N4903B-04

S E R V I C E N O T E

Supersedes:
None

The N4903B does not respond to network “pings”.

Serial Numbers: MY49101000 – MY49101020

Due to a Microsoft Windows configuration problem the N4903B does not respond to network “pings”.
Apply the correct configuration steps described below to allow “pings” to be answered by the N4903B.

Parts Required:

P/N	Description	Qty.
None		

ADMINISTRATIVE INFORMATION

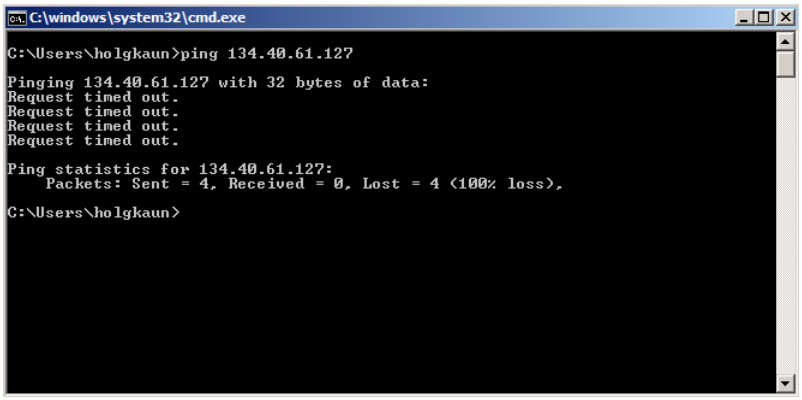
SERVICE NOTE CLASSIFICATION: **MODIFICATION RECOMMENDED**			
ACTION CATEGORY: [[]] ON SPECIFIED FAILURE XX AGREEABLE TIME	STANDARDS LABOR: 0.25 Hours		
LOCATION CATEGORY: [[]] CUSTOMER INSTALLABLE XX ON-SITE XX SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE INVENTORY: [[]] RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS: [[]] RETURN [[]] SCRAP [[]] SEE TEXT	
AVAILABILITY: PRODUCT’S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31-Dec-2013		
AUTHOR: HK	PRODUCT LINE: PL24		
ADDITIONAL INFORMATION:			

February 23, 2012

Agilent Technologies

Situation:

A N4903B, which is connected to the network and has a valid IP address should respond to “pings”. A “ping” is a computer network administration utility used to test the reachability of a computer system on a network. A “ping” operates by sending an ICMP (Internet Control Message Protocol) echo request packet to the target computer system and waiting for an ICMP response. If the target system does not answer, it records a packet loss.



To debug connectivity problems it is often very helpful to have computer system and instruments respond to “pings”.

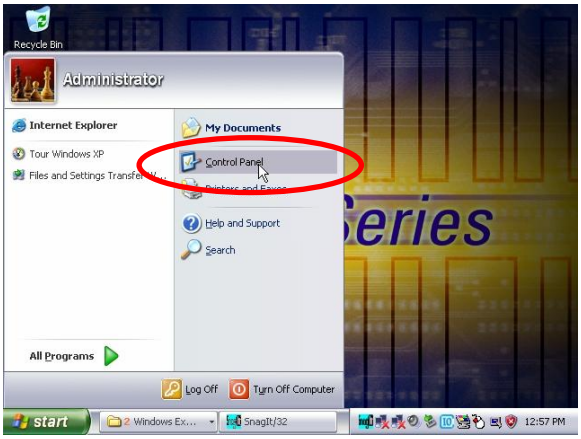
It is possible to configure the Windows Firewall to not allow responses to “pings”, i.e. disable incoming ICMP echo requests.

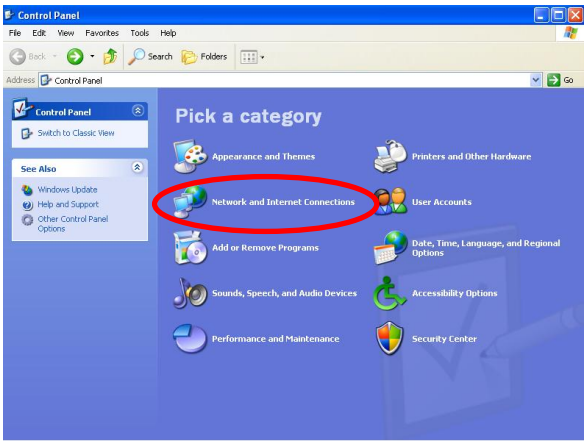
The Windows image on the N4903B systems of the specified serial number range (see above) has disabled “incoming echo requests” by accident.

