Information Only Service Note

P5020A Keysight Streamline USB Vector Network Analyzer

Serial Numbers: MY58200001–MY58299999, SG58200001–SG58299999
&
Repaired MY58100001–MY58199999, SG58100001–SG58199999
Manufacturing ID Number: N/A

Firmware update requirement to A.15.60.08 or newer for P5020A with MY582, SG582 serial prefix.

Parts Required:
P/N   Description   Qty.

None

ADMINISTRATIVE INFORMATION

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

ADDITIONAL INFORMATION:

Situation:

Background
P502xA is shipped with new chassis hardware. New chassis requires latest firmware Rev A.15.60.08 or newer to function.

Scope of impact:
1. MY582/ SG582 serial prefix VNA (Brand new)
2. MY581/ SG581 serial prefix VNA (Repaired with new chassis hardware by Keysight service center)
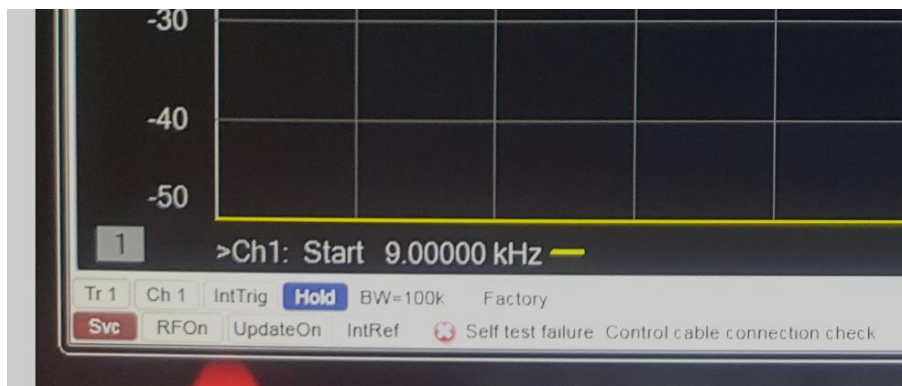
To identify the chassis generation, refer to the hardware serial number break as follows.

HW generation	Chassis Serial number
Old	MY58351xxx and below
	MY58353xxx and above
New	MY58352xxx

Listed are the known limitations if older firmware revision is used on the new chassis hardware.

1. 10MHz Ref-In (VNA front panel) fails to lock with external reference input signal.
2. On dual source VNA (P502xA option 402), firmware will prompt false alarm on self-test failure on cable connection check.

Solution/Action:

Solution#1 (Highly Recommended)

When the above symptom is discovered, update the user controller's PC firmware revision to A.15.60.08 or newer.

> P502xA Vector Network Analyzer Firmware Update (Keysight.com)
> PXIe/USB Vector Network Analyzer Firmware Update (64 bit) | Keysight

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.

For more details, visit http://www.keysight.com/find/P502xAMY582FWreq

Solution#2 (Backup solution)

If end user would like to retain the existing firmware revision, the work around is to update the IVI drivers manually.

1. Navigate to http://www.keysight.com/find/P502xAMY582FWreq
2. Download Ingot Chassis IVI-C Driver and save **KtPUsbChassis-IVI.NET-x64-1.1.8.0.msi** to Controller PC(s).
3. Download Ingot Chassis IVI.NET Driver & SFP and save **KtPUsbChassis-IVI-C-x64-1.1.8.0.msi** to Controller PC(s).
4. Install **KtPUsbChassis-IVI-C-x64-1.1.8.0.msi** followed with **KtPUsbChassis-IVI.NET-x64-1.1.8.0.msi** on user controller PC(s).
5. Restart both controller PC and VNA.

Note: IVI drivers 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
6 Apr 2022	P5020A-05	ls	As Published
30 Nov 2022	P5020A-05A	ls	Added "MY58353xxx and above" on old chassis HW serial number range.