

**N1996A-04**

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

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Supersedes:  
None

**Agilent CSA Spectrum Analyzer**

**Serial Numbers: All**

**Couldn't Boot Up**

**Parts Required:**

P/N	Description	Qty.
None		

**Situation:**

Instrument could not boot up or hanged at first copyright window upon powering on. Suspecting this could be caused by loose assemblies from its original seating. N1996-63006/32/34 CPU assembly and N1996-63002/33 DIF assembly would have higher chance of experiencing this event due to its fringy contact on N1996-63004 motherboard.

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:	
<b>INFORMATION ONLY</b>	
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ADDITIONAL INFORMATION:	

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Figure 1: Freeze at First Copyright Screen.

Before swapping out any assemblies, it is worth to try on re-sitting the assemblies since hanged up.

**Solution/Action:**

1. Un-button the CSA padding and chassis cover.



Figure 2: Un-buttoned CSA.

2. All the assemblies are noticeable clearly and easily. The purpose is to re-sit N1996-63006/32/34 CPU assembly and/or N1996-63002/33 DIF assembly.

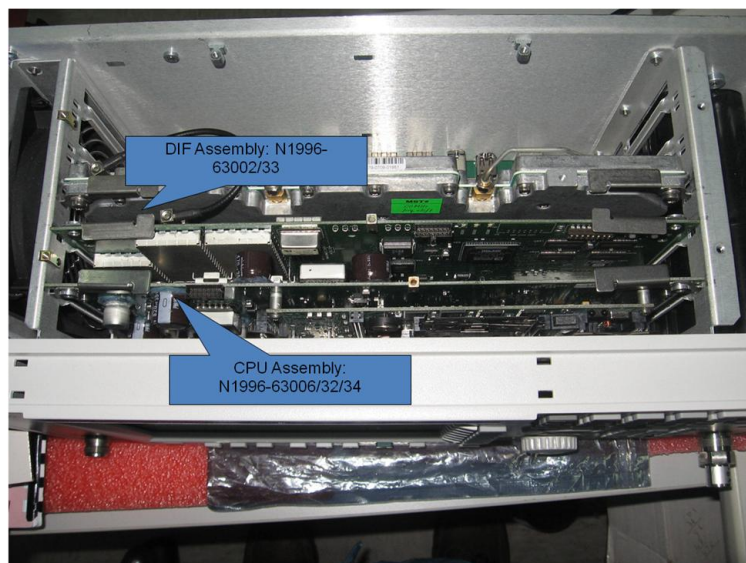


Figure 3: N1996-63006/32/34 CPU assembly and N1996-63002/33 DIF assembly.

3. Re-sit N1996-63002/33 DIF assembly.



Caution: You could re-sit N1996-63002/33 DIF assembly without taking of the 8121-1387 RF-IF cable. Otherwise, if there is a necessary to do so, upon removing and re-sitting the DIF assembly, adjustment needs to be performed.

4. Re-sit N1996-63006/32/34 CPU assembly.



**Additional Notes**

- One could try to re-sit N1996-63006/32/34 CPU assembly first and if it is still failed with the aforementioned symptom(s), one could proceed to try to re-sit N1996-63002/33 DIF assembly.