

N2640A-01

S E R V I C E N O T E

Supersedes:
None

N2640A – WireScope Pro

Serial Numbers: ALL

It is recommended that you use software version 3.0.53 on your N2640A, N2642A and N2643A for best testing and reliable performance.

IMPORTANT: N2640A software version 4.0.9 had an issue with results storage and results retrieval. Results called up from USB stick cannot be read from Scope Data Pro II version 4.0.9. There are also instances where only partial results are seen. This issue will cause irretrievable results and data lost. In order to rectify this issue, please use version 3.0.53.

Parts Required:

P/N	Description	Qty.
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None

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY	
AUTHOR: BKOH	PRODUCT LINE: PW
ADDITIONAL INFORMATION:	

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Situation:

It is recommended that you use software version 3.0.53 for best testing and reliable performance.

IMPORTANT: N2640A software version 4.0.9 had an issue with results storage and results retrieval. Results called out from USB stick cannot be read from Scope Data Pro II version 4.0.9. There are also instances where only partial results are seen. This issue will cause irretrievable results and data lost. In order to rectify this issue, please use version 3.0.53.

Solution/Action:

The N2640A software is available at: (www.wirescope.com)

Using 3.0.53 revision of software will provide N2640A with reliable results storage.