

P5020A-04

# Information Only Service Note

Supersedes:  
None

## P5020A 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.
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None

### ADMINISTRATIVE INFORMATION

Calibration Required  
 Calibration NOT Required

PRODUCT LINE: WN  
AUTHOR: ls

ADDITIONAL INFORMATION:

## Situation:

Keysight P502xA (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 P502xA 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

The screenshot displays the Keysight P502xA VNA firmware user interface. At the top, a red status bar indicates a "Self test failure. Module test" error. The main display area shows a plot titled "S11 LogM 10.00dB/ 0.00dB" with a grid and a yellow marker at 0 dB. A dialog box is open in the foreground, displaying the error message: "(01/26 16:27:26) Self test failure: Module test M9804A (Chassis 1, Slot 17)". The dialog box also includes options to "Clear Inactive Error Records" and "Show all error message records". Below the VNA UI, a Notepad window titled "ErrorRecords.txt" shows the error message recorded in the system log: "-(Error): (01/26 16:27:26) Self test failure: Module test M9804A (Chassis 1, Slot 17); ActiveError".

## 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.

P502xA 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	P5020A-04	ls	As Published