

P5024A-05A

# Information Only Service Note

Supersedes:  
P5024A-05

## P5024A Keysight Streamline USB Vector Network Analyzer

Serial Numbers: MY58200001-MY58299999, SG58200001-SG58299999

&

Repaired MY58100001-MY58199999, SG58100001-SG58199999

Manufacturing ID Number: N/A

Firmware update requirement to A.15.60.08 or newer for P5024A with MY582, SG582 serial prefix.

### Parts Required:

| P/N | Description | Qty. |
|-----|-------------|------|
|-----|-------------|------|

None

### ADMINISTRATIVE INFORMATION

Calibration Required  
 Calibration NOT Required

PRODUCT LINE: WN  
AUTHOR: ls

ADDITIONAL INFORMATION:

**Situation:**

**Background**

P502xA is shipped with new chassis hardware. New chassis requires latest firmware Rev A.15.60.08 or newer to function.

**Scope of impact:**

1. MY582/ SG582 serial prefix VNA (Brand new)
2. MY581/ SG581 serial prefix VNA (Repaired with new chassis hardware by Keysight service center)

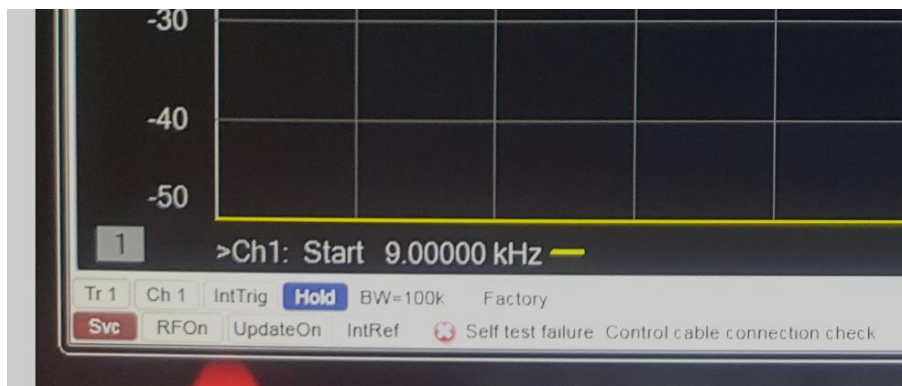
To identify the chassis generation, refer to the hardware serial number break as follows.

| HW generation | Chassis Serial number                        |
|---------------|--|
| Old           | MY58351xxx and below<br>MY58353xxx and above |
| New           | MY58352xxx                                   |



Listed are the known limitations if older firmware revision is used on the new chassis hardware.

1. 10MHz Ref-In (VNA front panel) fails to lock with external reference input signal.
2. On dual source VNA (P502xA option 402), firmware will prompt false alarm on self-test failure on cable connection check.



**Solution/Action:**

**Solution#1 (Highly Recommended)**

When the above symptom is discovered, update the user controller's PC firmware revision to A.15.60.08 or newer.

P502xA Vector Network Analyzer Firmware Update (Keysight.com)  
[PXle/USB Vector Network Analyzer Firmware Update \(64 bit\) | Keysight](#)

Note: VNA firmware update can be easily performed by user on the intended controller PC/ embedded controller. User does not need to return controller or VNA to Keysight service center.

For more details, visit <http://www.keysight.com/find/P502xAMY582FWreq>

**Solution#2 (Backup solution)**

If end user would like to retain the existing firmware revision, the work around is to update the IVI drivers manually.

1. Navigate to <http://www.keysight.com/find/P502xAMY582FWreq>
2. Download Ingot Chassis IVI-C Driver and save **KtPUsbChassis-IVI.NET-x64-1.1.8.0.msi** to Controller PC(s).
3. Download Ingot Chassis IVI.NET Driver & SFP and save **KtPUsbChassis-IVI-C-x64-1.1.8.0.msi** to Controller PC(s).
4. Install **KtPUsbChassis-IVI-C-x64-1.1.8.0.msi** followed with **KtPUsbChassis-IVI.NET-x64-1.1.8.0.msi** on user controller PC(s).
5. Restart both controller PC and VNA.

Note: IVI drivers update can be easily performed by user on the intended controller PC/ embedded controller. User does not need to return controller or VNA to Keysight service center.

~End~

**Revision History:**

| Date        | Service Note Revision | Author | Reason for Change   |
|-------------|-----------------------|--------|---|
| 6 Apr 2022  | P5024A-05             | ls     | As Published  |
| 30 Nov 2022 | P5024A-05A            | ls     | Added "MY58353xxx and above" on old chassis HW serial number range. |