34980A-06

Modification Recommended Service Note

Supersedes: NONE

34980A Multifunction Switch/Measure Unit

Serial Numbers: MY56482363 - MY56484193, SG564680019 - SG56480030

The Problem – Devices found to have duplicate MAC addresses can cause an IP conflict when connected on the same local network.

Parts Required:

P/N Description Qty.

NONE

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[]] ON SPECIFIED FAILURE [X] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours
LOCATION CATEGORY:	[X] CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) [[]] SERVICE CENTER [[]] CHANNEL PARTNERS	SERVICE: [[]] RETURN USED [[]] RETURN INVENTORY: [[]] SCRAP PARTS: [[]] SCRAP [[]] SEE TEXT [[]] SEE TEXT
AVAILABILITY	: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31 March 2020
	[[]] Calibration Required [X] Calibration NOT Required	PRODUCT LINE: PLGM AUTHOR: AK

ADDITIONAL INFORMATION:



Situation:

Media Access Control (MAC address) is a hardware address that uniquely identifies each instrument on a network. Each of the 34980A instruments must have a unique MAC address. Due to a software bug, some 34980A's have been shipped with the same MAC address [80-09-02-07-29-FF]. When 34980A's that have the same MAC address are connected to the same local area network, an IP conflict occurs.

Solution/Action:

- 1. Connect the 34980A instrument to a PC controller either using a GPIB cable or LAN cable.
- 2. Open Connection Expert to ensure a connection to the instrument is established. Take a note of the **VISA address** (GPIB or LAN address). The VISA address will be used in the 34980A MAC Address Refresh Program.vxe application as a user input.

Keysight Conn	ection Expert	2018					٥	?	-		×
Instruments	PXI/AXIe Cha	ssis									
My Instruments	+ Add	2 ⅲ т	Details for	Agilent	Technolo	ogies 349	80A				
No Instruments Found LAN (TCPIPO) 34980 156.12 LAN (TCPIP1) Instruments found on la	DA, Agilent Tech 10.92.16 ocal subnet, click	nnologies	Check Status Manufau Model: Serial N Firmwai	Edit Edit cturer: lumber: re Versior	Remove Agile 3498 MY56	Interactive IO nt Technol 0A 6483211 -2.19-2.07	IO M ogies	Ionitor	Com	pmano pert	ŧ
LAN (TCPIP2) Instruments found on lato your list.	ocal subnet, click _i	[+Add] to ad	Web Inf	formation n String:	: Produ s	uct Page					
✓ COM (ASRL0) No Instruments Found				VISA A	ddress			AI	liases		
V USB (USB0)				TCPIP0:	:156.140.9	92.16::inst0:	:INST	R			
No Instruments Found		Ļ	20								-

3. Launch Keysight Interactive IO tool within Connection Expert and verify the MAC address of the instrument using SCPI command:

(a) "SYS	ST:COMN	1:LAN:MA	AC?" : quer	ry the instru	ment's LA	AN MAC address.
🔜 Con	nect Intera	ict Help	Keysight	Interactive IO	_ □	×
Stop [Device Clear	10] Read STB	SYST:ERR?	🔊 Clear History	Dptions	
Command	SYST:COMM	:LAN:MAC?		-	Commands	•
	Send Comr	nand Rea	ad Response	Send & Read		
Instrument	Session Histo	ory				
* Connected to: TCPIP0::156.140.92.16::inst0::INSTR -> <u>SYST:COMM:LAN:MAC</u> ? <- <mark>"80-09-02-07-29-FF"</mark>						
CONNECTE	D TO TCPIPO:	156,140,92	16::inst0::INST	FR		

4. If the MAC address is [80-09-02-07-29-FF], please proceed to step 5. Else, the instrument is not affected by the MAC address issue and no further action is required.

- 5. Go to URL: http://ftp.keysight.com/mpusup/34980AMAC/
- 6. Save 34980A MAC Address Update Refresh Program.vxe and Keysight_VEE_Runtime_9.33.exe to the PC.
- 7. Install Keysight VEE Runtime, if not already installed on the PC by running Keysight_VEE_Runtime_9.33.exe.
- 8. Open 34980A MAC Address Update Refresh Program.vxe using Keysight VEE Runtime.
- 9. Enter the VISA address of the instrument to be updated in the text box.

0105.	Version: 1.0
Only 34980A loaded with MAC address "80-09-02-07-29-FF" re	quires refresh of MAC address
Command to check MAC address: SYST:COMM:LAN:MAC?	
Please insert VISA address (GPIB/LAN/USB). Click "START" bu	tton to refresh MAC address.

- 10. Click the "**START**" button to initiate the verification process.
- 11. A confirmation dialog will pop up, confirming that the instrument has the MAC address issue.

Confirmation	X Version: 1 (
Your unit is detected with duplicated MAC addres	SS.
Serial Number: MY56483211 Duplicated MAC Address: 80-09-02-07-29-FF	s refresh of MAC address
Click Continue if you wish to refresh MAC addres	ss. prefresh MAC address.
Continue Cancel	
10111441000 . JTOLIL 0 100. 140.02. 10IIBIG	

- 12. Click the "Continue" button to initiate the MAC address update.
- 13. A dialog box will pop up, indicating that the update was successful.

essage Box Kindly be	informed that MAC address is refreshed successfu	Version: *
Serial Nu New MAC	mber: MY56483211 Address: 80-09-02-07-AA-72	MAC addres
	ОК	C address.
ISA Address	: TCPIP0::156.140.92.16::inst0::INSTR	2

14. Close Keysight VEE Runtime.

Revision History:			
Date	Service Note Revision	Author	Reason for Change
11 Mar 2019	01	AK	As Published