

N9912A-10

# Modification Recommended Service Note

Supersedes:  
NONE

## N9912A FieldFox Handheld RF Analyzer, 4 GHz and 6 GHz

Serial Numbers: See [Serial Numbers](#) below.

**The Problem** – The Fieldfox unit might not boot up properly after insert battery and connect to AC/DC power adapter.

### Parts Required:

P/N	Description	Qty.
N/A	USB Flash Drive (Less than 32GB. In FAT32 Format)	1pc

### ADMINISTRATIVE INFORMATION

ACTION		STANDARDS	
CATEGORY:	X AGREEABLE TIME	LABOR:	0.5 Hours
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	USED
CATEGORY:	X SERVICE CENTER	INVENTORY:	N/A PARTS: N/A
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	1 September 2022
	X Calibration NOT Required	PRODUCT LINE:	PLWN
		AUTHOR:	JY

ADDITIONAL INFORMATION:  
Affects: N9912A and N9923A

### Situation:

The Fieldfox unit (with Firmware A.11.78 or below) might not boot up properly after insert battery and connect to AC/DC power adapter. Firmware update required.

### Solution/Action:

1. Remove Fieldfox unit Battery and Connect it only to AC/DC Adapter.
2. Power up the Fieldfox unit and boot into the Firmware.
3. Verify the unit to see that it is running Firmware version A.11.79 or above. If an older version of Firmware is present, then update the Firmware to the latest version.

a. To verify the Firmware version, follow these steps:

- i. Press the System Button (7)
- ii. Press the Soft Key - Service Diagnostics
- iii. Press the Soft Key - System Information
- iv. Find the Firmware Release and verify the version number.

b. If the Firmware version is A.11.78 or below, update the Firmware to the latest version from the Firmware download page:

<https://www.keysight.com/main/editorial.jsp?cc=US&lc=eng&ckey=2639018&nid=-32495.1150124.02&id=2639018>

The Firmware update process will require a USB Flash Drive formatted in FAT32 and less than 32GB in size. Follow the Firmware update instructions in the Firmware download page above.

4. Unit with Firmware A.11.79 or above, will not have this boot up issue.

If you have any questions about this process, please contact:

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For Keysight support refer to [www.keysight.com](http://www.keysight.com) and the **Contact Keysight** link.

Table 1 Serial Numbers

MY58341147	MY58341170	MY58341189	MY58341214	MY58341235
MY58341148	MY58341171	MY58341190	MY58341217	MY58341236
MY58341149	MY58341172	MY58341191	MY58341218	MY58341237
MY58341152	MY58341173	MY58341192	MY58341219	MY58341238
MY58341153	MY58341174	MY58341193	MY58341220	MY58341239
MY58341154	MY58341175	MY58341194	MY58341221	MY58341240
MY58341155	MY58341176	MY58341195	MY58341222	MY58341241
MY58341158	MY58341177	MY58341196	MY58341223	MY58341243
MY58341159	MY58341178	MY58341197	MY58341224	MY58341244
MY58341160	MY58341179	MY58341198	MY58341225	MY58341245
MY58341161	MY58341180	MY58341199	MY58341226	MY58341246
MY58341162	MY58341181	MY58341200	MY58341227	MY58341247
MY58341163	MY58341182	MY58341201	MY58341228	MY58341248
MY58341164	MY58341183	MY58341202	MY58341229	SG58347024
MY58341165	MY58341184	MY58341208	MY58341230	SG58347027
MY58341166	MY58341185	MY58341209	MY58341231	SG58347028
MY58341167	MY58341186	MY58341210	MY58341232	SG58347030
MY58341168	MY58341187	MY58341211	MY58341233	SG58347036
MY58341169	MY58341188	MY58341213	MY58341234	

Revision History:

Date	Service Note Revision	Author	Reason for Change
01 Sep 2020	01	Yeoh Ewe-Keng (Jerry)	As Published