E5061B-09

S E R V I C E   N O T E

E5061B Network Analyzer, 5 Hz to 3GHz

Serial Numbers: MY49100001 to MY49399999, SG49100001 to SG49399999

ENA freezes when Windows update runs

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

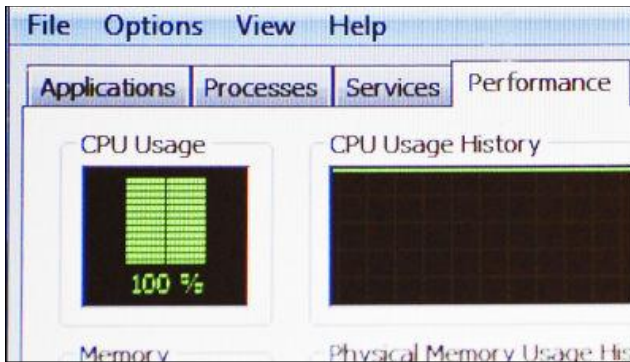| SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY	
[[]] Calibration Required	PRODUCT LINE: WN
[X] Calibration NOT Required	AUTHOR: jm
ADDITIONAL INFORMATION:	

December 20, 2013

Agilent Technologies

Situation:
Window automatic update runs on an instrument with Windows XP operating system, the instrument freezes. It is due to svchost.exe taking high CPU for extended periods of time.
This issue seems Windows automatic update bug.

http://marc.info/?l=patchmanagement&m=138696900324972

Solution/Action:
Windows update bug fix might be released in January, 2014. Until then, do not connect to LAN.

In case the instrument freezes, turn off the REAR switch (not FRONT switch).
Then perform system recovery.
Then set the Windows automatic update OFF.

Related matter:
The instruments with serial-number prefix of MY491, MY492, MY493, SG491, SG492 and SG493
have single core CPU. Those instruments sometimes freeze or run slowly when Windows automatic
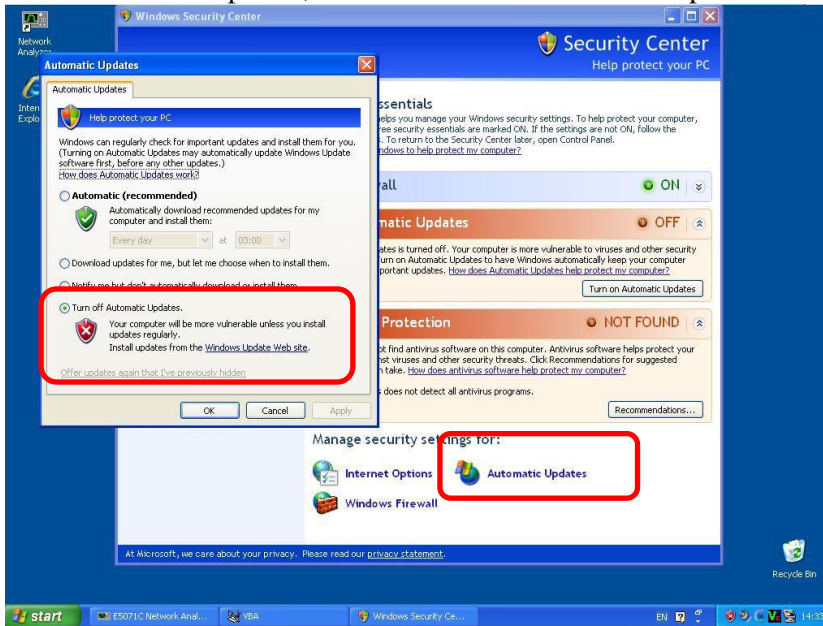update runs or Antivirus soft runs.
It is recommended not to run Windows automatic update or Antivirus soft while measuring.

How to Turn off Automatic Updates
Right click on Windows Security Alerts, and then select Open Security Center
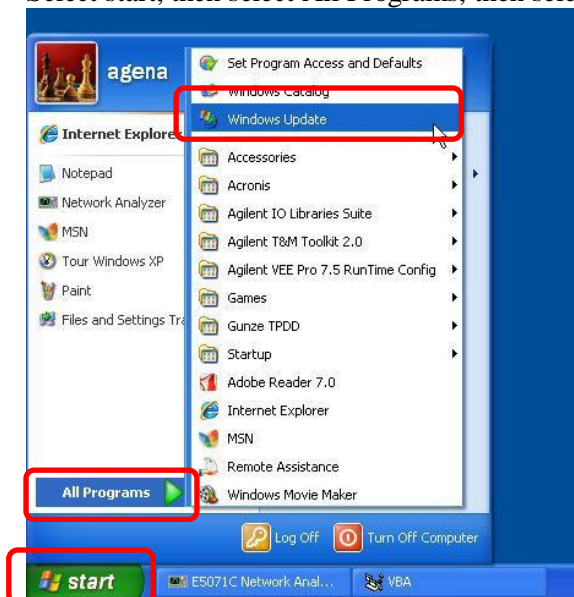
Click Automatic Updates, then click Turn off automatic Updates

It is recommended to run Windows Update manually while not operating the instrument.
How to run Windows Update manually
Select start, then select All Programs, then select Windows Update

Revision History:

Revision Number	Date	Author	Reason For Change
E5061B-09	19-Dec-2013	jm	As published