Modification Recommended Service Note

Supersedes:
None

E5071C ENA Series Network Analyzer, 9 kHz to 20 GHz

Serial Numbers: MY46733783 - MY46734690 & SG46700656 - SG46700660
Manufacturing ID Number: N/A.

E5071C SSD SATA Cable Installation Enhancement for Fixed Data Storage (Opt-019)

Parts Required:

P/N	Description	Qty.
E5070-01297	Angle	1
0515-2028	Screw-Flat-T8 M2.5X0.45 6mm	2
1400-0249	Cable tie	1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[X] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS	LABOR: 0.5 Hours		
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) [X] SERVICE CENTER [[]] CHANNEL PARTNERS	SERVICE: [[]] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT		USED PARTS:	[X] RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1-Sep-2021			
	[[]] Calibration Required [X] Calibration NOT Required	PRODUCT LINE: WN AUTHOR: ls			

ADDITIONAL INFORMATION:
To be performed by: Keysight Technologies service center only.

KEYSIGHT TECHNOLOGIES

Situation:

In some unlikely situation, the SSD (Solid-State Drive) SATA (Serial ATA) cable will become loose when the cable is pushed downwards. This is due to the Micron 1100 SSD connector latch design.

Affected E5071C needs to fulfill the following two conditions (1 AND 2).

1. **Micron 1100 SSD.** Refer to the above listed serial number range.
   &
2. **Opt-019 Fixed storage**. (Opt-017 Removable storage is NOT affected.)

→If end user E5071C shows "Operating System Not Found" error message, once it is verified by Keysight service team with root cause matched with the described symptom, enhancements are made available. Apply this service note.
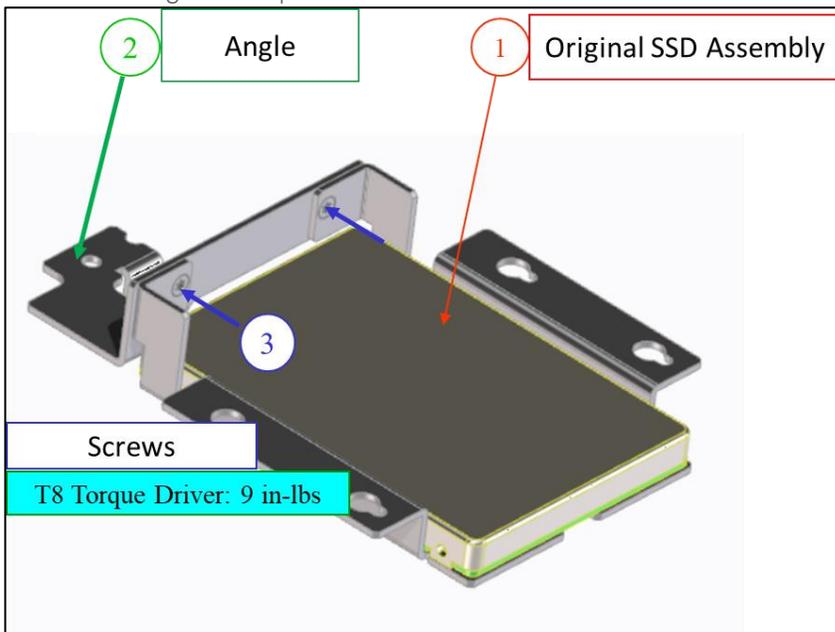
→If it is determined to be other types of SSD failures or non-SATA-connection induced, do not apply this service note. Refer to standard repair handling.
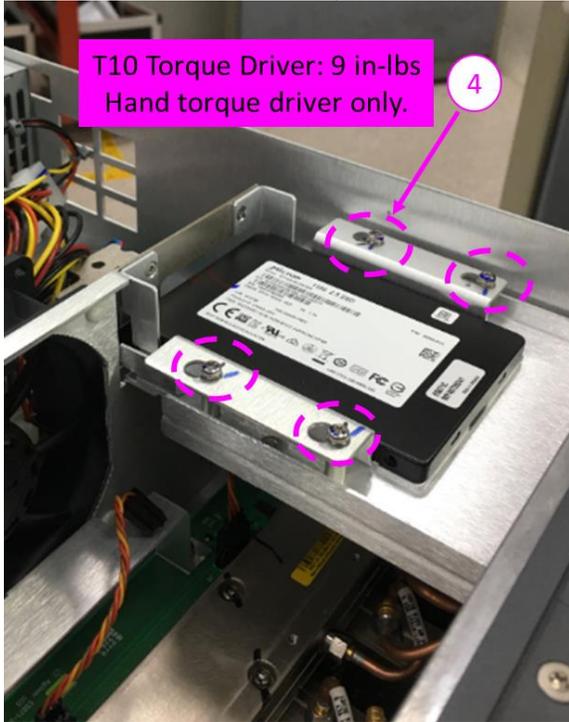
Solution/Action:

