

Modification Recommended Service Note

Supersedes:
NONE

B2962B 6.5 Digit Low Noise Power Source, 32W, 210V, 3A, 2ch

Serial Numbers: See table on the page 2.

The Problem – Distortion occurs in the output waveform when creating a sweep waveform.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	X AGREEABLE TIME	LABOR:	1.0 Hours
LOCATION	X CUSTOMER INSTALLABLE (No Parts involved)	SERVICE:	<input type="checkbox"/> RETURN
	<input type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE (<i>active On-site contract required</i>)		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS	USED	<input type="checkbox"/> RETURN
		PARTS:	<input type="checkbox"/> SCRAP
			<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	April 30,2025
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	1H
	X Calibration NOT Required	AUTHOR:	HT

ADDITIONAL INFORMATION:

Situation:

When a sweep waveform is created, the output waveform is distorted, and the expected waveform cannot be output.

Solution/Action:

This has been fixed using the latest FPGA version. Obtain the FPGA Update Software (FpgaUpdate588451.exe) from the Keysight.com website provided below and install it. On the site, you will find instructions that you can follow. Once you start the update, it will finish unattended.

[Keysight B2960B FPGA Update | Keysight](#)

You can check the FPGA revision by following the steps below:

- Press the Front Panel Function key as follows.

More... > System > More... > Info. > Revision

NOTE: The Module FPGA revision is displayed as follows for the channel 1 and 2, respectively. If Module FPGA revision is 12.41 or higher, the FPGA update is not needed.

Module Revision (1) : FPGA (12.xx), Board (x)

Module Revision (2) : FPGA (12.xx), Board (x)

Affected Instruments:

The instruments with the serial numbers listed below are confirmed to be affected:

MY63320101	-	MY63320149
MY63320151	-	MY63320152
MY63320154	-	MY63320179
MY63320182	-	MY63320184
MY63320187	-	MY63320193

Revision History:

Date	Service Note Revision	Author	Reason for Change
26 Mar 2024	01	HT	As Published