

B1505A-02

Modification Recommended Service Note

Supersedes:
NONE

B1505A Power Device Analyzer/Curve Tracer Mainframe

Serial Numbers:

See below.

The Problem – Cannot recognize the peripheral product; N1268A Ultra High Voltage Expander and when it is connected, the communication error (timeout) occurs.

Parts Required:

NONE.

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	X AGREEABLE TIME	LABOR:	0.0 Hours		
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> SERVICE CENTER		X SEE TEXT		X SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	08-Aug-2019		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	1H		
	X Calibration NOT Required	AUTHOR:	HT		

ADDITIONAL INFORMATION:

Situation:

The B1505A with the specified serial numbers were shipped with the following EasyEXPERT software and the firmware revisions. And in these combination, B1505A does not recognize N1268A and gives the communication error (timeout).

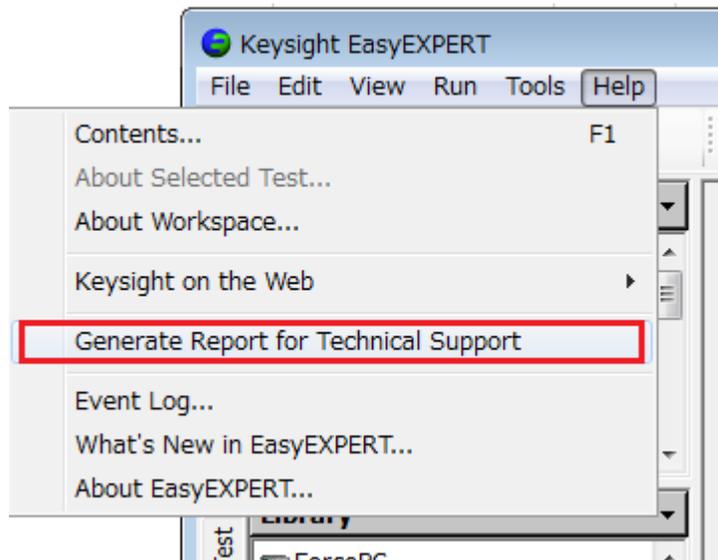
EasyEXPERT	Firmware
6.1.1616.3825	A.06.01.2015.1112 or earlier
6.1.1649.6500	A.06.01.2015.1112 or earlier
6.1.1716.5160	A.06.01.2015.1112 or earlier
6.1.1742.9630	A.06.01.2015.1112 or earlier

And the problem is solved by installing the Firmware revision A.06.01.2016.0401 or later and it is contained in the EasyEXPERT 6.1.1830.2880 or later installer package.

Solution/Action:

Procedure 1: Determine whether or not the instrument is affected by this issue.

- (a) Confirm the B1505A serial number if it is listed on the page 4. If listed, proceed to (b).
- (b) Confirm the EasyEXPERT and the firmware revision as follows and check against the table above.
 - Step 1: Start the EasyEXPERT software.
 - Step 2: Click “Help” and select “Generate Report for Technical Support” as shown below.



Step 3: Specify the file name and click “OK” and you should have the below text message.

Step 4: Confirm the Firmware (F/W) and EasyEXPERT S/W Revisions and check if the combination is listed in the table on the page 2.



Procedure 2: Downloading and Installing EasyExpert 6.1.1830.2880

Download EasyEXPERT 6.1.1830.2880 (or later revision) from the link below and install it.

<https://www.keysight.com/main/software.jsp?ckey=2351015&lc=eng&cc=US&nid=-33786.809392&id=2351015>

NOTE: The installation instruction is available in the website.

NOTE: This EasyEXPERT installer contains the Firmware as well.

NOTE: For more details, refer to the EasyEXPERT User's Guide, Volume 2, page 186.

<http://literature.cdn.keysight.com/litweb/pdf/B1540-90020.pdf>

Procedure 3: Confirming the EasyEXPERT and the Firmware revisions are updated

Perform the Procedure 1 again and confirm if the EasyEXPERT and the Firmware revisions are updated as follows.

EasyEXPERT Revision: 6.1.1830.2880 or later
Mainframe Firmware Revision: A.06.01.2016.0401 or later

Affected Instruments in the Serial Number Range

The instruments listed below are confirmed to be affected.

MY54010267, MY54010268, MY55230255, MY55230263, MY55230264, MY55230265, MY55230266
MY55230268, MY55230269, MY55230271, MY55230272, MY55230273, MY55230274, MY55230275
MY55230276, MY55230278, MY55230279, MY55230280, MY55230281, MY55230282, MY55230283
MY55230285, MY55230286, MY55230287, MY55230289, MY55230290, MY55230291, MY55230292
MY55230293, MY55230294, MY55230296, MY55230297, MY55230298, MY55230299, MY55230300,
MY55230302, MY55230303, MY55230305, MY55230306, MY55230307, MY55230308, MY55230309,
MY55230310, MY55230311, MY55230313, MY55230314, MY55230316, SG55230105

Revision History:

Date	Service Note Revision	Author	Reason for Change
05 Aug 2018	01	Hiromasa Tsunemoto	As Published