

CX3324A-01

Modification Available Performance Enhancement Service Note

Supersedes:
NONE

CX3324A Device Current Waveform Analyzer, 1 GSa/s, 14/16-bit, 4 Channel

Serial Numbers: MY56160101 / MY56160267

The Enhancement – CX1101A, a sensor that can be used with CX3324A, can be updated to have 500 kHz Low Pass Filter mode by performing both of the following updates:

1. Updating the CX3324A mainframe to 2.0 or later.
This can be performed by the customer.
2. Updating the CX1101A sensor revision to 2.0.
This can only be performed at the Keysight Service Center.

Parts Required:

None.

ADMINISTRATIVE INFORMATION

X Calibration Required

PRODUCT LINE: 1H
AUTHOR: HT

ADDITIONAL INFORMATION:

CX3324A firmware update can be performed by the customer.

CX1101A sensor revision update can only be performed at the Keysight Service Center.

Situation:

The CX3324A with the serial number in the specified range above was shipped with the firmware revision 1.x from the factory. CX1101A with the serial number in the range MY56160101/MY56160318 was shipped with the sensor revision 1.0.

CX1101A 500 kHz Low Pass Filter mode becomes functional by performing both of the following updates:

1. Updating the CX3324A mainframe to 2.0 or later.
This can be performed by the customer.
2. Updating the CX1101A revision to 2.0.
This can only be performed at the Keysight Service Center.

Solution/Action:

- 1) If the CX1101A's new 500 kHz Low Pass Filter function is needed, update the CX3324A revision to 2.0 or later. (this can also be done at the Keysight Service Center for a fee.)

NOTE: To update the firmware, the firmware to download and the update instruction is available in the below Keysight.com website.

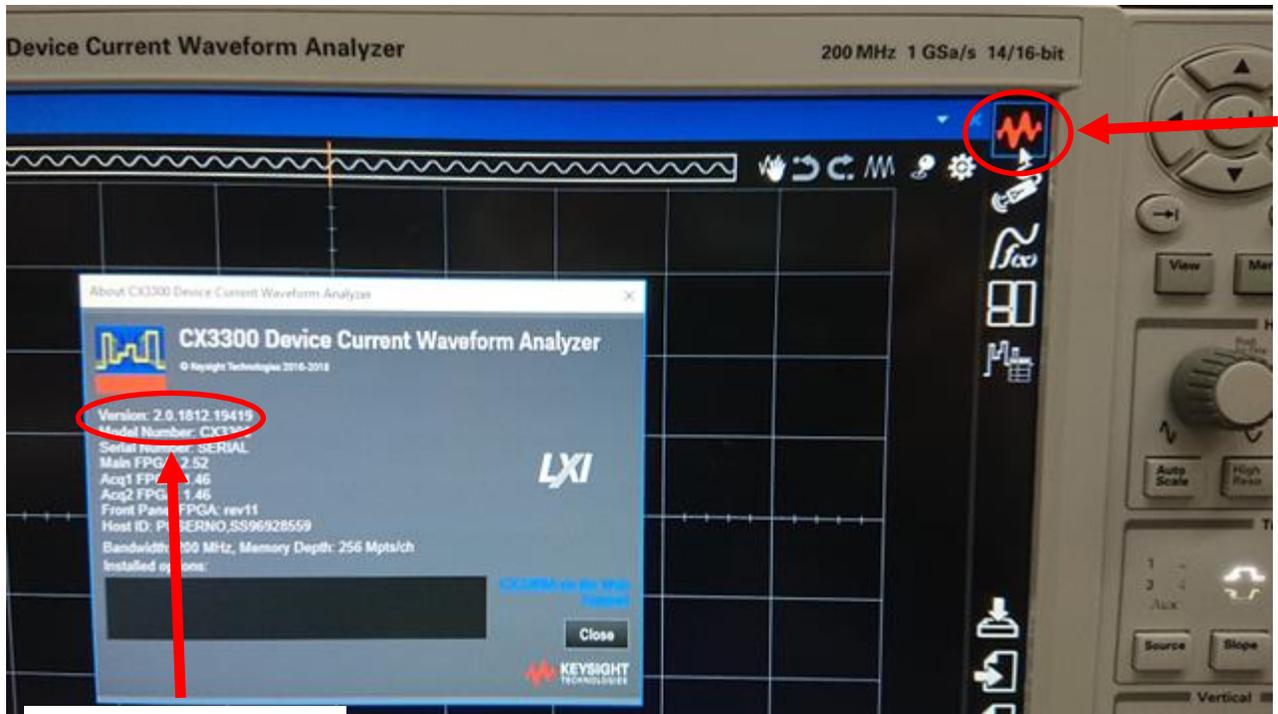
<https://www.keysight.com/main/software.jsp?ckey=2725170&lc=eng&cc=US&nid=-32302.0.00&id=2725170>

- 2) Request the Keysight service center to update the CX1101A sensor revision to 2.0.
To do this, both the CX3324A mainframe and the CX1101A sensor must be sent to the Service Center. This CX1101A sensor update is performed for a fee.

NOTE: You can confirm CX3324A firmware revision and CX1101A sensor revision as follows.

How to confirm the CX3324A firmware revision.

