# Information Only Service Note

Supersedes:
NONE

## 33510B Waveform Generator, 20 MHz, 2 Channels

Serial Numbers: MY62000101-MY62001999 / SG62000101 - SG62001999

**The Problem** – LAN connection failure when connected to external switch/hub.

**Parts Required:**

P/N     Description     Qty.

NONE

ADMINISTRATIVE INFORMATION

| | |
|---|---|
| [[]] Calibration Required | PRODUCT LINE: GM |
| [X]Calibration NOT Required | AUTHOR: JP |

ADDITIONAL INFORMATION:

Situation:

Keysight 33500B series Waveform Generators with listed serial number could experience LAN connection failure when connected to external switch/hub.

Solution/Action:
Upgrade the Firmware to version 5.03 and above to resolve the LAN connection issue.
Detailed instructions for updating 33500B series waveform generator Firmware are available at Keysight.com.

Revision History:

| Date | Service Note Revision | Author | Reason for Change |
|------|----------------------|--------|-------------------|
| 27 Jul 2023 | 01 | Jea Ping | As Published |