

B2902A-02

# Modification Recommended Service Note

Supersedes:  
NONE

B2902A Precision Source/Measure Unit, 2ch, 100fA resolution, 210V,  
3A DC/10.5A pulse

**Serial Numbers: All**

**The Problem** – May have an internal communication error at the power on or when updating the firmware to the revisions described in this service note.

**Parts Required:**

NONE.

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR:	0.5 Hours		
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	SERVICE: INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	25-Sep-2019		
	<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE:	1H	AUTHOR:	HT

ADDITIONAL INFORMATION:

**Situation:**

The B2902A with the following firmware revisions may have an internal communication error. This error may occur at the power on or when updating the firmware to the below revision.


- Firmware revision: 3.1.1645.5820
- Firmware revision: 3.2.1744.8690
- Firmware revision: 3.3.1815.4700

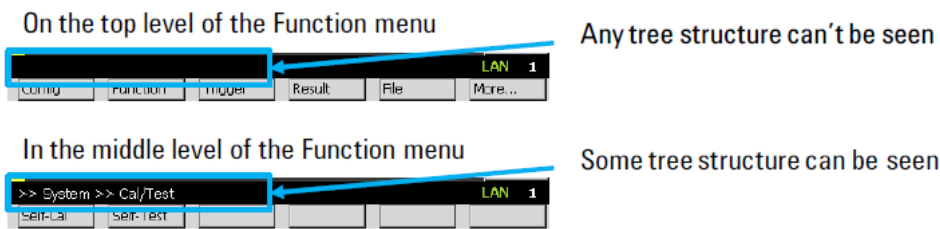
And it can be solved by installing the Firmware revision 3.3.1829.4835 or later.

**Solution/Action:**

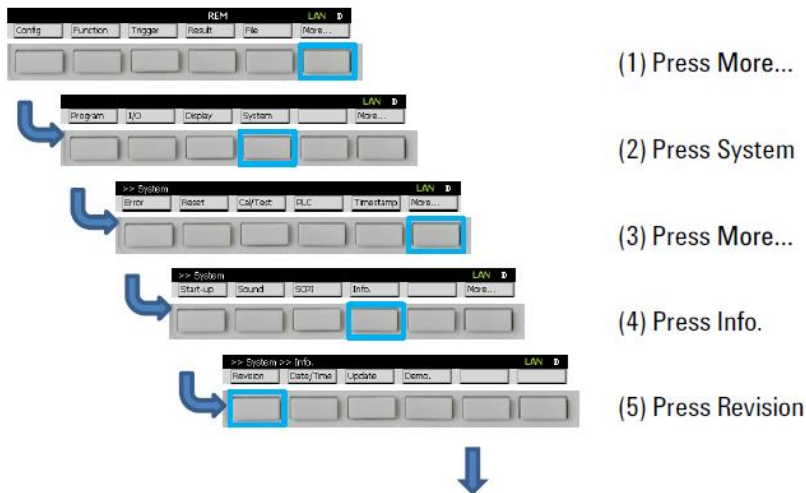
Procedure

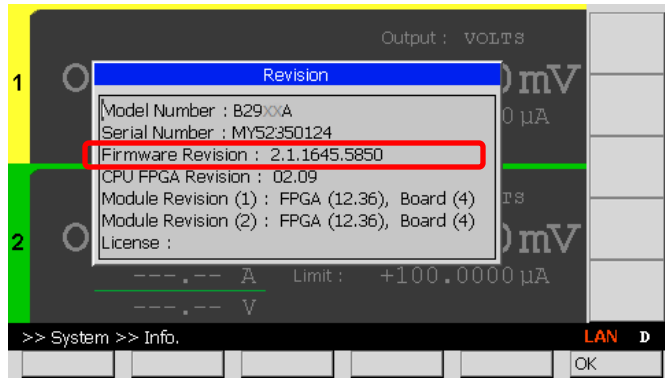
(a) Confirm the firmware revision as follows and check against the table above.

**Step 1.** If you aren't on the top of the Function menu, press  repeatedly to return to the top level.



**Step 2.** Press , , , , and then press  to open Revision dialogue.





Step 2: If the firmware revision displayed is 3.1.1744.8690 or earlier, install the firmware 3.3.1829.4835 or later, following the procedure below.

(b) Downloading and Installing the firmware

Step 1: Download the firmware (3.3.1829.4835 or later revision) from the link below and install it.

<https://www.keysight.com/main/software.jsp?ckey=2119177&lc=jpn&cc=JP&nid=-33504.0.00&id=2119177>

NOTE: The installation instruction is available in the website.

Revision History:

Date	Service Note Revision	Author	Reason for Change
17 Sep 2018	01	Hiromasa Tsunemoto	As Published