# Modification Recommended Service Note

Supersedes:
NONE

## N9010A EXA Signal Analyzer

Serial Numbers:  ALL

Instrument software versions A.20.03 and A.20.04 cause intermittent amplitude errors

### Parts Required:
NONE Software update

ADMINISTRATIVE INFORMATION

| | | | | | | |
|---|---|---|---|---|---|---|
| ACTION CATEGORY: | [[]]  ON SPECIFIED FAILURE<br>[[X]]  AGREEABLE TIME | STANDARDS<br>    LABOR:  1.0 Hours | | | | |
| LOCATION CATEGORY: | X CUSTOMER INSTALLABLE<br>X ON-SITE (active On-site contract required)<br>X SERVICE CENTER<br>[X]  CHANNEL PARTNERS | SERVICE: INVENTORY: | [[]]  RETURN<br>[[]]  SCRAP<br>[[]]  SEE TEXT | USED PARTS: | [[]]  RETURN<br>[[]]  SCRAP<br>[[]]  SEE TEXT | |
| AVAILABILITY:   PRODUCT'S SUPPORT LIFE | | NO CHARGE AVAILABLE UNTIL:  (April 1, 2019) | | | | |
| | [[]]  Calibration Required<br>X Calibration NOT Required | PRODUCT LINE:  [12]<br>AUTHOR:   [BS] | | | | |

ADDITIONAL INFORMATION:

**KEYSIGHT** TECHNOLOGIES

**Situation:**

Instruments with software version A.20.03 or A.20.04 can have intermittent amplitude errors due to the instrument using the default amplitude corrections rather than the internally stored calibration file for the particular instrument serial number. The issue appears under circumstances when the instrument is loading a specific calibration file and some other processing is triggered at the same time.

**Solution/Action:**

Determine what version of software the instrument has by pressing **System, Show System** and looking at the Instrument S/W Revision.

There are two possible courses of action if the software revision is A.20.03 or A.20.04:

**Action 1.**

Download and install instrument software A.20.16 or later. Software is available at http://www.keysight.com/find/xseries_software beginning in late April 2018

**Action 2.**

If instrument software A.20.16 or later is not available; send e-mail to csg.support@keysight.com and in the message provide this information:

- Provide the Service Note number. Example N9010A-04

- State whether the instrument has been readjusted (was sent to a cal lab or service center where the instrument was readjusted)

- Provide the instrument model number and serial number

**Revision History:**

| Date | Service Note Revision | Author | Reason for Change |
|------|------------------------|--------|-------------------|
| 05 Apr 2018 | 01 | Bill Scharf | As Published |