

P9372A-03

Information Only Service Note

Supersedes:
None

P9372A Vector Network Analyzer, 300 kHz to 9 GHz, 2-port

Serial Numbers: MY57300001-MY57399999, SG57300001-SG57399999

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Repaired MY56900001-MY56999999, MY57200001-MY57299999, SG57200001-SG57299999, US57200001-US57299999, US57400001-US57499999

Firmware update requirement to A.15.75.22 or newer for P9372A with MY573, SG573 serial prefix.

Parts Required:

P/N	Description	Qty.
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None

ADMINISTRATIVE INFORMATION

Calibration Required
 Calibration NOT Required

PRODUCT LINE: WN
AUTHOR: ls

ADDITIONAL INFORMATION:

Situation:

Background

P937xA is shipped with new chassis hardware. New chassis requires latest firmware Rev A.15.75.22 or newer to function.

Scope of impact:

1. MY573/ SG573 serial prefix VNA (Brand new)
2. MY569/ MY572/ SG572/ US572/ US574 serial prefix VNA (Repaired with new chassis hardware by Keysight service center)

For repaired P937xA, to identify the chassis generation, refer to the hardware serial number break as follows. Shown below is an example of MY574 HW serial number with old chassis HW.

HW generation	Chassis Serial number
Old	MY574xxxxx
New	MY575xxxxx



Listed is the known limitation 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.

Solution/Action:

When the above symptom is discovered, update the user controller's PC firmware revision to A.15.75.22 or newer.

P937xA 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 <https://www.keysight.com/find/p937xamy573fwreq>

~End~

Revision History:

Date	Service Note Revision	Author	Reason for Change
7 Sep 2022	P9372A-03	ls	As Published