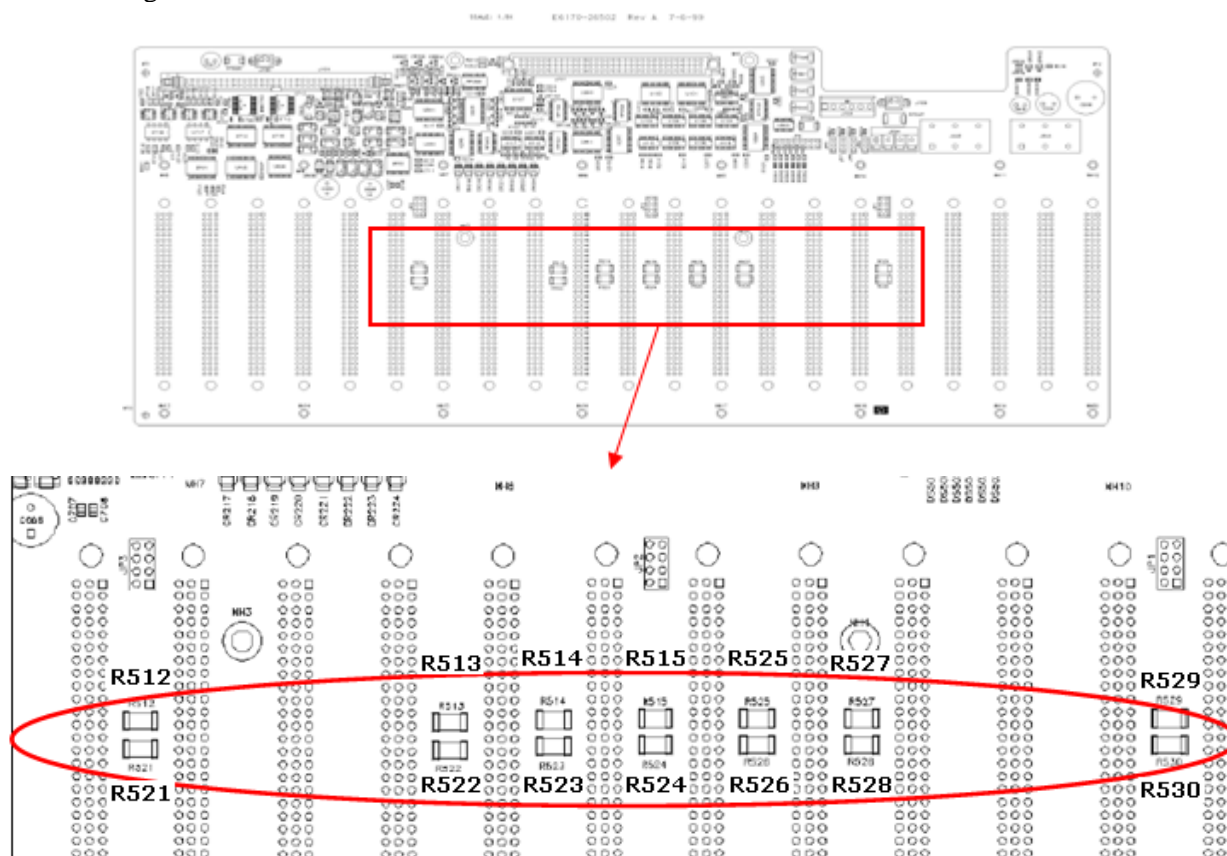
7. Unscrew all the 16 screws (circled in red) from backplane so that it can be removed from the SLU frame.



8. Remove the backplane slowly from the SLU.



9. Remove the 14 preload resistors (circled in red) from the backplane using Agilent recommended Chip Component Removal method stated in the IPC-7711A/7721A (or equivalent). Make sure the de-soldering work is clean to avoid short circuits.



10. Put and align the backplane back to the SLU frame and then fasten back all the 16 screws at their original locations.



11. Connect back the cables and daughter board to the SLU backplane.
12. Carefully take out the other end of the power supply cable and +12V fan power cable, and then plug in the two connectors to the SLU backplane.
13. Put and align the SLU rear cover back and then fasten it with the screw.
14. Connect and tighten all the plug-in cards back to the backplane.
15. Put and align the side panel back to the test rack and then fasten with the two screws.
16. Connect the power cord back to SLU and switch on the power.

### Frequently Asked Questions (FAQ)

1. What actions should the customers take as a result of this notification?

They should verify that their E6198A SLU(s) corresponds to the above serial number(s). If they decided to take the enhancement option, they can contact the nearest Agilent Service Center, listed at <http://www.agilent.com/find/contactus> or the Sales Account FE or Agilent Customer Call Center as indicated in question 5 below.

2. Who is liable to bear the cost of removing the preload resistors?

Since this is an enhancement solution available to customers, Agilent will not be liable to bear the expenses incurred. Customers who decided to perform the enhancement option will have to pay for the services according to Service Notes guidelines.

3. What are the equipments and materials needed to remove the preload resistors from backplane?

According to IPC-7711A/7721A Standard document,  
Equipment required: soldering system, chip removal tips, tweezers  
Materials required: flux, cleaner

4. Where can I obtain the IPC-7711A/7721A Standard document?

The IPC-7711A/7721A Standard document will be available upon request or customer may visit IPC website for more details.

5. Who does the customer contact if they have further questions?

America Customer Call Center: [emt-hstd-support\\_americas@agilent.com](mailto:emt-hstd-support_americas@agilent.com)  
Email: [mike\\_messenger@agilent.com](mailto:mike_messenger@agilent.com) Contact: 800 829-4444x2541  
Email: [Daniel\\_schaack@agilent.com](mailto:Daniel_schaack@agilent.com) Contact: 800-829-4444x4214

Asia Pacific Customer Call Center: [instruments\\_services@agilent.com](mailto:instruments_services@agilent.com)  
Singapore: 1800 275 0880  
Malaysia: 1800 880 399  
Thailand: 001-800-2758 5822 or (662) 267-5913  
Australia: 1800-629 485  
India: 1800-112 626/0006517 MTF 67575761  
China: [china-cs@agilent.com](mailto:china-cs@agilent.com) Contact: 800-810-0189  
Taiwan: [Taiwan-cs@agilent.com](mailto:Taiwan-cs@agilent.com) Contact: 0800-047-866

Korea: [cs\\_korea@agilent.com](mailto:cs_korea@agilent.com) Contact: 080-769-0800

Europe Customer Call Center

Email: [testsystem-support-eu@agilent.com](mailto:testsystem-support-eu@agilent.com)

Contact: +49 7031 464 5584

Japan Customer Call Center:

Email: [kenji\\_masaki@agilent.com](mailto:kenji_masaki@agilent.com)

Contact: +81 42 660-8476