

E6198B-01

Modification Recommended Service Note

Supersedes:
NONE

E6198B Keysight Switch/Load Unit (SLU)

E6198B-FG TS-5400 Switch/Load Unit

Serial Numbers: MY51090166 - MY58240461

The Problem – The existing QuickUSB driver (version 2.14/2.15.1) used with the E6198B Keysight Switch/Load Unit (SLU) via the USB interface, is causing memory leak and resulting in aborted tests.

Parts Required: NONE

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	0.25 Hours		
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input checked="" 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 checked="" type="checkbox"/> SEE TEXT		<input checked="" type="checkbox"/> SEE TEXT
	<input checked="" type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	ALWAYS		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	QW		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	ML		

ADDITIONAL INFORMATION:

Situation:

During loop tests, exception errors may be generated in TestExec SL, whereby the system appears to be hanged and then failed with the error message as shown in the image below.

```
Unknown Error occurred. Could not find string for error code : 0 (Severity: 9)
Unknown Error occurred. Could not find string for error code : 0 (Severity: 9)
... during Execution of Test NewTest2_1_[1].
Aborting Test NewTest2_1_[1] because of previous errors.
Aborting Group 2nd loadcard because of previous errors.
```

The tests were aborted due to a memory leak in the QuickUSB driver (version 2.14/2.15.1) where there was a RAM buildup over time, preventing the system from continuing with the loop test. This memory leak issue can be resolved by updating the QuickUSB driver to version 2.15.2.

Solution/Action:

Update QuickUSB driver to version 2.15.2.

To check the version of the existing QuickUSB driver, go to "Device Manager" -> under "Universal Serial Bus controllers" -> QuickUSB Module (right click) -> select "Properties"



Here's simple guideline on the installation of Quick USB driver v2.15.2.

1. Uninstall the older version of the QuickUSB driver.
2. Download the installer for the latest QuickUSB driver v2.15.2 from the link below:
<https://github.com/BitwiseSystems/QuickUSB>
3. Search for the latest version of QuickUSB driver version 2.15.2 under directory of "Downloads" > "QuickUSB-Driver-v2.15.2.zip"
4. Start installing the software.
5. Now you can continue to run the test with this latest version of QuickUSB driver.

Revision History:

Date	Service Note Revision	Author	Reason for Change
25 Mar 2020	01	ML	As Published