Modification Recommended Service Note

Supersedes:
NONE

E8257N Sweep Generator

Serial Numbers: SG56440000-SG57289999

Instrument max power value is clipped to 9dBm instead of 12dBm

Parts Required:

P/N   Description   Qty.

NONE

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[X] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours				
LOCATION CATEGORY:	[X]CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) [X] SERVICE CENTER [[]] CHANNEL PARTNERS	SERVICE: INVENTORY:	[[]] RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS:	[[]] RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: EOS			
	[[]] Calibration Required [X] Calibration NOT Required	PRODUCT LINE: 15 AUTHOR: PY			

ADDITIONAL INFORMATION:

Situation:
The instrument max power value is clipped to 9dBm instead of 12dBm due to wrong max power system value installed from factory. Only those serial number prefix mentioned above are affected.

Solution/Action:
Updating the instrument firmware to *C.06.26 and above will rectify this issue. Below is the procedure to install the firmware using the Firmware Upgrade Assistant thru GPIB connection. The Keysight GPIB cards for 488 programs must be enabled on the IO Libraries Suite for the Firmware Upgrade Assistant tool to run and upgrade the firmware successfully.

* At the time of writing this SN, C.06.26 is the latest firmware revision released in Apr, 2018.

Procedure to enable the GPIB cards for 488 programs (both Windows 7 and 10)

1. On your PC, start the Keysight Connection Expert software. Click Start > All Programs > Keysight IO Libraries Suite > Agilent Connection Expert. If you do not have Keysight IO Libraries Suite installed on your PC, you can download it from the following website: http://www.keysight.com/find/iolib.
2. In the Instruments tab, select your instrument to make the connection.
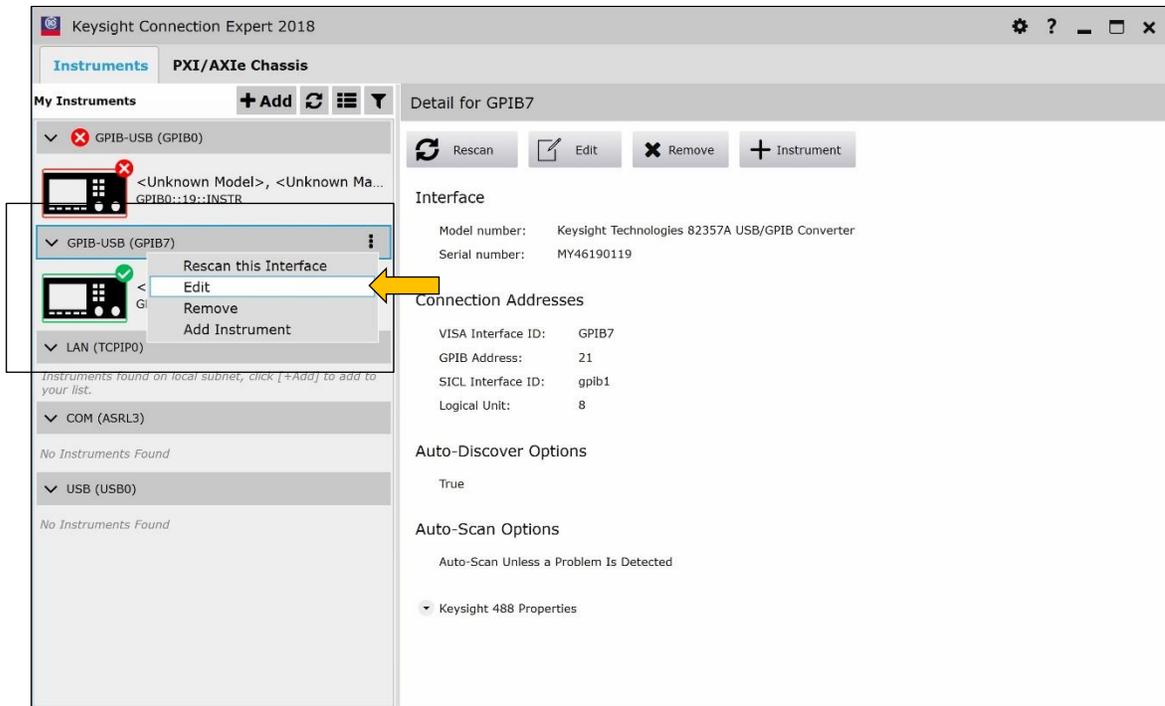3. Right-click on "GPIB-USB (GPIB#)" # represents the Visa Interface ID #.   Then, click "Edit". (Refer to Figure 1)

