Information Only Service Note

P5004A Keysight Streamline USB Vector Network Analyzer

Serial Numbers: ALL

False alarm on self-test failure on firmware revision of A.13.40.02 - DDR3 memory removal

Parts Required:

P/N   Description   Qty.

None

ADMINISTRATIVE INFORMATION

[[]] Calibration Required	PRODUCT LINE: WN
[X] Calibration NOT Required	AUTHOR: ls

ADDITIONAL INFORMATION:

KEYSIGHT TECHNOLOGIES

Situation:

Keysight P500xA (x= 0/1/2/3/4/5/6/7/8) Vector Network Analyzer (VNA) firmware revision A.13.40.02 will report self-test failure on newer batch of VNAs with shipment date of early 2022 and onwards.

Background
The on board DDR 3 memory in VNA is not in use since its release. With the removal of DDR 3 memory IC on newer P500xA VNA, right after firmware is launched, false alarm (self-test failure) will be reported as shown. This has no impact to VNA performance and specifications.
Similarly, firmware will report a false failure in Operator check. Shown are the error messages example on VNA firmware UI.

Impacted firmware revision: A.13.40.02
Non impacted firmware revision: A.13.70.02 and newer.

Self-test

Operator Check

Solution/Action:

Since this DDR3 memory is not in use, newer firmware revision no longer consider it as the failure. Keysight recommends keeping VNA firmware up-to-date whenever it is possible.

For users with firmware revision of A.13.40.02,
Update firmware to revision A.13.70.02 or newer to resolve this false alarm on self-test.

For users with firmware revision of A.13.70.02 or newer,
No action is necessary.

P500xA Vector Network Analyzer Firmware Update (Keysight.com)
https://www.keysight.com/my/en/lib/software-detail/instrument-firmware-software/pxieusb-vector-network-analyzer-firmware-update-64-bit-3027357.html

Note: VNA firmware update can be easily performed by user on the intended controller PC/ embedded controller. User does not need to return controller or VNA to Keysight service center.

~ End~

Revision History:

Date	Service Note Revision	Author	Reason for Change
9-Feb-2022	P5004A-03	ls	As Published