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

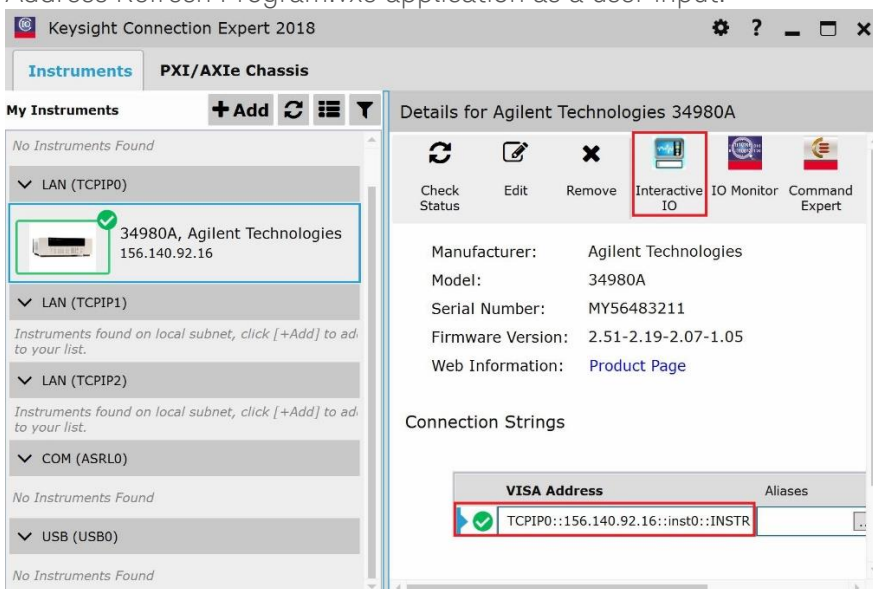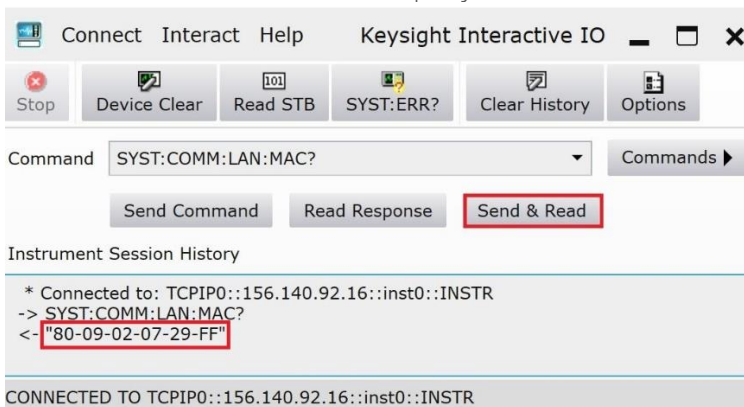| ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE [X] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours			
LOCATION CATEGORY:	[X] CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) [[]] SERVICE CENTER [[]] CHANNEL PARTNERS	SERVICE: INVENTORY:	[[]] RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS:	[[]] RETURN [[]] SCRAP [[]] 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.
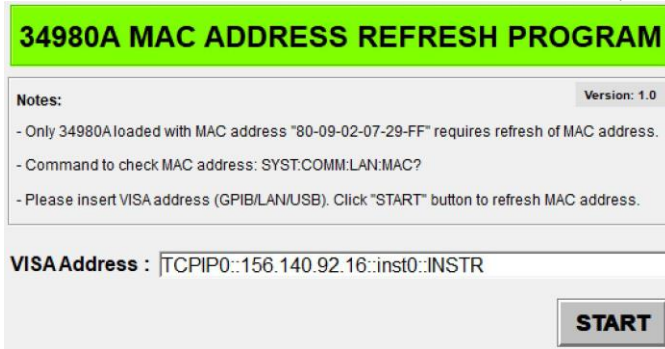

3. Launch Keysight Interactive IO tool within Connection Expert and verify the MAC address of the instrument using SCPI command:
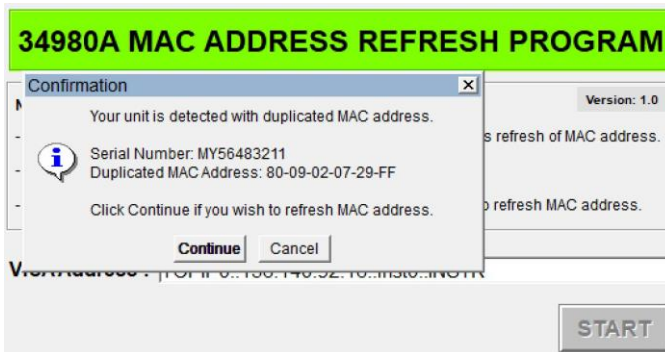   (a) "SYST:COMM:LAN:MAC?" : query the instrument's LAN MAC address.

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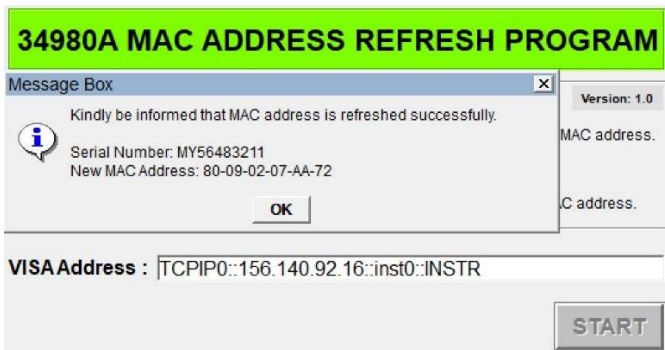
5. Go to URL: ftp://ftp.keysight.com/mpusup/34980AMAC/
6. Save 34980A MAC Address Update Refresh Program.vxe and Keysight_VEE_Runtime_9.33.exe to the PC.
7. Install Keysight VEE Runtime, if not already installed on the PC by running Keysight_VEE_Runtime_9.33.exe.
8. Open 34980A MAC Address Update Refresh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

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.

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

14. Close Keysight VEE Runtime.

Revision History:

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