N4431D-01

Modification Recommended Service Note

Supersedes:
NONE

N4431D – RF Electronic Calibration Module (ECal) DC to 13.5 GHz

Serial Numbers: MY59430189-MY59430208, MY59430210, MY59430212

The Problem –

On certain N4431D units, the ECal Characterization Information which can be found in Keysight's Network Analyzer display will show the Minimum Frequency of 9 kHz instead of 0 Hz. This is because the ECal does not have any characterization data below 9 kHz.

Parts Required:

None

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[ ] ON SPECIFIED FAILURE [X] AGREEABLE TIME	STANDARDS LABOR: 36.0 Hours			
LOCATION CATEGORY:	[ ] CUSTOMER INSTALLABLE [ ] ON-SITE (active On-site contract required) [X] SERVICE CENTER [ ] CHANNEL PARTNERS	SERVICE INVENTORY:	[ ] RETURN [ ] SCRAP [ ] SEE TEXT	USED PARTS:	[ ] RETURN [ ] SCRAP [ ] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 4 October 2022			
[X] Calibration Required [ ] Calibration NOT Required		PRODUCT LINE: PLWN AUTHOR: CT			

ADDITIONAL INFORMATION:

Situation:

An error occurred during factory calibration which caused no characterization data below 9 kHz to be uploaded to the ECal EEPROM, and hence Keysight's Network Analyzer will display the ECal Characterization Minimum Frequency of 9 kHz instead of 0 Hz. The issue would only impact customers who use the ECal of the specified model and serial numbers to calibrate the network analyzer and measure devices below 9 kHz. If your application does not involve taking any measurements below 9kHz, you can continue to use the ECal with its currently characterized data. At your next calibration cycle, the unit will be re-characterized, and the issue will be resolved. Recalibration at Keysight's service center will resolve the issue and ensure accurate data is loaded into the ECal unit.

Solution/Action:

1. Return the ECal unit to the nearest Keysight service center for re-calibration.
2. A new calibration report will be generated.

Revision History:

Date	Service Note Revision	Author	Reason for Change
4 Oct 2021	01	Lam CT	As Published