N9912A-04A

S E R V I C E   N O T E

Supersedes:
N9912A-04

N9912A FieldFox RF Analyzer

Serial Numbers: ALL

Potential frequency accuracy shifted when restarting N9912A from standby mode.

Parts Required:
P/N	Description	Qty.

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION CATEGORY: X ON SPECIFIED FAILURE	STANDARDS LABOR: 0.25 Hours	
LOCATION CATEGORY: X CUSTOMER INSTALLABLE X ON-SITE X SERVICE CENTER X CHANNEL PARTNER	SERVICE INVENTORY: SEE TEXT	USED PARTS: SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: END OF SUPPORT	
AUTHOR: DYCS	PRODUCT LINE: WN	
ADDITIONAL INFORMATION: N/A		

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Situation:
Firmware versions earlier than A.05.17 may cause the N9912A to be out of specification for frequency accuracy when restarted from standby mode during an NA or SA measurement. This problem does not occur when using external frequency reference.

Solution/Action:
New firmware (starting from A.05.17) has been developed to insure the FieldFox N9912A system performance.

Instruction to download the updated firmware is available at the FieldFox support page link, http://na.tm.agilent.com/fieldfox/.

In cases where a firmware update is not an option, a work-around method will insure frequency accuracy:

1. Make sure an ext freq ref not connected to FieldFox
2. Switch to external frequency reference source, and wait for error message.
                 (System > System Configuration > Frequency Ref)
3. After error message appears "Ext Ref UNLOCKED", switch back to Int frequency reference source.