N9912A -02

S E R V I C E   N O T E

N9912A FieldFox RF Analyzer

Serial Numbers: US00000000 / US49100000 and MY00000000 / MY49100000

Old versions of the System Board (N9912-60004) and the RF assembly (N9912-60002) must both be replaced when either assembly is replaced.

Parts Required:

P/N	Description	Qty.
N9912-60004	System Board	1
N9912-60002	RF assy	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
MODIFICATION AVAILABLE	
ACTION CATEGORY:: AGREEABLE TIME	[[]] PERFORMANCE ENHANCEMENT X SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY: [[]] CUSTOMER INSTALLABLE [[]] ON-SITE X SERVICE CENTER [[]] CHANNEL PARTNERS	AVAILABILITY: Product's support life
AUTHOR: LSH	PRODUCT LINE: WN
ADDITIONAL INFORMATION:	

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Agilent Technologies

Situation:

Design changes have been made to both System Board and RF Assembly to prevent possible "#59: LO VCO Unlocked" errors at 2.83 MHz when in CAT or NA modes. Design changes make current versions of assemblies incompatible with "old" versions. Replacement assemblies available for service are current versions. Generally, for FieldFox units in the serial number ranges indicated above, when either System Board or RF Assembly require replacement both assemblies should be replaced.

If it is necessary to check for the 2.83 MHz problem indicated above:
- Allow the FieldFox to warm up for approximately an hour.
- Preset the FieldFox (will activate CAT mode)
- Set the Freq Span to 0 Hz
- Set the Center frequency to 2.83 MHz
- If no error is reported, then the FieldFox does not have the problem indicated above.

Solution/Action:

If the FieldFox exhibits the 2.83 MHz problem then both assemblies are assumed to be "old", replace both the System Board and the RF Assembly.

The following process applies whenever either the System Board (N9912-60004) or the RF Assembly (N9912-60002) is to be replaced on a FieldFox with a serial number in the ranges indicated above:

Determine the current revisions of the assemblies as reported by the firmware:
- If the firmware revision is less than A.03.02, upgrade the firmware.
- Power up the FieldFox and press the System hard key.
- Press Service Diagnostics then System Information
- On the "RF Identity" line, note the value following "HW=", this is the revision of the board.
- On the "SB Idenity" line, note the value following "HW=", this is the revision of the board.

If "N/A" is displayed for either "RF Identity" or "SB Identity", consider the revision of the board to be 1.

If the System Board is being replaced, also replace the RF Assembly if the revision of the RF Assembly is reported to be less than 10.

If the RF Assembly is being replaced, also replace the System Board if the revision of the System Board is reported to be less than 4.

Replace the System Board and/or the RF Assembly as required. Assembly replacement instructions are contained in the N9912A Service Guide (N9912-90003).

After assembly replacement is complete, do the following to check for compatible board revisions:

- If the firmware revision is less than A.03.02, upgrade the firmware.
- Power up the FieldFox and press the System hard key.
- Press Service Diagnostics then System Information
- On the "RF Identity" line, the value following "HW=" should be 10 or greater.

- On the "SB Idenity" line, the value following "HW=" should be 4 or greater.

Additional cost for incremental labor and parts required by this Service Note should be charged to warranty for the support life of the product.