

E8257D-38

# Information Only Service Note

Supersedes:  
NONE

## E8257D Analog Signal Generator

ALL

**The Problem** – Unsuccessful firmware upgrade using the Firmware Upgrade Assistant in IP address connection

**Parts Required:**  
NONE

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### ADMINISTRATIVE INFORMATION

Calibration Required  
 Calibration NOT Required

PRODUCT LINE: 15  
AUTHOR: PY

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ADDITIONAL INFORMATION:

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## Situation:

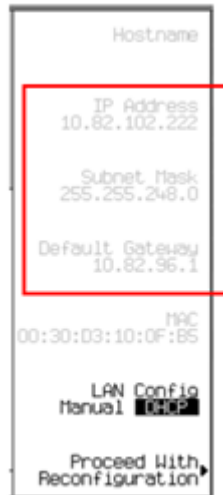
Unsuccessful firmware upgrade on the instrument you are trying to upgrade when using the Firmware Upgrade Assistant (FUA) by IP connectivity.

## Solution/Action:

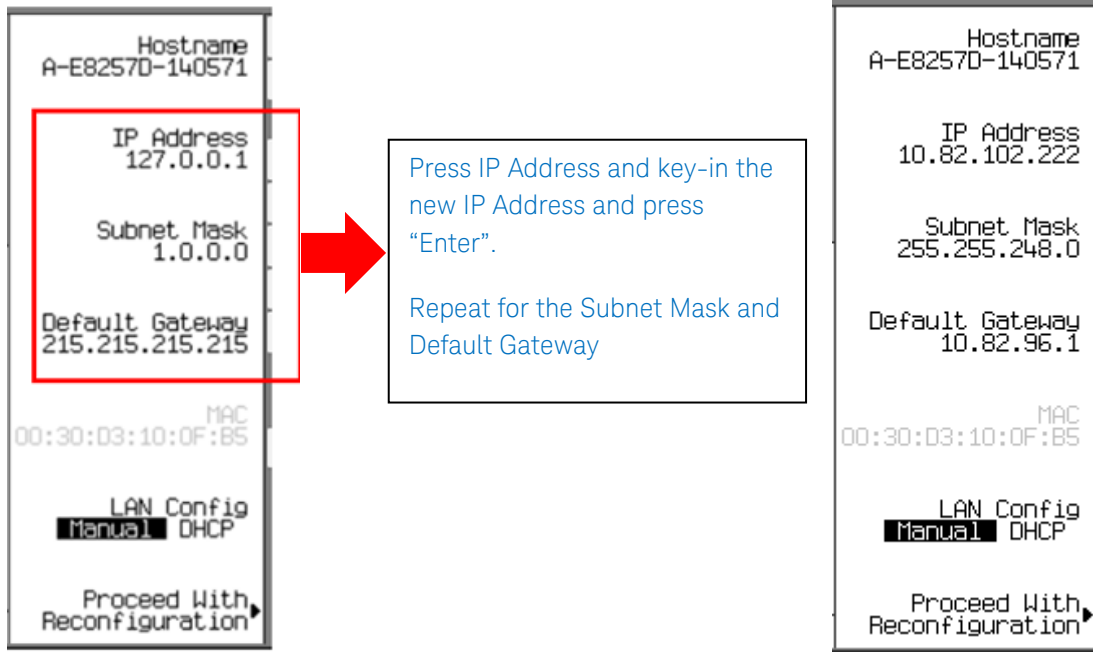
When you encounter this, first check if there's any anti-virus program enabled on the pc. You may refer to Service Note, E8257D-33 for further detail on how to disable it to perform the firmware upgrade.

If it doesn't work, you can follow the below steps: -

- a. Go to **Utility > GPIB/RS-232 LAN > LAN setup** and that the LAN Config is set to **DHCP**. Copy down the IP Address, Subnet Mask and Default Gateway.



- b. Press **LAN config** to change it to **Manual** and enter the 3 items (IP Address, Subnet Mask and Default Gateway) from the DHCP mode to the Manual mode.



- c. Once done, press **“Proceed With Reconfiguration”**.
- d. Re-open the Firmware Upgrade Assistant and restart the firmware upgrade.

Revision History:

Date	Service Note Revision	Author	Reason for Change
25 Apr 2023	01	Petrina Yong	As Published