In summary

- Add
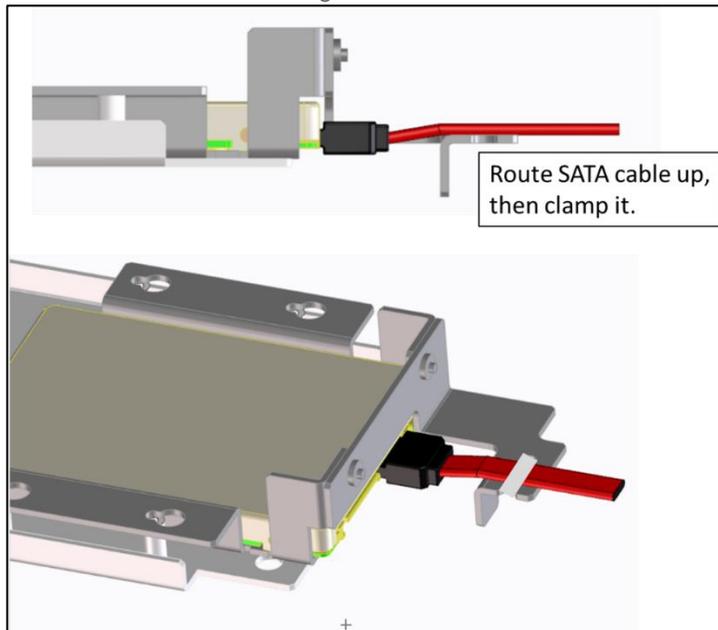 Angle, screw, cable tie.

- Reuse
  Original SATA SSD

1. Remove the E5071C casing. Refer to service guide chapter 6 – Outer Cover Removal.
2. Remove the SSD assembly.
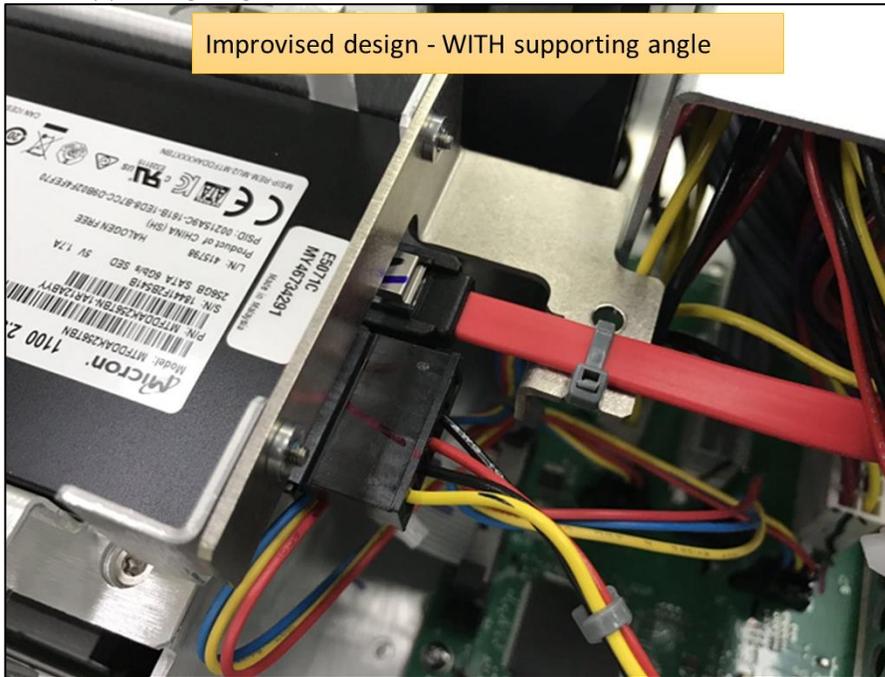3. Install the angle as depicted. Fasten the two screws.

4. Reinstall the SSD assembly to the E5071C chassis.

T10 Torque Driver: 9 in-lbs
Hand torque driver only.

4

5. Connect the SATA cables and power supply cable.
   The SATA cable needs to be lifted **upward** and supported by the angle. Shown is the illustration on the SATA cable routing.

Route SATA cable up, then clamp it.

6. Apply cable tie to secure the SATA cable onto the angle. Shown is the E5071C SSD assembly with supporting angle. Ensure the cables are well-fastened.

Post-enhancement procedure.

Compulsory - Inspect the booting process. Ensure the OS boots and FW loads correctly.

Optional – Since SSD is reused, the touch screen X-Y position will remain accurate. Only perform touch screen calibration if it is necessary.

~End~

Revision History:

Date	Service Note Revision	Author	Reason for Change
22-Aug-2019	E5071C-54	ls	As Published