

Modification Recommended Service Note

Supersedes:
NONE

E4360A Modular Array Simulator Mainframe, 1200W

Serial Numbers: Refer to Table 1.

The Problem – Devices found to have duplicate MAC addresses can cause an IP conflict when connected on the same local network.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	0.3 Hours	
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED <input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS: <input type="checkbox"/> SCRAP
	<input type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT	<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS			
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	1 st September 2020	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	PLSP	
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	KHEW	

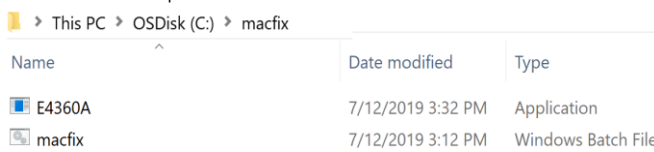
ADDITIONAL INFORMATION:

Situation:

E4360A in Table 1 **Impacted Serial Number** are having chances to share the same MAC address. When more than one E4360As that have the same MAC Address are connected to the same local area network, an IP conflict occurs.

Solution/Action:

1. Connect E4360A to a PC controller either using GPIB cable or USB cable.
2. Open Keysight Connection Expert to ensure a connection to the instrument is established.
3. Download the tools from the following link:
<http://www.keysight.com/main/redirector.aspx?action=ref&strnid=00&cname=EDITORIAL&ckey=30564338&cc=US&lc=eng&NEWCCLC=Useng>
4. Extract the zip file into C:\MacFix



Name	Date modified	Type
E4360A	7/12/2019 3:32 PM	Application
macfix	7/12/2019 3:12 PM	Windows Batch File

5. Open the macfix.bat file. (*Window defender or antivirus might block the program from running, proceed to run the program*)
6. Select 1. For USB or 2. For GPIB.

```
cmd: C:\WINDOWS\system32\cmd.exe - C:\Macfix\E4360A.exe
C:\macfix>CD\
C:\>CMD.exe /K "C:\Macfix\E4360A.exe"

##### Duplicate MAC Address Fix Tool #####

Requirement :
- Keysight Connection Expert (v18.0 recommended)
- Microsoft .Net Framework 4.0.

Note:

** Update 1 instrument at a time **

Please Select IO (1 or 2)
1.USB  2.GPIB
```

7. The impacted serial number will be automatically identified, and the MAC address will be updated to a unique address if there is a duplication found. **SUCCESSFUL CONFIGURED!** will show up, indicating that the MAC address has been changed.'

```
C:\WINDOWS\system32\cmd.exe
##### Duplicate MAC Address Fix Tool #####
Requirement :
- Keysight Connection Expert (v18.0 recommended)
- Microsoft .Net Framework 4.0.

Note:
Please Select IO (1 or 2)
1.USB  2.GPIB
1
The affected Instrument Serial Number will be identified automatically.
Press ENTER to continue...

*****
Resource Manager: List of USB address
*****
USB0::2391::4359::FCR00035229::0::INSTR
USB0::2391::4359::MY54001055::0::INSTR
***** End USB List *****

Matched USB Instrument Address => USB0::2391::4359::FCR00035229::0::INSTR
Querying IDN from matched USB Instrument.
Agilent Technologies,E4360A,FCR00035229,A.01.07

Matched USB Instrument Address => USB0::2391::4359::MY54001055::0::INSTR
Querying IDN from matched USB Instrument.
Agilent Technologies,E4360A,MY54001055,A.02.04

Multiple Instruments to Update Mac Address found.

Instrument #1:
+++++++
Clearing DUT Error..
+0,"No error"

Current MAC Address for FCR00035229 => 80-80-80-80-80-80
Press ENTER to continue assigning new MAC Address.

New MAC Address => 80-09-02-06-0E-16
checking for Error..
+0,"No error"

New MAC Address has been assigned.
Old MAC address for FCR00035229 => 80-80-80-80-80-80
New MAC address for FCR00035229 => 80-09-02-06-0E-16

SUCCESSFULLY CONFIGURED! FCR00035229

Instrument #2:
+++++++
Clearing DUT Error..
+0,"No error"

Current MAC Address for MY54001055 => 80-09-02-01-4C-31
Press ENTER to continue assigning new MAC Address.

New MAC Address => 80-09-02-06-0E-17
checking for Error..
+0,"No error"

New MAC Address has been assigned.
Old MAC address for MY54001055 => 80-09-02-01-4C-31
New MAC address for MY54001055 => 80-09-02-06-0E-17

SUCCESSFULLY CONFIGURED! MY54001055

Press any key to continue . . . _
```

8. Following message will show if the unit is not impacted or is having a unique MAC Address.

This instrument doesn't require MAC Address fix.

9. Following message will show if E4360A connection is not detected. Back to Step 1 & 2 to make sure the connection is established.

No valid USB Instrument detected.
No valid GPIB Instrument detected.

MY54001727	MY54001721	MY54001787	MY54001760
MY54001728	MY54001722	MY54001788	MY54001811
MY54001729	MY54001723	MY54001789	MY54001808
MY54001730	MY54001748	MY54001790	MY54001809
MY54001731	MY54001750	MY54001791	MY54001821
MY54001732	MY54001751	MY54001803	MY54001820
MY54001734	MY54001766	MY54001741	MY54001824
MY54001736	MY54001767	MY54001770	MY54001822
MY54001737	MY54001768	MY54001799	MY54001823
MY54001740	MY54001769	MY54001800	MY54001831
MY54001717	MY54001771	MY54001801	MY54001812
MY54001718	MY54001772	MY54001807	
MY54001719	MY54001780	MY54001810	
MY54001720	MY54001786	MY54001733	

Table 1 Impacted Serial Number

Revision History:

Date	Service Note Revision	Author	Reason for Change
05 Aug 2019	01	KHEW	As Published