Information Only Service Note

E5071C ENA Series Network Analyzer, 9kHz to 20GHz

Serial Numbers: ALL
Manufacturing ID Number: N/A

E5071C Touch Panel Controller & Solid State Drive compatibility reference

Parts Required:

Refer to Table 1-1

ADMINISTRATIVE INFORMATION

[[]] Calibration Required	PRODUCT LINE: WN
[X] Calibration NOT Required	AUTHOR: ls

ADDITIONAL INFORMATION:
This service notes provides the guidance on the compatibility and replacement handling to the different generations E5071C touch panel controllers and SSD. This service note is only applicable to Win-10 HW generation E5071C.
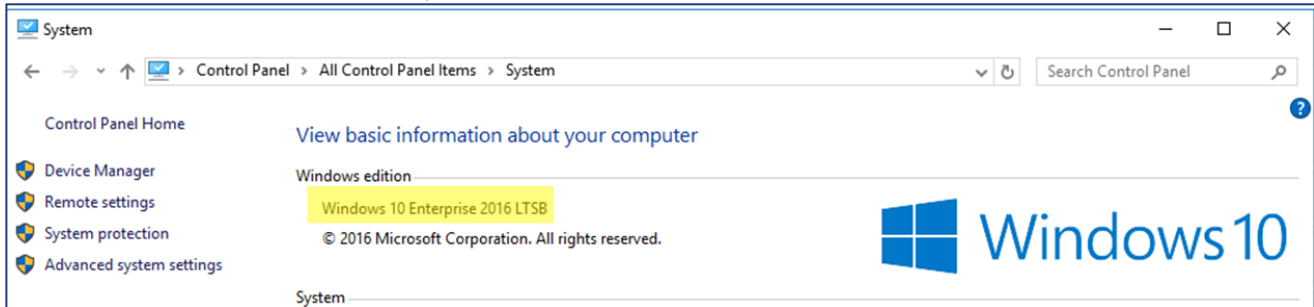
KEYSIGHT
TECHNOLOGIES

Situation:

<u>Prerequisites</u>
Check the actual OS installed in E5071C in "System properties".
This service note is only applicable to <u>Win-10 based</u> E5071C.
For Win-XP/7-based E5071C, skip this service note.

<u>Overview</u>
Earlier generation of touch panel controller board has been discontinued by supplier.
New touch panel controller is not a drop-in replacement and can only be supported by the identified SSD storage image (FW revision) or newer.
Refer to the solution as follows.

Solution/Action:
E5071C touch panel replacement part – support strategy.

1. For Official Win-10 with MY470/ SG470 serial number prefix and above, replace with **new** touch panel controller 0960-3512. This generation SSD supports the new touch panel since day-1.

2. For Official Win-10 with MY467/8/9, SG467/8/9 serial number prefix fitted with **new** touch panel controller, replace with **new** touch panel controller 0960-3512. This covers the Win-10 based E5071C which had its touch panel controller replaced along with the port or freq. upgrade conversion.

3. For Official Win-10 with MY467/8/9, SG467/8/9 fitted with **old** touch panel controller, replace with **old** touch panel controller 0960-2972.

4. For Win-10 E5071C upgraded from earlier Win-XP/ 7 generations (sn prefix of MY461-466,SG461-466) fitted with **old** touch panel controller, replace with **old** touch panel controller 0960-2972.

In summary, the following requirement must be met.
Table 1-1

Combinations	Original Touch Panel Controller	Replace with	Action needed
1	0960-2972	0960-2972	NA. Replace as is.
2	0960-2972	0960-3512 + E5071-82307 *1	SSD image needs to be Storage revision CG1410 (FW Rev B.14.10) or newer
3	0960-3512	0960-3512	NA. Replace as is.

