

34972A-06B

Modification Recommended Service Note

34972A Data Acquisition / Switch Unit

Supersedes:
34972A-06A

Serial Numbers: MY40000000 – MY57999999, SG40000000 – SG57999999

The Problem – Device USB communication may experience data or connection loss

Parts Required:

P/N	Description	Qty.
34972-66213	Data Acquisition/Switch Unit 34972A Option Standard with SN prefix SG	1
34972-66214	Data Acquisition/Switch Unit 34972A, without DMM with SN prefix SG	1
34972-66232	Data Acquisition/Switch Unit 34972A Option Standard with SN prefix MY	1
34972-66233	Data Acquisition/Switch Unit 34972A, without DMM with SN prefix MY	1

Depending on what option and SN prefix.
Service Center follow the services support strategy for 34972A.

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.1 Hours(FEX)		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input checked="" type="checkbox"/> RETURN	USED	<input checked="" type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	January 2019		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	[PLGM]		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	KT		

ADDITIONAL INFORMATION:

Situation:

Instrument within the serial number range may experience data or connection loss on device USB communication in the environment of 1kV, 5kHz electric fast transient appeared on the Mains power line. This has been classified as non-safety related electromagnetic (EMC) non-compliance to EU CE and Korea KC certification. There will be no damage to instrument and DUT when connection is lost.

Solution/Action:

1. Users can re-establish the device USB communication via hard reboot/power cycle or make the USB connection less susceptible to a potential power line transient by inserting a USB hub in the connection between the computer and the instrument.
2. For users encountering persistent connection loss on device USB communication in the environment of 1kV, 5kHz electric fast transient appeared on the Mains power line, please contact the nearest Keysight Technologies' Customer Contact at www.keysight.com/find/contactus for repair services. Keysight Technologies has carried out a product enhancement on serial number MY59000101 & SG59000101 and above.

Revision History:

Date	Service Note Revision	Author	Reason for Change
07 Dec 2017	01	KT	As Published
15 Jan 2018	02	KT	Revised
08 May 2019	03	KT	Revised