Figure 1

4. Scroll down the "Edit Settings" page until you reach the "Keysight 488 Properties" tab. Check the box "Enable Keysight GPIB Cards for 488 programs" and click "OK". (Refer to Figure 2)
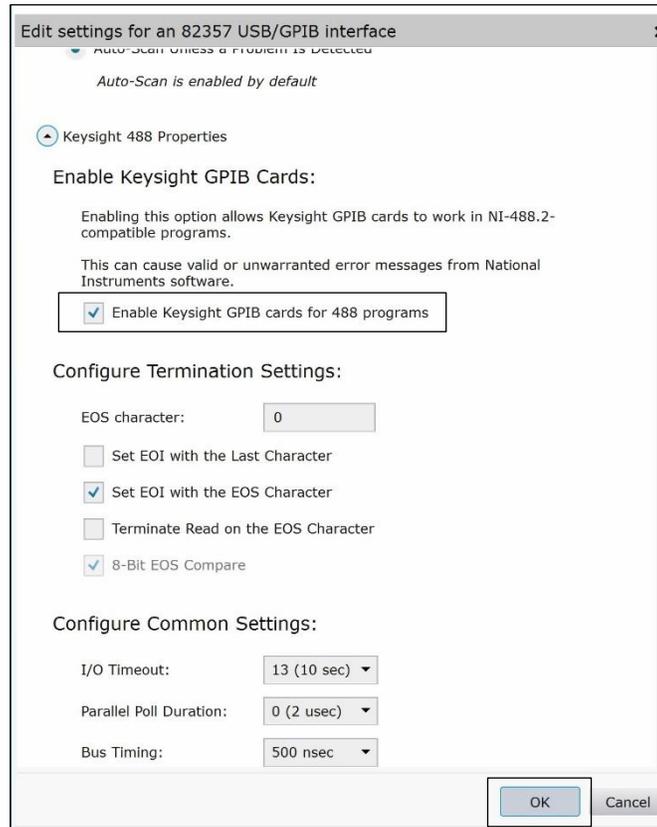

Figure 2

Procedure if you are using Windows 7 to run the Firmware Upgrade Assistant

5. Open the Firmware Upgrade Assistant application. If you do not have the Firmware Upgrade Assistant tool or the latest firmware installed on your PC, you can download it here.
6. Proceed to upgrade the instrument firmware to *C.06.26. Select from the "Browse" tab the file for E8257N, "C_06_26_E8257N_April_11_2018.esg".   (Refer to Figure3 on the next page).
7. The software will install your instrument now. It will take around 40mins.
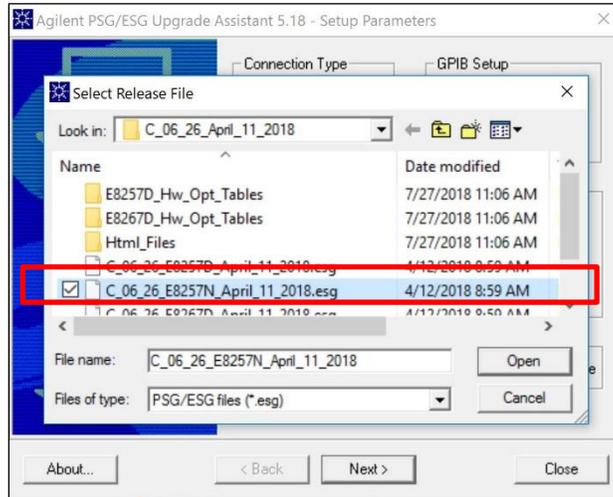8. Once complete, check the instrument Max Power can be set to 12dBm. "Amplitude" > "12dBm"

