Modification Recommended Service Note

Supersedes:
NONE

B2961B   6.5 Digit Low Noise Power Source, 32W, 210V, 3A, 1ch

Serial Numbers: See table on the page 2.

The Problem – Distortion occurs in the output waveform when creating a sweep waveform.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours		
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE (**No Parts involved**) [[]] SERVICE CENTER [[]] ON-SITE (active On-site contract required) [[]] CHANNEL PARTNERS	SERVICE: INVENTORY:	[[]] RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS: [[]] RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: April 30,2025		
	[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: 1H AUTHOR: HT		

ADDITIONAL INFORMATION:

KEYSIGHT TECHNOLOGIES

Situation:

When a sweep waveform is created, the output waveform is distorted, and the expected waveform cannot be output.

Solution/Action:

This has been fixed using the latest FPGA version. Obtain the FPGA Update Software (FpgaUpdate588451.exe) from the Keysight.com website provided below and install it. On the site, you will find instructions that you can follow. Once you start the update, it will finish unattended.

[Keysight B2960B FPGA Update | Keysight](#)

You can check the FPGA revision by following the steps below:

- Press the Front Panel Function key as follows.

  More… > System > More… > Info. > Revision

NOTE: The Module FPGA revision is displayed as follows for the channel 1 and 2, respectively. If Module FPGA revision is 12.41 or higher, the FPGA update is not needed.

Module Revision (1) : FPGA (12.xx), Board (x)
Module Revision (2) : FPGA (12.xx), Board (x)

Affected Instruments:

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

MY63320101		
MY63320103	-	MY63320106
MY63320108	-	MY63320110
MY63320111	-	MY63320117
MY63320119	-	MY63320124
MY63320127		
MY63320130		
MY63320132		

Revision History:

Date	Service Note Revision	Author	Reason for Change
26 Mar 2024	01	HT	As Published