N4903B-03

S E R V I C E   N O T E

Supersedes:
None

N4903B - High-Performance Serial BERT

Serial Numbers: MY49101000 – MY49101020

Due to a Microsoft Windows configuration problem the N4903B WebServer does not start correctly.

Parts Required:

P/N	Description	Qty.

None

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		

ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE XX AGREEABLE TIME	STANDARDS LABOR: 0.50 Hours	
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE XX ON-SITE XX SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 31-Dec-2013	
AUTHOR: HK		PRODUCT LINE: PL24	
ADDITIONAL INFORMATION:			

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Agilent Technologies

January 21, 2012

Situation:

During the creation of the Microsoft Windows Image in the factory for the N4903B product 3 steps were mixed up: the installation of the .Net2.0 SP2 package, the installation of the N4903B WebServer and the installation and configuration of the Microsoft Internet Information Server (IIS).

To see the impact do the following:

1. Start the N4903B and wait for the unit to have fully booted.
2. Start the Internet Explorer and enter http://localhost/ as address and you will get the following screen, which is empty. The address will automatically change from http:/localhost/ to the one shown below.
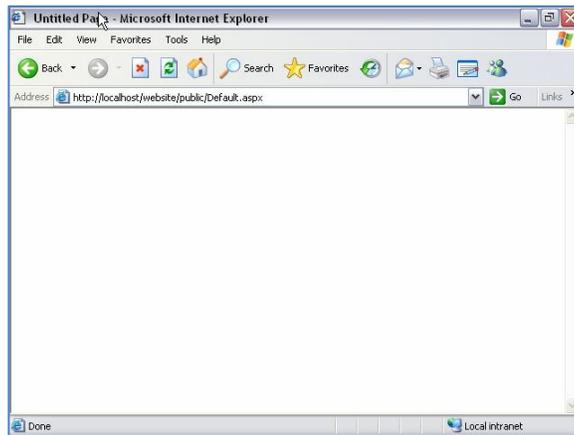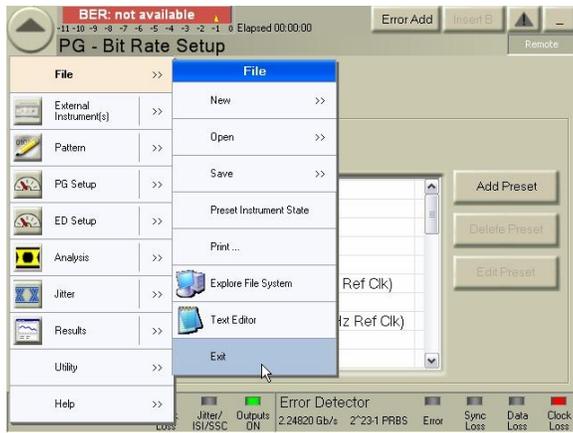

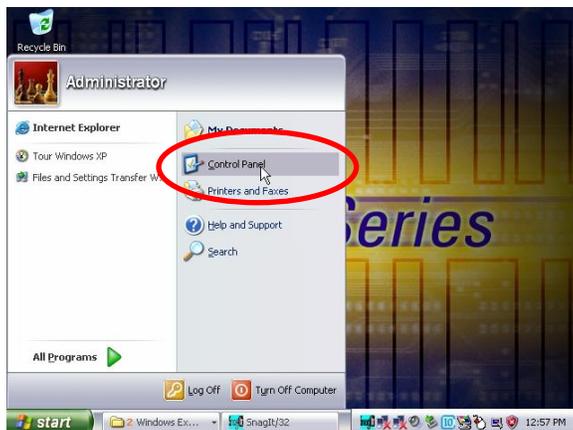It should have displayed the page of the N4903B WebServer (see last page)
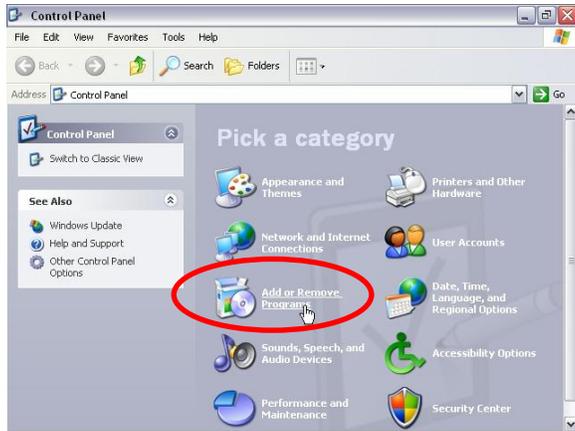
Solution/Action:

Please perform the following steps:

