

S E R V I C E N O T E

SUPERSEDES: None

89410A Vector Signal Analyzer**Serial Numbers:** 0000A00000/3416A02812**Modifications to CPU and Memory require new repair strategy.****Situation:**

Due to a change in the manufacturing process of the flash ROM on the memory board, the pinout of connectors between the CPU and memory has been changed to isolate the data and address lines. This change causes the newer CPU and memory boards to be incompatible with older CPU and memory boards. Both the CPU and memory board may need to be replaced if there is a failure on either board. When replacing both the CPU and memory at the same time the data stored in non-volatile memory will be lost if new procedures are not used. The data in non-volatile memory includes the firmware options, serial number, and calibration constant.

Solution:

When a failure occurs on either an A40/A41 CPU board with a date code less than 3804 or an A42 memory board with a date code less than 3804, both boards will need to be replaced. If the instrument is operational, follow the steps in the Preferred Procedure to retain the non-volatile memory settings. If the instrument is not operational, follow the steps in the Optional Procedure to restore the non-volatile memory settings.

Continued

DATE: August 1998

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR:

DHW

ENTITY:

A100

ADDITIONAL INFORMATION:

PCO# A1-9801001
PCO# A1-9801002

Preferred Procedure: Saving and recalling non-volatile settings

1. Obtain the service utility disk p/n 89410-19463.
2. Insert the disk in the 89410A disk drive.
3. Press the following keys to save the non-volatile settings:
[System Utility] [more] [diagnostics] [service functions] 1125 [enter] [utilities]
[CPU/memory replacement] [Save config] [Continue]
4. Turn the power off and replace the CPU and memory board.
5. Turn the power on and press the following keys to recall the non-volatile settings:
[System Utility] [more] [diagnostics] [service functions] 1125 [enter] [utilities]
[CPU/memory replacement] [Recall config] [Continue]
6. Remove the disk from the disk drive.
7. Press the following keys to verify that the time and date are correct:
[System Utility] [more] [time/date setup]

Optional Procedure: Restoring non-volatile memory settings

1. Replace the CPU and memory board.
2. Turn on the power.
3. Press the following keys to restore the serial number:
[System Utility] [more] [diagnostics] [service functions] 1125 [enter] [define serial number] [89410A serial number] (serial number from the rear panel) [enter]
4. Press the following keys to verify that the time and date are correct:
[System Utility] [more] [time/date setup]
5. Perform the calibrator adjustment in the 89410A service guide.
6. Verify the option configuration by pressing the following keys:
[System Utility] [options setup]
7. If the options configuration listed on the display does not match the options listed on the rear panel, contact your nearest Agilent Sales and Service Office listed in the Agilent Catalog for assistance or send an email message to Support_MID@sr.agilent.com

Please provide the following information:

Model Number: 89410A

Serial Number:

Options that are missing: State that you are having trouble with a CPU/memory repair.