

# E5072A-03

## S E R V I C E N O T E

Supersedes:  
NONE

### E5072A Network Analyzer

Serial Numbers: MY51100001 to MY51299999, SG51100001 to SG51299999

#### ENA freezes when Windows update runs

**Parts Required:**

P/N	Description	Qty.
NONE		

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
<b>INFORMATION ONLY</b>	
<input type="checkbox"/> Calibration Required	PRODUCT LINE: WN
<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR: jm
ADDITIONAL INFORMATION:	

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Rev. 21

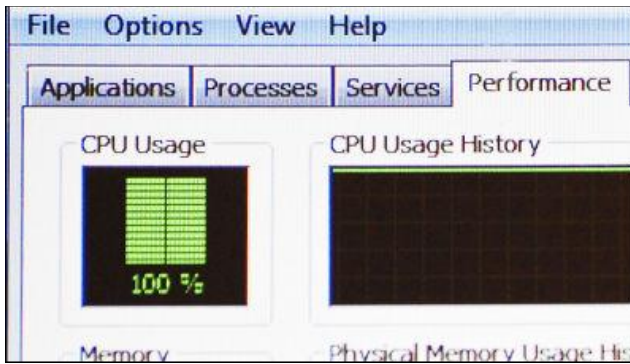


**Agilent Technologies**

**Situation:**

Windows 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 MY511, MY512, SG511 and SG512 have single core CPU. Those instruments sometimes freeze or run slowly when Windows automatic update runs or Antivirus soft runs.

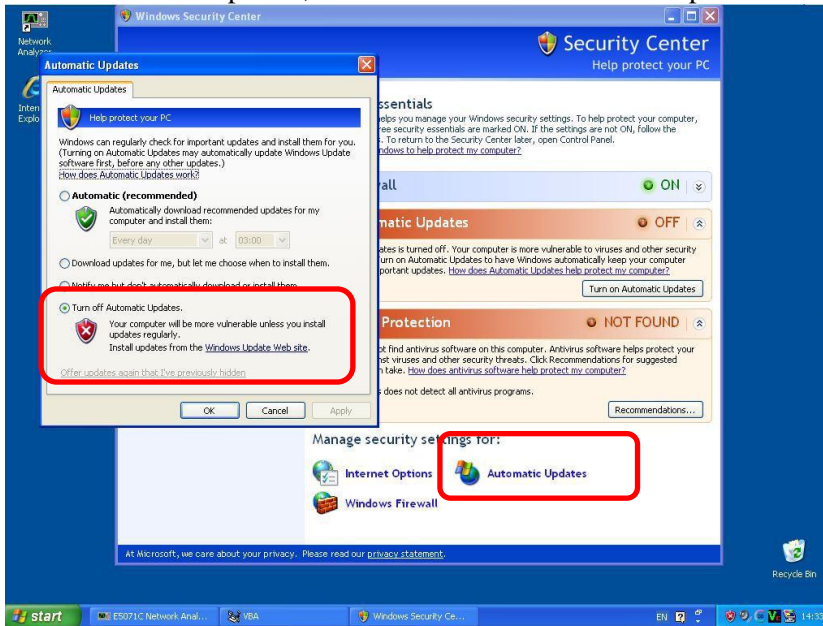
It is recommended not to run Windows automatic update or Antivirus soft while measuring.

How to Turn off Automatic Updates

Right click on Windows Security Alerts, and then select Open Security Center



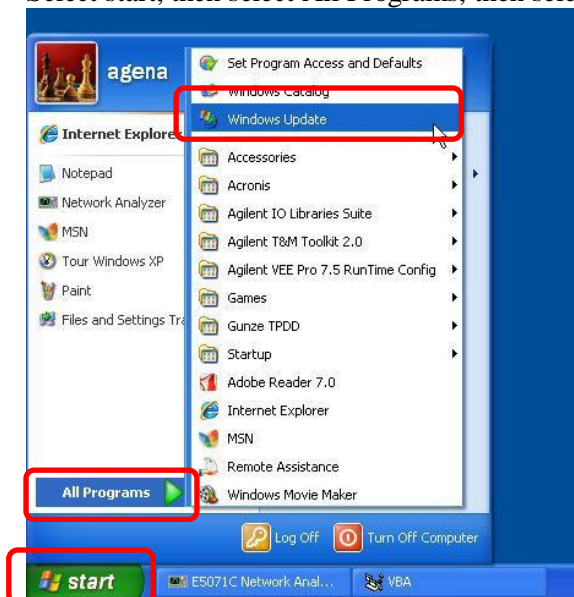
Click Automatic Updates, then click Turn off automatic Updates



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:**

<b>Revision Number</b>	<b>Date</b>	<b>Author</b>	<b>Reason For Change</b>
E5072A-03	19-Dec-2013	jm	As published