

E36731A-01

Information Only Service Note

Supersedes:
NONE

E36731A Battery Emulator and Profiler

Serial Numbers: MY62101201 to MY62101399

The Problem – Units in the above serial number range and with the firmware version K-01.04.03-01.00-02.03-01.02 may encounter instrument freezes when using with BV9210B PathWave BenchVue Advanced Battery Test and Emulation Software.

Parts Required: NONE

ADMINISTRATIVE INFORMATION

Calibration Required
 Calibration NOT Required

PRODUCT LINE: SP
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ADDITIONAL INFORMATION:

Situation:

Units in the above serial number range and with the firmware version K-01.04.03-01.00-02.03-01.02 may encounter instrument freezes when using with BV9210B PathWave BenchVue Advanced Battery Test and Emulation Software.

Solution/Action:

Update the firmware to version K-01.08.03-01.00-02.07-01.02 and above for a smooth user experience with BV9210B PathWave BenchVue Advanced Battery Test and Emulation Software.

Download the firmware file from: <https://keysight.com/find/E36731A> > Driver, Firmware & Software. Detailed instructions for updating E36731A are available at Keysight.com.

Revision History:

Date	Service Note Revision	Author	Reason for Change
07 April 2023	01	Lim Zhan Ming	As Published