

MODIFICATION RECOMMENDED

N6784A-01

S E R V I C E N O T E

Supersedes:
NONE

N6784A - 4-Quadrant General-Purpose Source/Measure Unit

Serial Numbers: MY50000101/MY50000951

N6784A SMU modules have a higher incident of over-temperature failures than expected. There have been hardware and firmware changes made to the modules to prevent these failures.

Parts Required:

P/N	Description	Qty.
N6784-69101	Replacement module	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.5 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1/2015	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: SP AUTHOR: MJC		
ADDITIONAL INFORMATION:			

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Situation:

The N6781A will sometimes report the error: “Error 202, Selftest failed; cannot read heatsink temperature, chan #”. It will also trip the over temperature protection. In order to be covered by the service note, both of these events must happen. The over temperature protection cannot be cleared and the module will not operate in this mode. The over-temperature event is a false alarm and neither the product nor device under test is in any danger. These errors are due to a hardware failure inside the module.

Solution/Action:

There are two actions that are required. The first is to make sure that the N670x mainframe has the most recent firmware. For the N6700B, N6701A, and N6702A mainframes, the firmware can be found at <http://www.agilent.com/find/N6700firmware> . For the N6705A/B mainframes, the firmware can be found at: <http://www.agilent.com/find/N6705firmware>. Updating the firmware will not make the unit work again; it will just reduce the amount of failures.

The module then needs to be put through the normal repair process and swapped with a refurbished module.