1. Start the N4903B and wait for the unit to have fully booted.
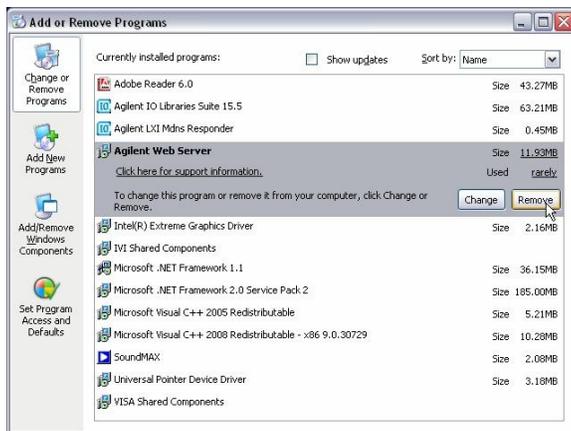2. Stop the N4903B GUI and firmware server.
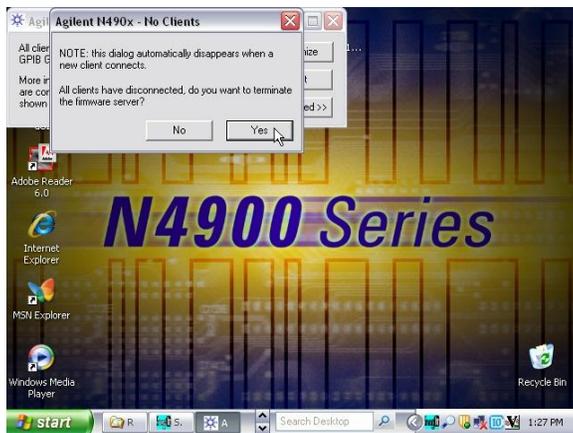
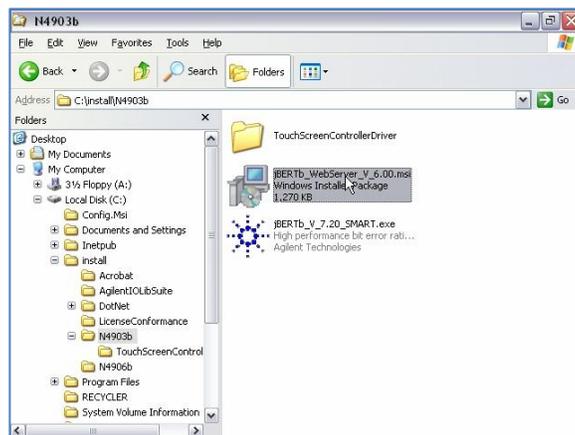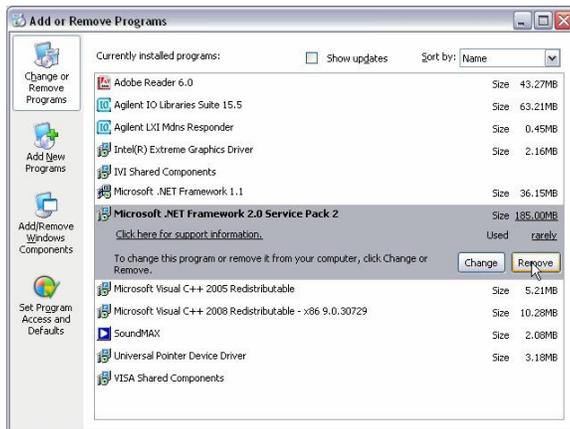3. Go to the "Control Panel" and then "Add and Remove Programs"

4. Check whether the "Agilent Web Server" is installed on the system.

If not, you can get and install it from here:
C:\install\N4903B\jBERTb_WebServer_V_6.00.msi
Double-click on it in order to install the package

