

N9010B-02

Modification Recommended Service Note

Supersedes:
NONE

N9010B EXA Signal Analyzer

Serial Numbers: ALL

Instrument software versions A.20.03 and A.20.04 cause intermittent amplitude errors

Parts Required:

NONE Software update

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	1.0 Hours		
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	X ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input checked="" type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	(April 1, 2019)		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	[12]		
	X Calibration NOT Required	AUTHOR:	[BS]		

ADDITIONAL INFORMATION:

Situation:

Instruments with software version A.20.03 or A.20.04 can have intermittent amplitude errors due to the instrument using the default amplitude corrections rather than the internally stored calibration file for the particular instrument serial number. The issue appears under circumstances when the instrument is loading a specific calibration file and some other processing is triggered at the same time.

Solution/Action:

Determine what version of software the instrument has by pressing **System, Show System** and looking at the Instrument S/W Revision.

There are two possible courses of action if the software revision is A.20.03 or A.20.04:

Action 1.

Download and install instrument software A.20.16 or later. Software is available at http://www.keysight.com/find/xseries_software beginning in late April 2018.

Action 2.

If instrument software A.20.16 or later is not available; send e-mail to csupport@keysight.com and in the message provide this information:

- Provide the Service Note number. Example N9010B-02
- State whether the instrument has been readjusted (was sent to a cal lab or service center where the instrument was readjusted)
- Provide the instrument model number and serial number

Revision History:

Date	Service Note Revision	Author	Reason for Change
05 Apr 2018	01	Bill Scharf	As Published