Figure 3

Procedure if you are using Windows 10 to run the Firmware Upgrade Assistant

9. Find the PSG-ESG Upgrade Assistant application file in the C drive. By default, it is installed on C:\Program Files(X86)\Agilent\PSG-ESG Upgrade Assistant folder. Right click on it.
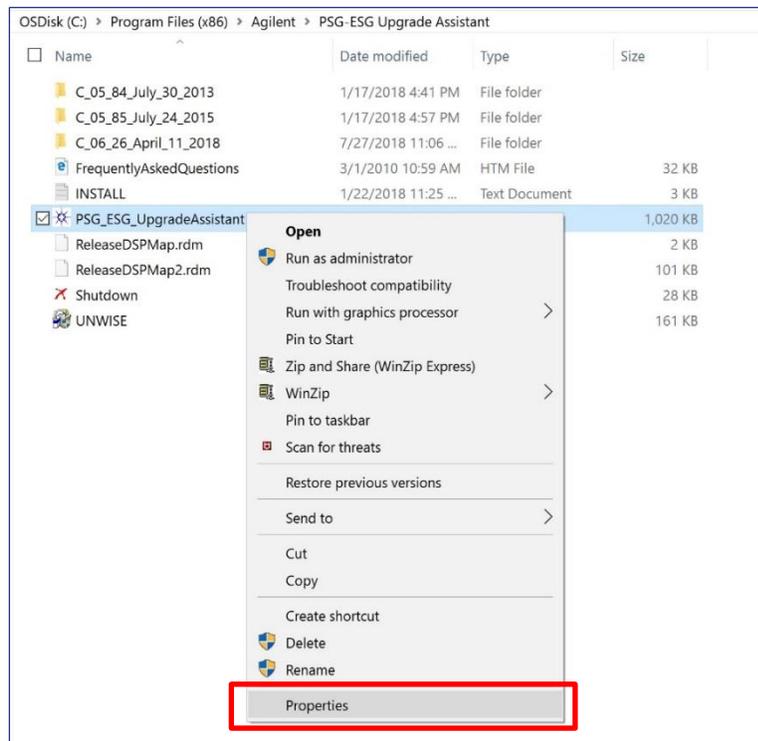10. Then click on " Properties". (Refer to Figure 4)

Figure 4

11. Check the box "Run this program in compatibility mode for:" and click "Apply" followed by "OK". (Refer Figure 5).
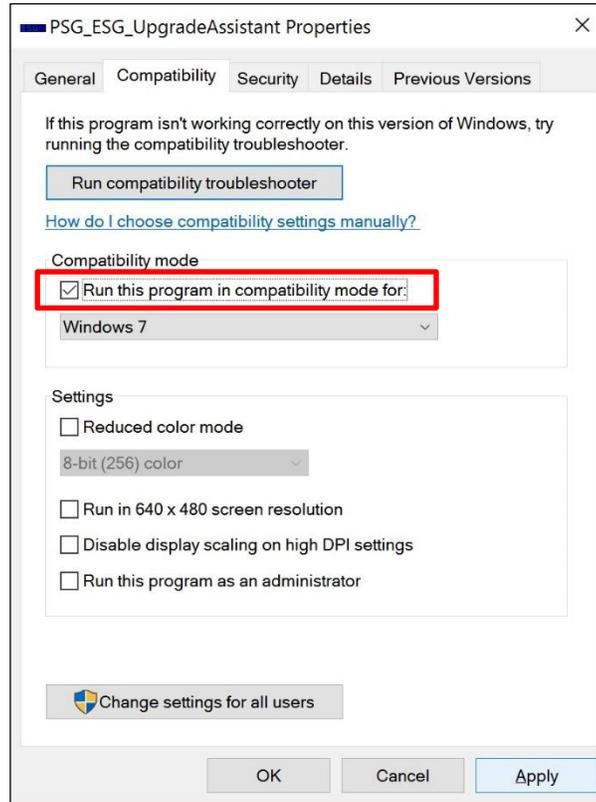

Figure 5

12. Proceed with upgrade the instrument firmware by following the steps mentioned in Steps 6-8.
13. Do also ensure that your Anti-virus, McAfee is disabled before starting the firmware upgrade. For instruction to disable the anti-virus, refer to Service note, E8257N-02.

Revision History:

Date	Service Note Revision	Author	Reason for Change
10 Aug 2018	01	Petrina Yong	As Published