

E9321A-04

# Modification Recommended Service Note

Supersedes:  
NONE

## E9321A-Peak and average Power Sensor, 50 MHz to 6 GHz, 300 kHz bandwidth

Serial Numbers: MY58310000-MY59410000/ SG58310000- SG59410000

Tracking Number: MZ58310000- MZ59410000

**The Problem-** Unable to properly perform 'Zero and Cal' or detecting 'ZERO ERROR'/'CAL ERROR' with P-Series power meter N1911A/N1912A.

### Parts Required:

P/N	Description	Qty.
E9321-60011	EXCH AVAIL Peak and Average Power Sensor	1

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		USED <input type="checkbox"/> RETURN
	<input type="checkbox"/> CHANNEL PARTNERS	<input checked="" type="checkbox"/> SEE TEXT	PARTS: <input type="checkbox"/> SCRAP
			<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	18 October 2022
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	WN
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	LSL

### ADDITIONAL INFORMATION:

Service Inventory and Used part is Not Applicable

### Situation:

Power Sensors are having compatibility issue with N1911A/N1912A, P-Series Power Meter. Power Sensor is unable to properly perform 'Zero and Cal' or detecting 'ZERO ERROR'/'CAL ERROR'. There is no issue when this power sensor uses with other power meter model (E4416A/E4417A).

### Solution/Action:

To confirm, please perform the following steps and see if the symptom can be duplicated by performing 'Zero and Cal':

#### Instruments / Cable

1. P Series Power Meter (N1911A/N1912A)
2. Power sensor (E9321A)
3. Sensor cable (N1917A)

#### Process Flow

1. Connect the power sensor to the P Series power meter.
2. Wait 5 seconds for the power meter to read power sensor
3. Connect the power sensor to the POWER REF output.
4. Press Cal button and select Zero + CAL . (For dual channel meters, select Zero + CAL, Zero + CAL A, or Zero + CAL B as required).
5. Check error message prompt on LCD screen as below Figure 1.
6. If 'ZERO ERROR'/'CAL ERROR' message is generated after performing the steps above, please return the power sensor to the nearest Keysight Technologies' Customer Contact Center at [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus) for repair arrangement which will eliminate this symptom.



Figure 1: ZERO ERROR'/'CAL ERROR' Message

Revision History:

Date	Service Note Revision	Author	Reason for Change
18 Oct 2019	01	LSL	As Published