E9327A-05

Modification Recommended Service Note

Supersedes:
NONE

E9327A– Peak and average Power Sensor, 50 MHz to 18 GHz, 5 MHz bandwidth

Serial Numbers: MY58300000-MY59410000/ SG58300000- SG59410000
Tracking Number: MZ58300000- MZ59410000/ MR58300000-MR5941000

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.
E9327-69002	Refurbished Power Sensor Module Assembly forE9327A	1

ADMINISTRATIVE INFORMATION

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

ADDITIONAL INFORMATION:
Service Inventory and Used part is Not Applicable

KEYSIGHT
TECHNOLOGIES

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 (E9327A)
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 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