*1. CG1410++ (original FW B.14.10++) or newer SSD image supports both old and new touch panel controller.
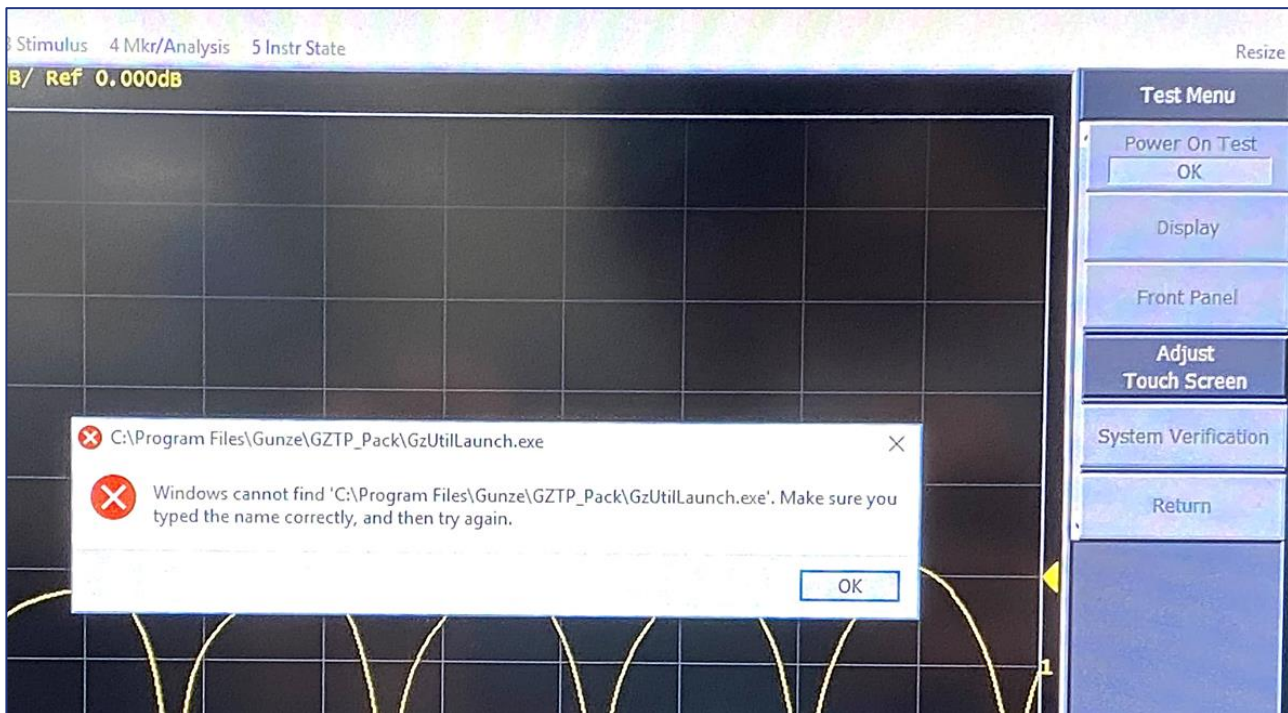However, once the SSD is initialized and paired with old touch panel controller for the first time, it will no longer recognize or support the new touch panel. Similar behavior applies to the opposite combination.
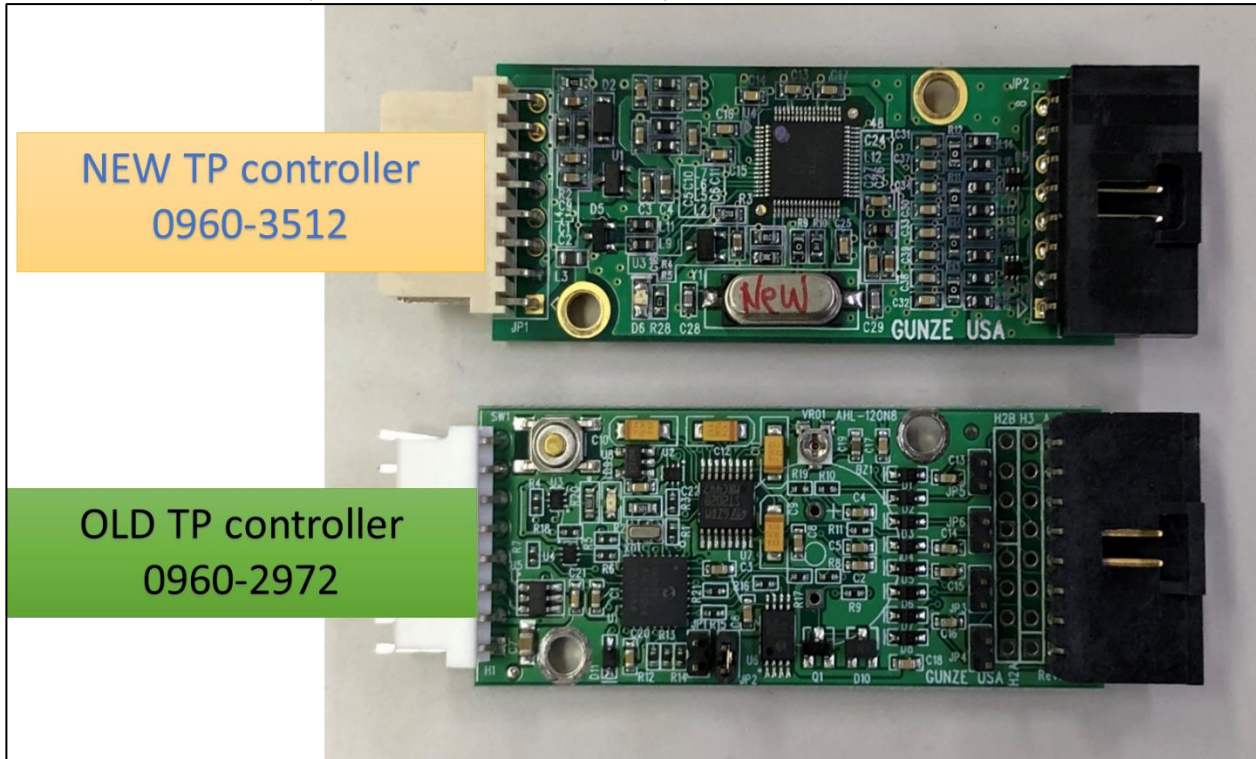This HW-SSD stickiness/ dependency will NOT be resolved with E5071C system recovery.
The solution to this is to either replace a brand new unused SSD or to repair as-is with the identical generation touch panel controller board.

Incorrect combination of Touch panel and SSD will either result in unsupported touch panel controller or unexpected response to user touch inputs. The following error message will be prompted whenever user click on the "Adjust Touch Screen" function.

"Windows cannot find "C:\Program Files\Gunze\GZTP_Pack\GzUtillaunch.exe". Make sure you typed the name correctly, and then try again."

Shown is the visual comparison of old vs new touch panel controller.

~End~

Revision History:

Date	Service Note Revision	Author	Reason for Change
13-Apr-2021	E5071C-55	ls	As Published