

E8257D-32

Modification Recommended Service Note

Supersedes:
NONE

E8257D Analog Signal Generator

Serial Numbers: ALL

Instrument unable to connect via remote access on Internet Browser when entering the IP address.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	X ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	X CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	EOS		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	15		
	X Calibration NOT Required	AUTHOR:	PY		

ADDITIONAL INFORMATION:

Situation:

Instrument when access via internet browser by entering the IP address (http:<instrument IP address>) will get http:<instrument IP address>/index/old page as shown below instead of http:<instrument IP address>/default.html page.



Figure 1

Solution/Action:

This problem can be resolve by upgrading the instrument with the current firmware using the Firmware Upgrade Assistant from the Signal Generator Firmware Update Center, <http://www.keysight.com/main/editorial.jsp?nid=-536902336.536880780.02&lc=eng&ckey=1000000797%3aepsg%3asud&id=1000000797%3aepsg%3asud&cc=US>

Once the instrument firmware successful upgraded, verify by accessing the instrument thru http:<instrument IP address> from the internet browser (shown in page 3)

KEYSIGHT TECHNOLOGIES PSG Series Microwave Signal Generator

Welcome to your Web-Enabled PSG

Information about this Web-Enabled PSG:

Instrument:	E8257D PSG
Serial Number:	[REDACTED]
Description:	Keysight E8257D
Hostname:	[REDACTED]
IP Address:	[REDACTED]
VISA TCP/IP Connect String:	TCPIP0:::INSTR
Firmware Revision:	C.06.23
Options:	007,1E1,1EA,1ED,540,U01,UNT,UNU,UNW
Ethernet (MAC) Address:	00:30:D3:10:0F:B5
SCPI TCP/IP Socket Port:	5025
SCPI Telnet Port:	5023
SICL Interface Name:	gpib0
GPIB Address:	19

Use the navigation bar on the left to access your signal generator and related information.

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Figure 2

Revision History:

Date	Service Note Revision	Author	Reason for Change
29 Nov 2017	01	Petrina Yong	As Published