N6700B-03 <u>S E R V I C E N O T E</u>

Supersedes: NONE

N6700B – Modular Power Supply Mainframe Serial Numbers: MY43000000 to MY43022013

The web page served from these products to a web browser running Java 7 displays the incorrect output state.

Parts Required: P/N

Description

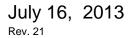
Qty.

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION [[]] ON SPECIFIED FAILURE CATEGORY: x AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours		
LOCATION x CUSTOMER INSTALLABLE CATEGORY:[[]] ON-SITE (active On-site contract required) x SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT	
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: EOS		
[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: SP AUTHOR: PF		
ADDITIONAL INFORMATION:			

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Page 2 of 2 Situation:

The power supply's web page GUI when installed on N6700B/N6701A/N6702A Modular DC Power Supply mainframes will show the output state to be off when it is actually on and it may show a zero volt output when the voltage is non-zero. This occurs with either Internet Explorer or Firefox web browsers that are running Java 7 on a Windows based PC. This problem does not appear on the front panel of the power supply, the SCPI programming interface, nor with a web browser running previous versions of Java.

The N6700 series can produce unexpected voltages and Agilent requests that the firmware be updated as soon as possible.

Solution/Action:

- 1. Verify that your instrument(s) corresponds to the above model.
- 2. Check that the power supply's mainframe firmware is version D.01.09 or lower. This can be done using one of the IO interfaces and sending the "*IDN?" query. If firmware version is D.02.01 or above, you do not need to do anything further.
- 3. If the firmware version is D.01.09 or lower, do not use the affected unit under the hazardous condition described above and continue with step 4.
- 4. Download the latest firmware utility and perform the firmware upgrade to version D.02.01 and above. Use web link to download firmware utility and latest firmware revision for N6700 Series Modular DC Power Supply mainframes. <u>http://www.agilent.com/find/n6700firmware</u>

Revision History:

Revision History.				
Revision	Date	Author	Reason For Change	
Number				
1.0	7/9/13	PF	As published	