

Modification Recommended Service Note

Supersedes:
NONE

M9155C PXI Hybrid Dual SPDT Coaxial Switch, DC to 26.5 GHz, Unterminated

Serial Numbers: TH60450001 – TH61350508

The Problem – The cycle count of the unit is abnormally high. Fresh units from the factory have a cycle count of 16777215 cycles. This number is the default value for the EEPROM that stores the cycle count information. Due to a factory process issue, the cycle count was not reset. When users start using the switch, the cycle count starts from 16777215 onwards.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

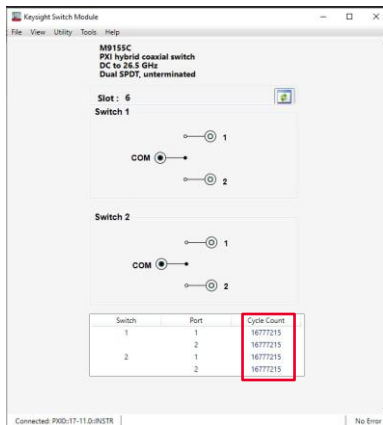
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE		STANDARDS	
CATEGORY: <input type="checkbox"/> AGREEABLE TIME		LABOR: 0.5 Hours	
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE (No Parts involved)	SERVICE:	<input type="checkbox"/> RETURN
	<input type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> ON-SITE (active On-site contract required)		<input type="checkbox"/> SEE TEXT
CATEGORY:	<input type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: N/A	
<input type="checkbox"/> Calibration Required		PRODUCT LINE: WN	
<input checked="" type="checkbox"/> Calibration NOT Required		AUTHOR: CT	

ADDITIONAL INFORMATION:
User to clear cycle count per Action below. No unit return.

Situation:

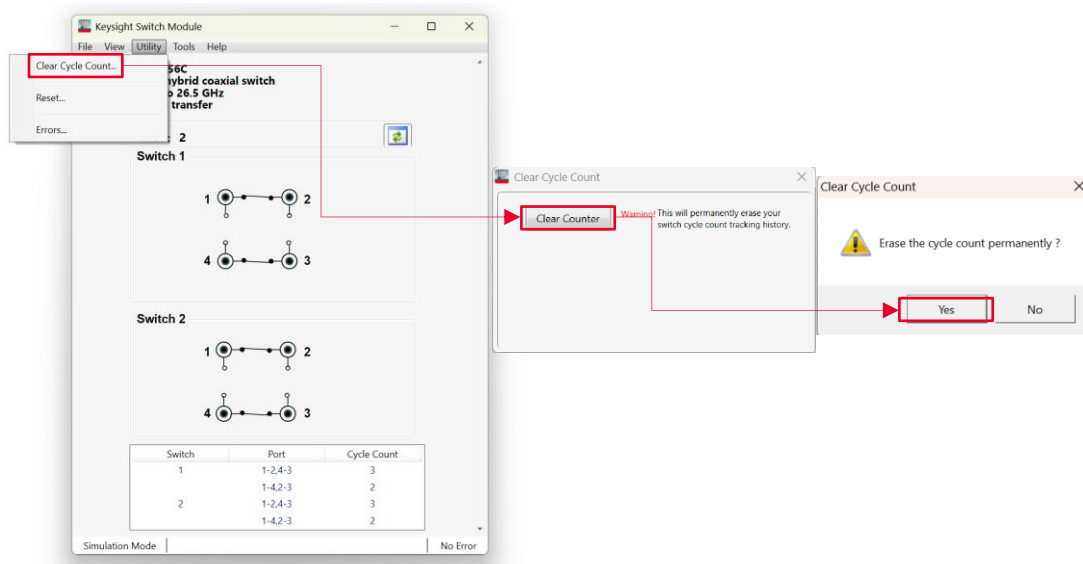
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Rest assured that there is no impact on quality and function. The unit can work normally even with this high cycle count.



Solution/Action:

Clear the Cycle count using the Soft Front Panel (Keysight Switch Module)
Utility -> Clear Cycle Count -> Clear Counter -> Yes



Revision History:

Date	Service Note Revision	Author	Reason for Change
21 May 2025	01	CT	As Published