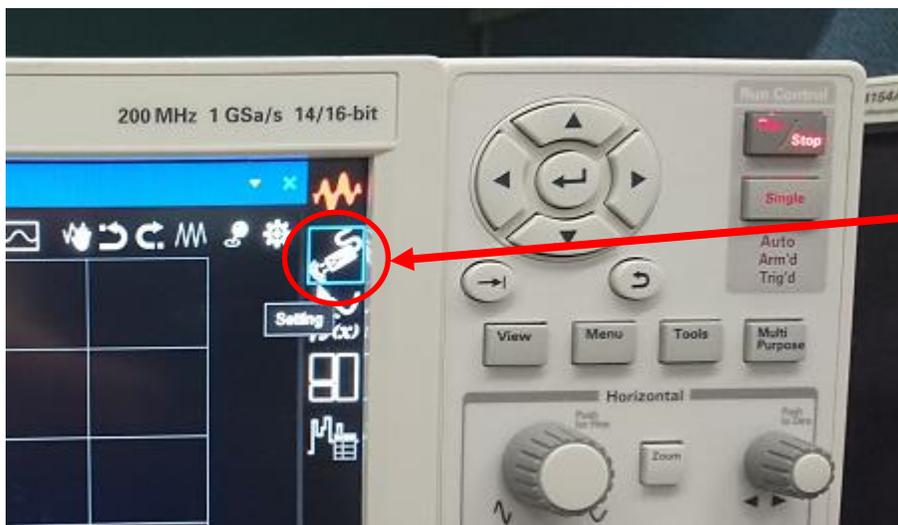
- Click the Keysight logo icon and confirm the firmware revision in the pop-up window.

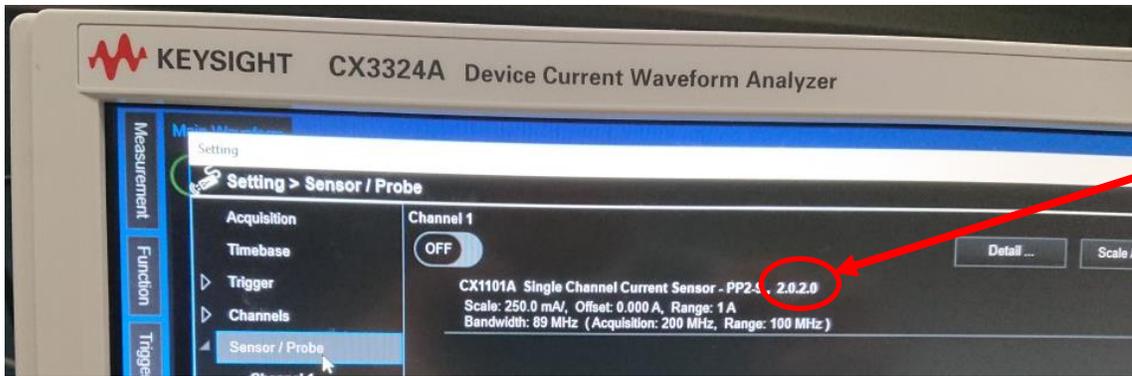


Firmware revision

How to check CX1101A sensor revision.

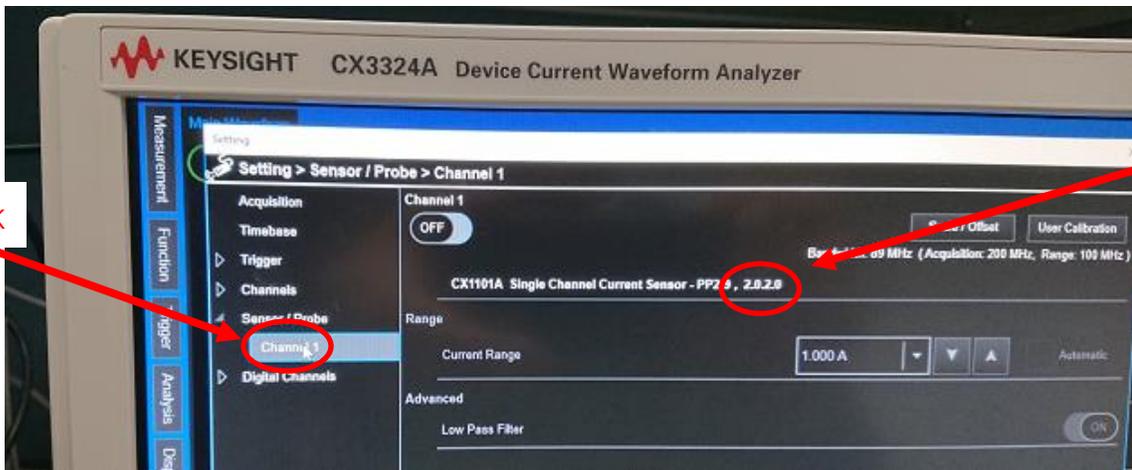
- Click "Sensor" icon on CX3324A display. And in the pop-up window, there is a sensor revision information.





Sensor Revision

NOTE: If not displayed, click on "Channel 1" in the "Sensor/Probe" section to get the below. This explains the case when CX1101A is connected to Channel 1 port.



Click

Sensor Revision

Revision History:

Date	Service Note Revision	Author	Reason for Change
12 Feb 2019	01	Hiro Tsunemoto	Initial Release