MODIFICATION RECOMMENDED

E8257D-31A

S E R V I C E N O T E

Supersedes:
E8257D-31

E8257D Analog Signal Generator

Serial Numbers: US00000000-US48059999 and MY00000000-MY48059999

Instrument failing self test 300 with E4423-60018 Ref Board

Parts Required:

P/N	Description	Qty.
None		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

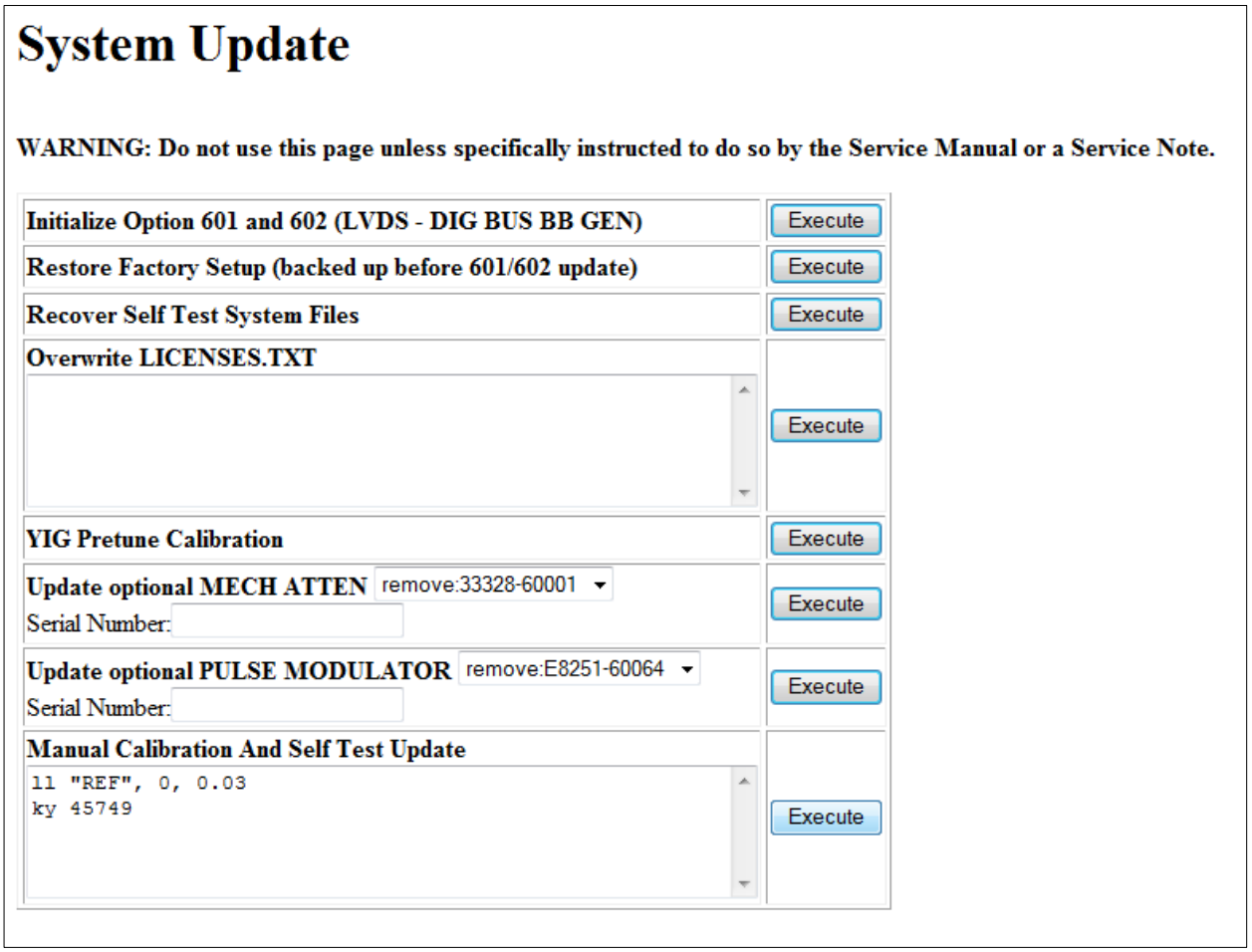
ACTION CATEGORY: X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY: X CUSTOMER INSTALLABLE X ON-SITE **(active On-site contract required)** X SERVICE CENTER X CHANNEL PARTNER	SERVICE INVENTORY: [[]] RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS: [[]] RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 12/1/2028	
[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: 15 AUTHOR: PY	
ADDITIONAL INFORMATION:		

KEYSIGHT TECHNOLOGIES

Situation:
Instrument that has the current Output board replaced to E8251-60075 which then required a firmware upgrade to at least FW 06.XX would then fail self-test 300.

Solution/Action:
1. If you are experiencing self-test failure 300, verify the self-test limits by pressing: Utility > Instrument Information/Help Mode > Self Test > View Test Info.
2. Using the RPG or the up and down arrow keys, scroll to self-test 300. Press: Run Highlighted Test.
3. When the self-test has completed, press: View Details. The lower limit for the test should be 0.03.
4. If the lower self-test limit is correct, continue to troubleshoot the problem using the troubleshooting procedure. If the lower self-test limit is incorrect, proceed to step (5).
5. Connect the instrument to LAN, then press: Utility > GPIB/RS-232 LAN > LAN Setup > LAN Config set to DHCP > Proceed with Reconfiguration > Confirm Change (Instrument will Reboot).
6. After the instrument had power cycle, press: Utility > GPIB/RS-232 LAN > LAN Setup and record down the IP address.
7. Open a browser window and type in the instrument IP address/update (http://xxx.xxx.xxx.xxx/update)
8. Then, copy and paste the scrip below into the 'Manual Calibration And Self Test Update' box.

```
ll "REF", 0, 0.03
ky 9051
```



9. Press ‘Execute’ button next to the ‘Manual Calibration And Self Test Update’.
10. When the update is completed, another webpage will be displayed with the message ‘Operation completed’. To finish, power cycle the instrument and verify the limits have been updated using steps 1-3 above.

Revision History:

Service Note Revision	Date	Author	Reason For Change
01	4-Dec-14	Petrina Yong	As published
02	19-Jan-14	Petrina Yong	Update scrip