

DAQ970A-03

Information Only Service Note

Supersedes:
NONE

DAQ970A Data Acquisition System

Serial Numbers: MY58000101 - MY58000861

The Problem – Customer owns a DAQ970A with BenchVue Included license receives a refurbished DAQ970A serial number below MY58000862 which is ineligible for BenchVue Included license after service center unit exchange. (Refurbished units with serial number below MY58000862 do not have BenchVue Included license)

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

<input type="checkbox"/> Calibration Required
<input checked="" type="checkbox"/> Calibration NOT Required

PRODUCT LINE: GM
AUTHOR: WV

ADDITIONAL INFORMATION:

Situation:

DAQ970A Data Acquisition System with serial number MY58000862 and above has BenchVue license included with the instrument. The repair strategy for this product is unit exchange with either new unit or refurbished unit. Refurbished unit with serial number less than MY58000862 will not have BenchVue license included with the instrument.

Customer might have problem activating the license using a refurbished unit after unit exchange.

Solution/Action:

When service center performs unit exchange with refurbished unit which has serial number below MY58000862, submit a request to the BenchVue Support Team at benchvue.servicedesk@keysight.com to get the serial number of the refurbished unit added into the database.

Once the serial number is added into the database, customer will be able to activate the license using the refurbished unit.

Revision History:

Date	Service Note Revision	Author	Reason for Change
15 Sept 2021	01	WV	As Published