

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**E8362A-03A**

# **S E R V I C E                      N O T E**

Supersedes:  
E8362A-03

## **E8362A PNA Microwave Network Analyzers**

**Serial Numbers: ALL**

**Intermittent 10 GB HDD electrical problem can cause PNA HDD-related failures.  
Replace 10 GB HDD with a new 40 GB HDD.**

**To Be Performed By: Agilent-Qualified Personnel**

### **Parts Required:**

| <b>Part Number</b> | <b>Description</b>                                                                                   | <b>Qty.</b> |
|--------------------|------------------------------------------------------------------------------------------------------|-------------|
| E8356-60076        | HDD for E8356/7/8A with 266 MHz CPU                                                                  | 1           |
| <b>-OR-</b>        |                                                                                                      |             |
| E8801-60065        | HDD for:<br>E8356/7/8A with 500 MHz CPU<br>E8801/2/3A,<br>N3381/2/3A,<br>E8361/2/3/4A,<br>E8362/3/4B | 1           |

## **ADMINISTRATIVE INFORMATION**

|                                                                                                                                                  |                                                         |                                            |                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------|-------------------------------------------|
| SERVICE NOTE CLASSIFICATION:                                                                                                                     |                                                         |                                            |                                           |
| <b>MODIFICATION RECOMMENDED</b>                                                                                                                  |                                                         |                                            |                                           |
| ACTION CATEGORY:                                                                                                                                 | IMMEDIATELY<br>ON SPECIFIED FAILURE<br>X AGREEABLE TIME | STANDARDS:<br>LABOR: 0.5 Hours             |                                           |
| LOCATION CATEGORY:                                                                                                                               | CUSTOMER INSTALLABLE<br>X ON-SITE<br>X SERVICE CENTER   | SERVICE INVENTORY: N/A                     | USED PARTS: X RETURN<br>SCRAP<br>SEE TEXT |
| AVAILABILITY:                                                                                                                                    | PRODUCT'S SUPPORT LIFE                                  | AGILENT RESPONSIBLE UNTIL: January 1, 2007 |                                           |
| AUTHOR: MF                                                                                                                                       | PRODUCT LINE: WN                                        |                                            |                                           |
| ADDITIONAL INFORMATION: This Service Note applies to the following PNA models: E8356/7/8A, N3381/2/3A, E8801/2/3A, E8361/2/3/4A, and E8362/3/4B. |                                                         |                                            |                                           |

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**Situation:**

Some PNAs are experiencing reliability issues due to an intermittent electrical failure on a circuit board inside the 10 GB HDD. This can cause operating system failures to occur. These failures are eliminated by replacing the 10 GB HDD with a 40 GB HDD.

**Solution/Action:**

Any time a PNA with a 10 GB HDD is serviced or calibrated, replace the 10 GB HDD with a 40 GB HDD. This will help prevent future HDD-related failures.

Refer to the PNA Service Guide for instructions on replacing the HDD. To view this Service Guide information online, use the following steps:

1. Go to <http://na.tm.agilent.com/pna>
2. Click on the hyperlink Instrument Documentation and Manuals.
3. Under the heading "Title", find the Service Guide for your PNA model.
4. Under the heading "Document", click on the PDF icon for your Service Guide.
5. When the PDF of the Service Guide is displayed, look at the bookmarks in the left column. Expand the Contents section by clicking on the plus sign next to its bookmark.
6. Scroll through the Contents section bookmarks to locate "Repair & Replacement Procedures."
7. Click on the title/hyperlink for the section "Removing & Replacing the Hard Disk Drive Assembly."
8. Follow all instructions including those in the subsection "Post-Repair Procedures."