5.   Find Microsoft .NET 2.0 SP2 and click on "Remove" as shown below

6.   Then re-install .NET 2.0 again. Identify the .NET 2.0 package in the directory:
c:\install\DotNet\2.0\dotnetfx.exe
Double-click on it in order to re-install the package.
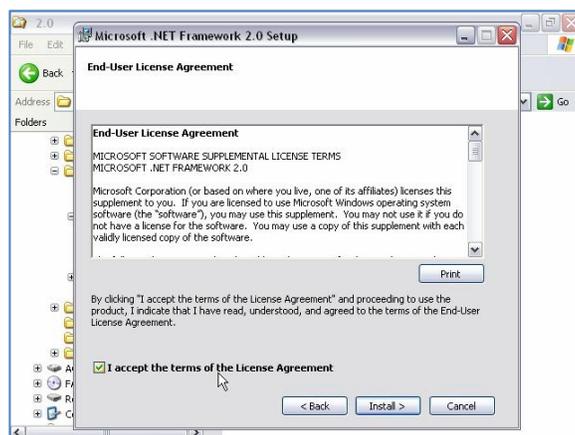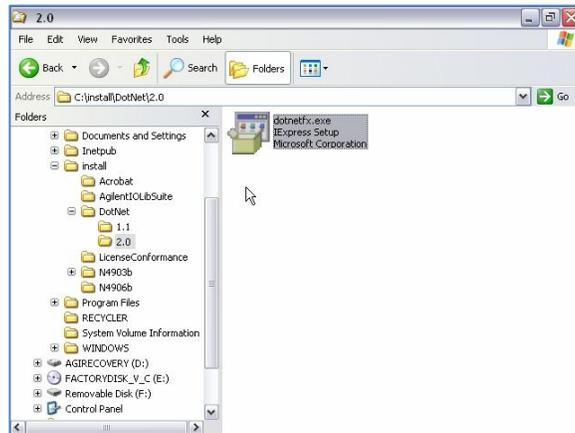
7. Optional Step:
Please check whether the .NET 2.0 SP2 package is available on your system in the directory:
c:\install\DotNet\2.0\NetFx20SP2_x86.exe
If it is not available in the directory above you can download it from here:
\\wbbnps03\ftp_support\All-Support\PV_Software\Microsoft_Software_Packages\dotnet
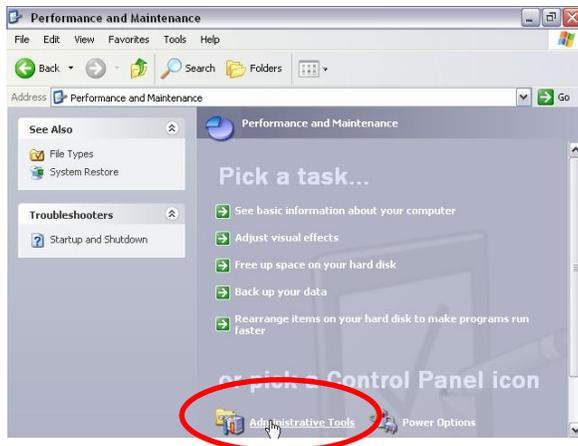Framework 2.0\ NetFx20SP2_x86.exe

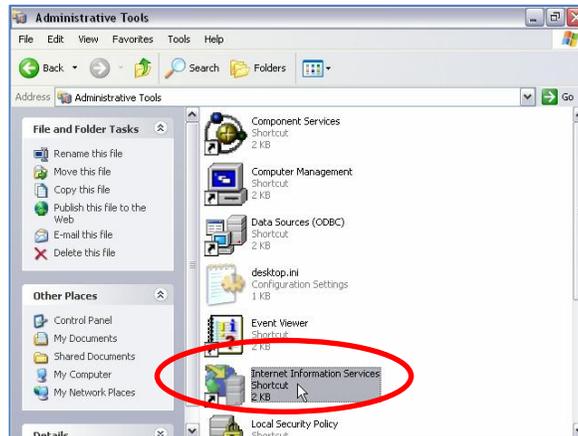Double-click on it in order to install the SP2 (service pack 2) package.
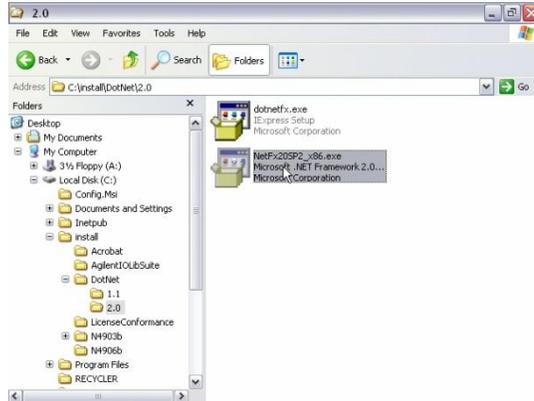
8. The above step should have corrected the Microsoft Internet Information Server (IIS) configuration. Double-check the configuration of the IIS.
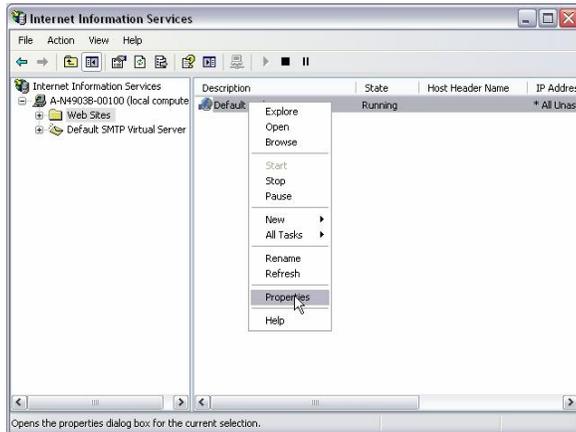   Go to "Control Panel" and "Performance and Maintenance",
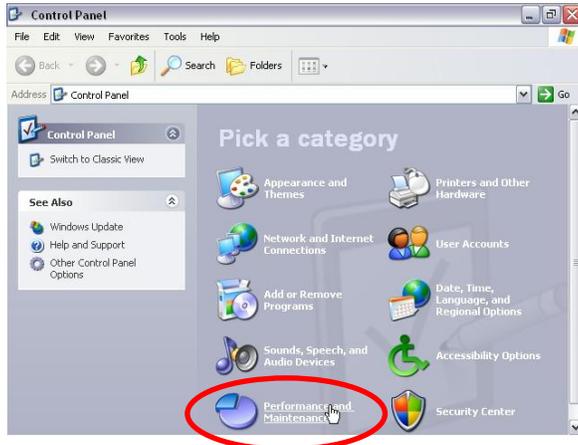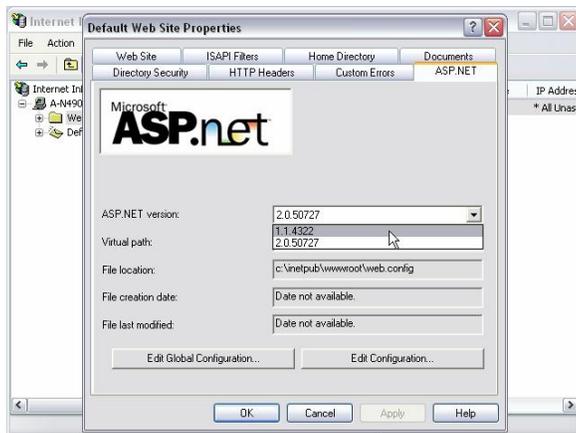

