

B2962A-02

# Modification Recommended Service Note

Supersedes:  
NONE

## B2962A 6.5 Digit Low Noise Power Source, 32W, 210V, 3A, 2ch

### 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 B2962A 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 revisions.

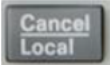
Firmware revision: 2.1.1645.5850  
Firmware revision: 2.2.1744.8725

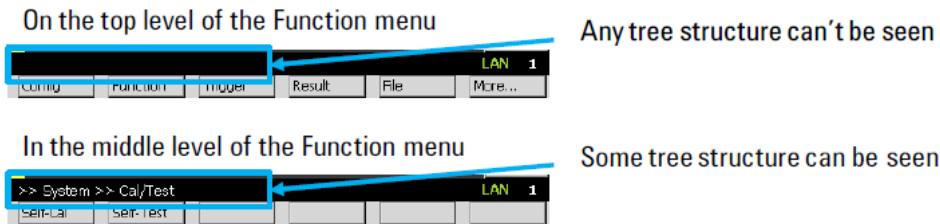
And it can be solved by installing the Firmware revision 2.2.1831.4380 or later.

**Solution/Action:**

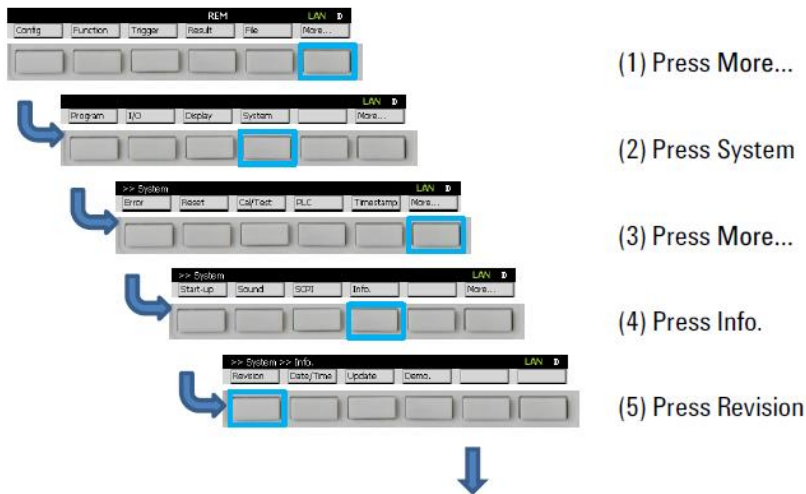
Procedure

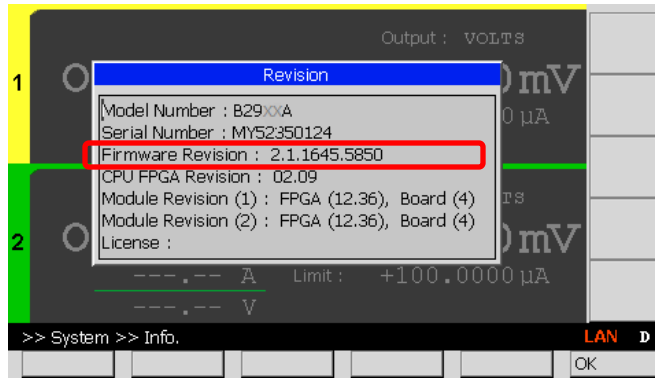
(a) Confirm the firmware revision as follows and check against the table above.

**Step 1.** If you aren't on the top level 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 2.2.1744.8725 or earlier, install the firmware 2.2.1831.4380 or later, following the procedure below.

(b) Downloading and Installing the firmware

Step 1: Download the firmware (2.2.1831.4380 or later revision) from the link below and install it.

<https://www.keysight.com/main/software.jsp?ckey=2398717&lc=eng&cc=US&nid=-33090.0.00&id=2398717>

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