

Modification Recommended Service Note

Supersedes:
NONE

N9935C FieldFox C Handheld Microwave Spectrum Analyzer, 10 GHz

Serial Numbers: MY63421024, MY63421046, MY63421064

The Problem – The Fieldfox unit might fail Displayed Average Noise Level (DANL) test.

Parts Required:

P/N	Description	Qty.
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 (No Parts involved)	SERVICE:	<input type="checkbox"/> RETURN
	X SERVICE CENTER / FACTORY	INVENTORY:	<input type="checkbox"/> SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE (<i>active On-site contract required</i>)		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	1 DEC 2026
	X Calibration Required	PRODUCT LINE:	WN
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	JY

ADDITIONAL INFORMATION:

Situation:

Unit with specific RF board serial number might fail Displayed Average Noise Level (DANL) test.

Solution/Action:

To check the RF Board Serial Number, follow these steps:

- i. Press the System Button (7)
- ii. Press the Soft Key Service Diagnostics
- iii. Press the Soft Key System Information
- iv. Find the RF Serial Number

Press [Done] to exit.

Setting	Value				
Model Number	N9915C				
Serial Number	US63140036				
Firmware Release	A.13.10				
Firmware Build	2024-05-13,17:34 GMT				
Network Identity	K-N9915C-40036 , 10.82.98.76				
FPGA Rev	IOGA=5.147,RFGA=9.04,MeasDriver=C.05.09.04				
SBM Boot Rev	2.07 2020-08-17				
SBM Main Rev	4.07 2021-11-30				
BIOS Rev	CPU=2,FS=A.02.06.00,PL=C.05.09.04,EB=A.02.04.04,BM=SD0:3				
RF Serial Number	2320-00017				
RF Part Number	N9935-63001				
RF Identity	ID=0x0501,HW=003,OF=C,OP=0x0000,XT=0x0000,NM= 2 Port				
SB Serial Number	2322-00022				
SB Part Number	N9935-63002				
SB Identity	ID=0x0420,HW=002,OF=B,OP=0x0000,XT=0x0000,NM=System				
FP FW Rev	4:4				
FP Serial Number	0				
FP Part Number	N9912-63003				
Edit	Next Page	Previous Page	Add Data		Done

Check if the RF Board Serial Number match the list below:

Unit Serial Number	RF Serial Number
MY63421024	233500011
MY63421046	234700026
MY63421064	234700041

If the unit and RF serial number match and the unit never go through this service note repair before, please return the unit to factory (AX63 PLWN CTD work center) for repair.

If you have any questions about this process, please contact:
Christopher Rich
Christopher_rich@keysight.com

Ewe-Keng Yeoh (Jerry)
Ewe-keng_yeoh@keysight.com

Revision History:

Date	Service Note Revision	Author	Reason for Change
01 Nov 2024	01	JY	As Published