

B2912B-01

# Modification Recommended Service Note

Supersedes:  
NONE

**B2912B Precision Source/Measure Unit, 2ch, 10fA resolution, 210V,  
3A DC/10.5A pulse**

**Serial Numbers:**  
See table below.

## The Problem

The LAN MAC address assigned to B2912B may have a duplicate with the one assigned to 33502A.

**Parts Required:**  
NONE

## ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	X AGREEABLE TIME	LABOR:	1.0 Hours	
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	USED	<input type="checkbox"/> RETURN	
	X SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP	
	<input type="checkbox"/> CHANNEL PARTNERS		PARTS:	<input type="checkbox"/> SCRAP
			X SEE TEXT	X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	Dec 31, 2022	
<input type="checkbox"/> Calibration Required		PRODUCT LINE:	1H	
X Calibration NOT Required		AUTHOR:	HT	

ADDITIONAL INFORMATION:

**Situation:**

If B2912B is connected to the same LAN with 33502A, there may be a conflict and may cause issues related to LAN communication.

**Solution/Action:**

Send the B2912B to the Keysight Service Center for changing the LAN MAC address to a unique number that will not have the conflict with other equipment.

**Affected Instruments:**

The instruments with the serial numbers listed below are confirmed to be affected:

MY60440127	MY60440139	MY60440149
MY60440128	MY60440140	MY60440150
MY60440129	MY60440141	MY60440151
MY60440130	MY60440142	MY60440152
MY60440131	MY60440143	MY60440157
MY60440132	MY60440144	MY60440159
MY60440133	MY60440145	MY60440160
MY60440134	MY60440146	
MY60440135	MY60440147	
MY60440137	MY60440148	

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
10 Nov 2021	01	Hiro Tsunemoto	As Published