

# Modification Recommended Service Note

Supersedes:  
NONE

## N9010B EXA Series Signal Analyzer

Serial Numbers: ALL

Instrument Software Incompatibility – A.38.0x versus 89600

**Parts Required:**

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	X AGREEABLE TIME	LABOR:	1.0 Hours
LOCATION	X CUSTOMER INSTALLABLE ( <b>No Parts involved</b> )	SERVICE:	n/a RETURN
	X SERVICE CENTER	INVENTORY:	n/a SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE ( <i>active On-site contract required</i> )		n/a SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		n/a SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	July 11, 2025
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	12
	X Calibration NOT Required	AUTHOR:	MPM

ADDITIONAL INFORMATION:

**Situation:**

There is an incompatibility between instrument software versions A.38.00 through A.38.08 and the 89600 VSA software. This incompatibility can cause both the instrument software and the 89600 VSA software to attempt to control the instrument hardware at the same time. The results are that neither software application will be able to function properly, and the instrument hardware will be continually changing state.

**Solution/Action:**

Update the instrument software to version A.38.09 or newer.

[https://www.keysight.com/find/n9010b\\_software](https://www.keysight.com/find/n9010b_software)

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
11 Jul 2024	01	Mike Medley	As Published