

34972A-06

Modification Recommended Service Note

34972A Data Acquisition / Switch Unit

Supersedes:
NONE

Serial Numbers: MY40000000 – MY57999999

The Problem – Device USB communication may experience data or connection loss

Parts Required:

P/N	Description	Qty.
34972-66203	Data Acquisition/Switch Unit 34972A Option Standard with SN prefix SG	1
34972-66204	Data Acquisition/Switch Unit 34972A, without DMM with SN prefix SG	1
34972-66222	Data Acquisition/Switch Unit 34972A Option Standard with SN prefix MY	1
34972-66223	Data Acquisition/Switch Unit 34972A, without DMM with SN prefix MY	1

Depending on what option and SN prefix.

Service Center(SSU) follow the services support strategy for 34972A.

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.1 Hours(FEX)
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		USED <input checked="" type="checkbox"/> RETURN
	<input type="checkbox"/> CHANNEL PARTNERS		PARTS: <input type="checkbox"/> SCRAP
			<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	January 2019
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	[PLGM]
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	KT

ADDITIONAL INFORMATION:

Situation:

Instrument within the serial number range may experience data or connection loss on device USB communication in the environment of 1kV, 5kHz electric fast transient appeared on the Mains power line. This has been classified as non-safety related electromagnetic (EMC) non-compliance to EU CE and Korea KC certification. There will be no damage to instrument and DUT when connection is loss.

Solution/Action:

1. Users can re-establish the device USB communication via hard reboot/power cycle.
2. For users encountering persistent connection loss on device USB communication in the environment of 1kV, 5kHz electric fast transient appeared on the Mains power line, please contact the nearest Keysight Technologies' Customer Contact at www.keysight.com/find/contactus for repair services. Keysight Technologies has carried out a product enhancement on this starting serial number from MY58xxxxxx.

Revision History:

Date	Service Note Revision	Author	Reason for Change
07 Dec 2017	01	KT	As Published