

E8267D-28

# Modification Recommended Service Note

Supersedes:  
NONE

## E8267D Digital 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 (\* using E8257D screen short as an example)

**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 Figure 2 on page 3)

The screenshot shows a web browser window with the URL `http:// /default.html`. The page title is "Welcome to Keysight Tech...". The browser's address bar shows the URL. The page content includes the Keysight Technologies logo and the text "PSG Series Microwave Signal Generator". A navigation bar on the left contains links for "Welcome Page", "Signal Generator Web Control", "Signal Generator FTP Access", "Signal Generator SCPI Telnet", and "Help with this Page". The main content area is titled "Welcome to your Web-Enabled PSG" and contains a section "Information about this Web-Enabled PSG:" followed by a table of instrument details. To the right of the table is an image of the E8257D signal generator hardware. Below the table, there is a note: "Use the navigation bar on the left to access your signal generator and related information." and a copyright notice: "© Keysight Technologies, Inc. 2002".

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, UNJ,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

Figure 2: (\* using E8257D screen short as an example)

Revision History:

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