

B2911A-02

Modification Recommended Service Note

Supersedes:
NONE

B2911A Precision Source/Measure Unit, 1ch, 10fA 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	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	X AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> SERVICE CENTER		X SEE TEXT		X SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	25-Sep-2019		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	1H		
	X Calibration NOT Required	AUTHOR:	HT		

ADDITIONAL INFORMATION:

Situation:

The B2911A 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

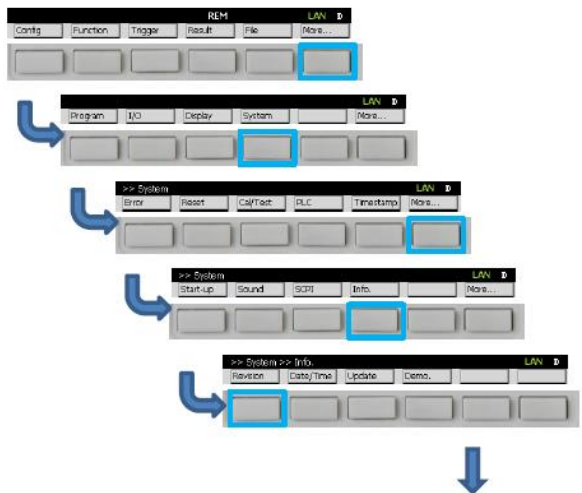
(a) Confirm the firmware revision as follows and check against the table above.

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

On the top level of the Function menu  Any tree structure can't be seen

In the middle level of the Function menu  Some tree structure can be seen

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



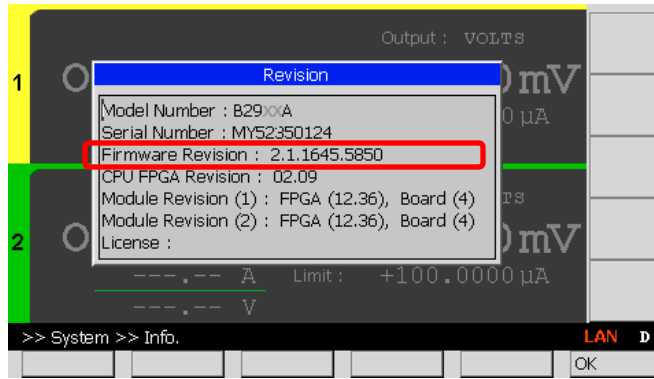
(1) Press More...

(2) Press System

(3) Press More...

(4) Press Info.

(5) Press Revision



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	Hiomasa Tsunemoto	As Published