

B2962B-01

Modification Recommended Service Note

Supersedes:
NONE

B2962B 6.5 Digit Low Noise Power Source, 32W, 210V, 3A, 2ch

Serial Numbers:

See table below.

The Problem

The LAN MAC address assigned to B2962B 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)	INVENTORY:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		X SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		
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 B2962B 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 B2962B 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:

MY60440122	MY60440132
MY60440123	MY60440134
MY60440124	MY60440135
MY60440126	MY60440137
MY60440127	MY60440138
MY60440128	MY60440139
MY60440129	MY60440140
MY60440130	MY60440141
MY60440131	MY60440145

Revision History:

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