

P5021A-03A-S

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
P5021A-03-S

P5021A Keysight Streamline USB Vector Network Analyzer

Serial Numbers: All serial numbers with VNA firmware of Rev A.15.55.08 or earlier

“POTENTIAL BURN INJURY (HIGH TEMPERATURE) HAZARD”

WARNING

HAZARD CLASS 2

Potential presence of high temperature on front panel & chassis.
Earlier versions of firmware have potential risk of overheating, due to thermal fan control malfunction.
As a result, user may experience first degree epidermis burns on hand/ finger if in contact with the front panel & chassis.

Parts Required:

None (Solution-1)
P5020-63201/P5020-69201 for P5021A-400 (Solution-2)
P5020-63203/P5020-69203 for P5021A-402 (Solution-2)
P5020-63202/P5020-69202 for P5021A-600 (Solution-2)

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	☐ ON SPECIFIED FAILURE ☒ AGREEABLE TIME	STANDARDS LABOR: 0.3 Hours (Solution-1) 8 to 20 Hours (Solution-2)
LOCATION CATEGORY:	☒ CUSTOMER INSTALLABLE (Solution-1) ☐ ON-SITE (active On-site contract required) ☒ SERVICE CENTER (Solution-2) ☐ CHANNEL PARTNERS	SERVICE: ☐ RETURN INVENTORY: ☐ SCRAP ☐ SEE TEXT USED ☒ RETURN (Solution-2) PARTS: ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	End of Support	NO CHARGE AVAILABLE UNTIL: ALWAYS
	☒ Calibration Required (Solution-2) ☒ Calibration NOT Required (Solution-1)	PRODUCT LINE: WN AUTHOR: ls

ADDITIONAL INFORMATION:

Situation:

Scope of impact: All serial numbers with VNA firmware of Rev A.15.55.08 or earlier

Symptom:

VNA fails to start with the following symptoms.

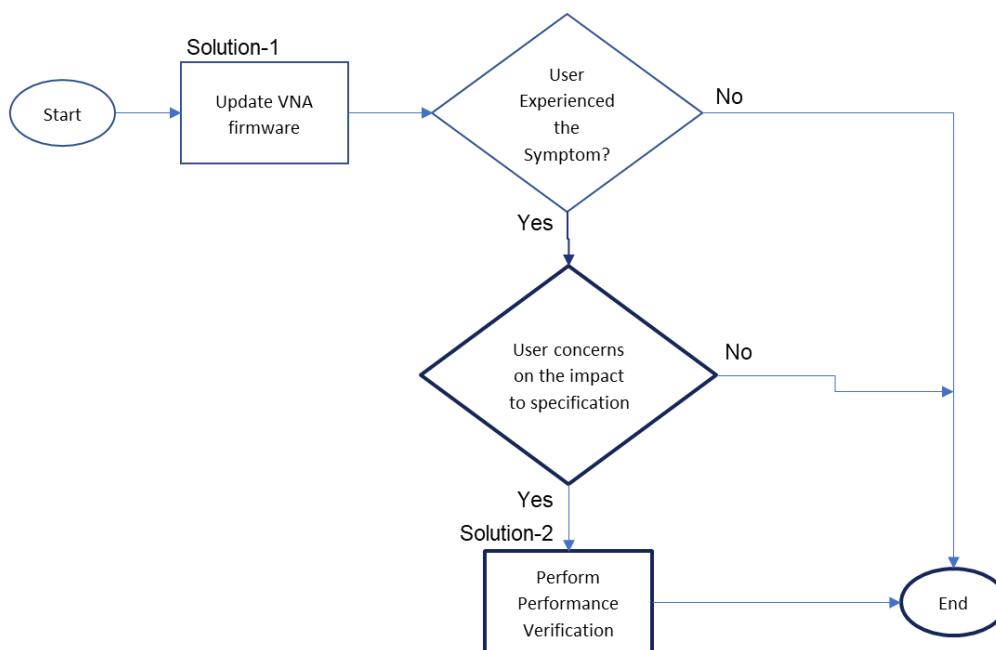
1. LED indicator (below circle) turns red.
2. cooling fan does not work
3. If user leaves the VNA with this LED indicator red without turning off power switch, it continues to overheat and becomes too hot.



Solution:

Solution-1: Update VNA firmware by user

Solution-2: Perform Performance Verification by Keysight



Action-1: Updating the firmware eliminates this potential risk of overheating.

VNA firmware update is to be performed by users.

VNA and user's controller PC(s) are **not** required to be returned to Keysight Technologies.

Firmware update needs to be performed on every single controller PC(s) the VNA is connected to.

Firmware updating steps are as follows.

Firmware updating steps:

1. **Install the latest VNA firmware Rev. A.15.55.14 or newer** on users' controller PC(s).
The latest firmware enhanced the thermal fan control mechanism.
2. Once the latest firmware is installed, proceed with the restart of both **controller PC** and **VNA**.
3. Launch the VNA firmware. Ensure VNA powers up and launches into firmware correctly after firmware update is done.

Further details on firmware update procedure are made available on Keysight firmware update page.

VNA Firmware Update URL (Keysight.com)

<https://www.keysight.com/my/en/lib/software-detail/instrument-firmware-software/pxieusb-vector-network-analyzer-firmware-update-64-bit-3027357.html>

Action-2: VNA is required to be returned to Keysight Technologies when users concern on the impact to specification.

Performance verification is to be performed by the nearest service center.

When all the performance verification tests pass, Keysight Technologies returns the VNA to user.

When one or more performance verification tests fail, Keysight Technologies repairs the VNA and returns it to user.

--End--

Revision History:

Date	Service Note Revision	Author	Reason for Change
12-Jan-2022	P5021A-03-S	Ls/Jm	As Published
14-Feb-2022	P5021A-03A-S	ls	-Updated latest VNA firmware revision from A.15.40.13 to A.15.55.14. -Updated serial number range & scope of impact.