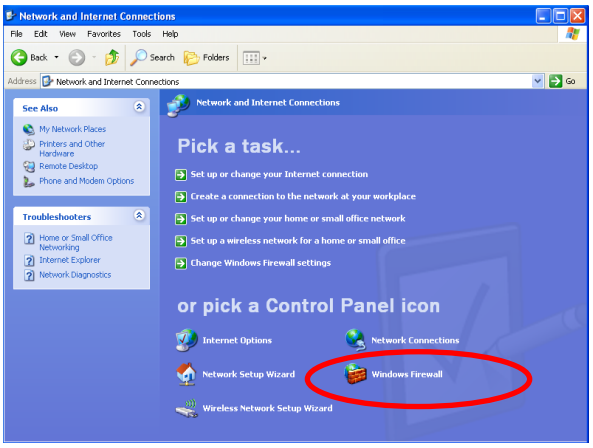
Solution/Action:

Please perform the following steps in order to enable ICMP echo requests:

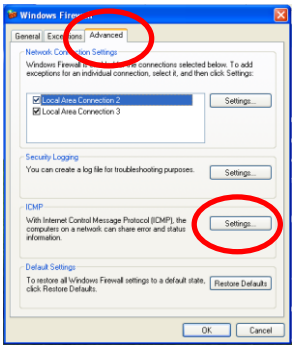
1. Start the N4903B and wait for the unit to have fully booted.
2. Go to the “Control Panel” → “Network and Internet Connections” → “Windows Firewall”



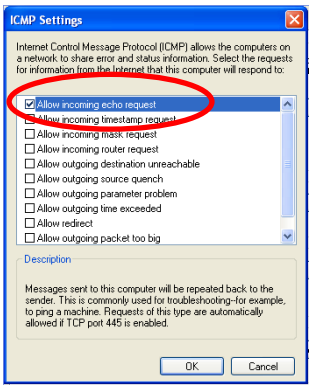




3. On the “Windows Firewall” go to the “Advanced” tab and then on “ICMP Settings”:

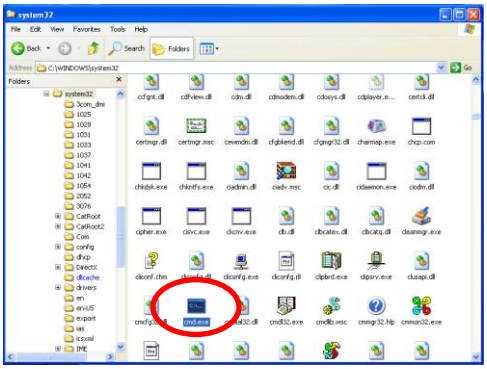


Then check the checkbox “Allow incoming echo request”

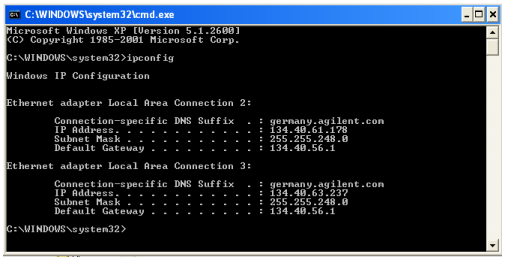


Click “OK” and “OK” again and then close the “Control Panel”.

4. Now quickly test the solution by trying out a “ping” from a remote computer system to your N4903B.
    a. Connect the N4903B to the network by connecting 2 LAN cables to the 2 network ports on the back of the instrument. You can also execute the following steps sequentially: one network port after the other.
    b. Start the Windows explorer on the N4903B, navigate to the directory C:\Windows\sytem32 and find the file “cmd.exe” and double-click on it.

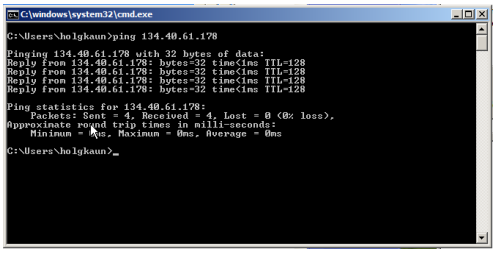


c. A command window will start. Enter the command “ipconfig”:



d. Write down the 2 IP addresses. In the picture above they are: 134.40.61.178 and 134.40.63.237.

e. Now go to a PC that is connected to the same network, start a command window (description above) and type “ping 134.40.61.178. You should get a response as shown below;



Repeat the ping for the other IP address.