

N9923A-07

# Modification Recommended Service Note

Supersedes:  
NONE

## N9923A FieldFox Handheld RF Vector Network Analyzer, 4 GHz and 6 GHz

Serial Numbers: See **Serial Numbers** below.

**The Problem** – The Fieldfox unit might not boot up properly after insert battery and connect to AC/DC power adapter.

### Parts Required:

P/N	Description	Qty.
N/A	USB Flash Drive (Less than 32GB. In FAT32 Format)	1pc

### ADMINISTRATIVE INFORMATION

ACTION		STANDARDS	
CATEGORY:	X AGREEABLE TIME	LABOR:	0.5 Hours
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	USED
CATEGORY:	X SERVICE CENTER	INVENTORY:	N/A PARTS: N/A
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	1 September 2022
	X Calibration NOT Required	PRODUCT LINE:	PLWN
		AUTHOR:	JY

ADDITIONAL INFORMATION:  
Affects: N9912A and N9923A

### Situation:

The Fieldfox unit (with Firmware A.11.78 or below) might not boot up properly after insert battery and connect to AC/DC power adapter. Firmware update required.

### Solution/Action:

1. Remove Fieldfox unit Battery and Connect it only to AC/DC Adapter.
2. Power up the Fieldfox unit and boot into the Firmware.
3. Verify the unit to see that it is running Firmware version A.11.79 or above. If an older version of Firmware is present, then update the Firmware to the latest version.

a. To verify the Firmware version, follow these steps:

- i. Press the System Button (7)
- ii. Press the Soft Key - Service Diagnostics
- iii. Press the Soft Key - System Information
- iv. Find the Firmware Release and verify the version number.

b. If the Firmware version is A.11.78 or below, update the Firmware to the latest version from the Firmware download page:

<https://www.keysight.com/main/editorial.jsp?cc=US&lc=eng&ckey=2639018&nid=-32495.1150124.02&id=2639018>

The Firmware update process will require a USB Flash Drive formatted in FAT32 and less than 32GB in size. Follow the Firmware update instructions in the Firmware download page above.

4. Unit with Firmware A.11.79 or above, will not have this boot up issue.

If you have any questions about this process, please contact:

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For Keysight support refer to [www.keysight.com](http://www.keysight.com) and the **Contact Keysight** link.

Table 1 Serial Numbers

MY58331081	MY58331100	MY58331118
MY58331082	MY58331101	MY58331119
MY58331083	MY58331102	MY58331121
MY58331084	MY58331103	MY58331122
MY58331085	MY58331104	MY58331123
MY58331086	MY58331105	MY58331124
MY58331087	MY58331106	MY58331125
MY58331088	MY58331107	SG58337002
MY58331089	MY58331108	SG58337003
MY58331090	MY58331109	SG58337004
MY58331091	MY58331110	
MY58331092	MY58331111	
MY58331093	MY58331112	
MY58331095	MY58331113	
MY58331096	MY58331114	
MY58331097	MY58331115	
MY58331098	MY58331116	
MY58331099	MY58331117	

Revision History:

Date	Service Note Revision	Author	Reason for Change
01 Sep 2020	01	Yeoh Ewe-Keng (Jerry)	As Published