

Modification Recommended Service Note

Supersedes:
NONE

B2987B Electrometer/High Resistance Meter, 0.01fA, 1000V, Battery

Serial Numbers:
See table below.

The Problem
The LAN MAC address assigned to B2987B may have a duplicate with the one assigned to 33502A.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	X AGREEABLE TIME	LABOR:	1.0 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		X SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	Dec 31, 2022
<input type="checkbox"/> Calibration Required		PRODUCT LINE:	1H
X Calibration NOT Required		AUTHOR:	HT

ADDITIONAL INFORMATION:

Situation:

If B2987B is connected to the same LAN with 33502A, there may be a conflict and may cause issues related to LAN communication.

Solution/Action:

Send the B2987B to the Keysight Service Center for changing the LAN MAC address to a unique number that will not have the conflict with other equipment.

Affected Instruments:

The instruments with the serial numbers listed below are confirmed to be affected:

MY61080107
MY61080108
MY61080109
MY61080110
MY61080111
MY61100112
MY61100113
MY61100114

Revision History:

Date	Service Note Revision	Author	Reason for Change
10 Nov 2021	01	Hiro Tsunemoto	As Published