then "Administrative Tools",

then "Internet Information Services".

Expand the tree in the left half by clicking on the "+" sign in order to see the "Web Sites", then go to the right pane and select "Default Web Site" and then right-click the mouse and select "Properties" as shown below.
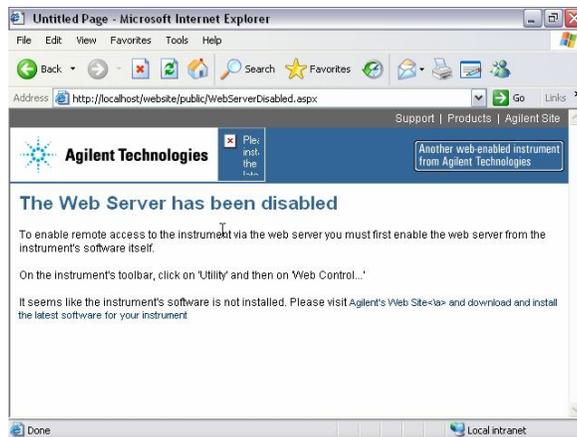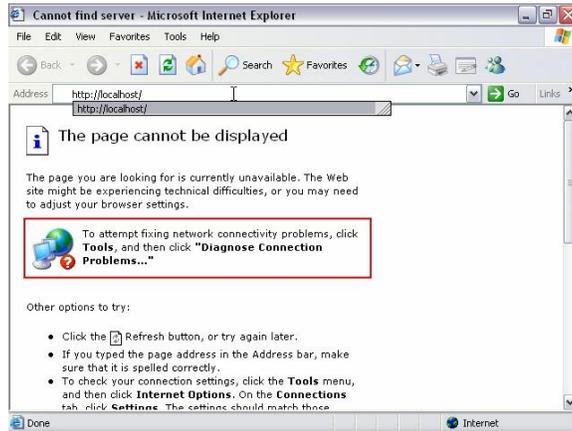
Go to the tab "ASP.NET" and the drop down box for the "ASP.NET version".

Make sure the version 2.0.50727 is selected as shown below.
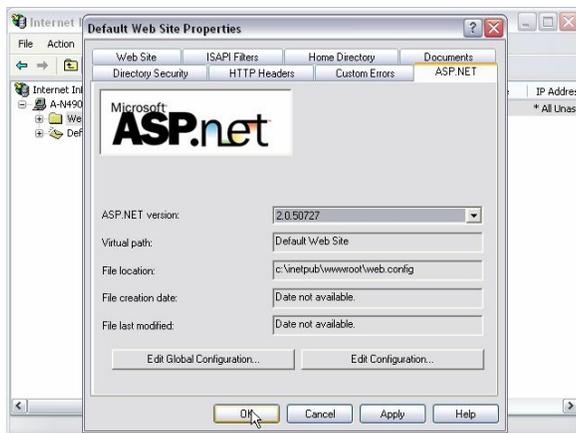
9. Now quickly test the solution by trying out the following steps.
   Start the Internet Explorer and enter http://localhost/ as address

10. You have successfully changed the configuration.