E8257N-01

Modification Recommended Service Note

Supersedes: NONE

E8257N Sweep 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 CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE X ON-SITE (active On-site contract required) X SERVICE CENTER X CHANNEL PARTNERS	SERVICE: [[]] RETURN USED [[]] RETURN INVENTORY: [[]] SCRAP PARTS: [[]] SCRAP [[]] SEE TEXT [[]] 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:

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.

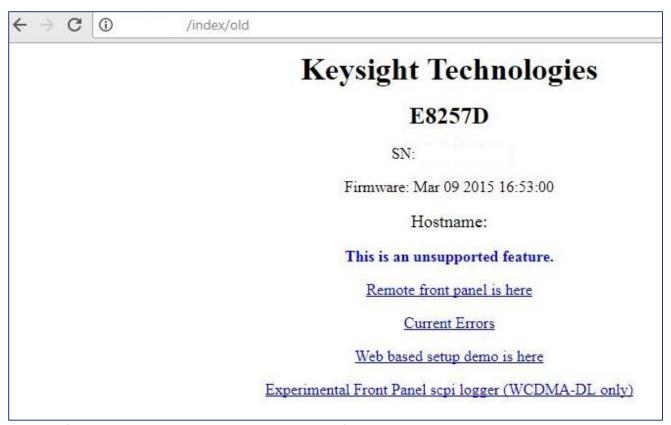


Figure 1 (* using E8257D screen short as an example)

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.jspx?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)

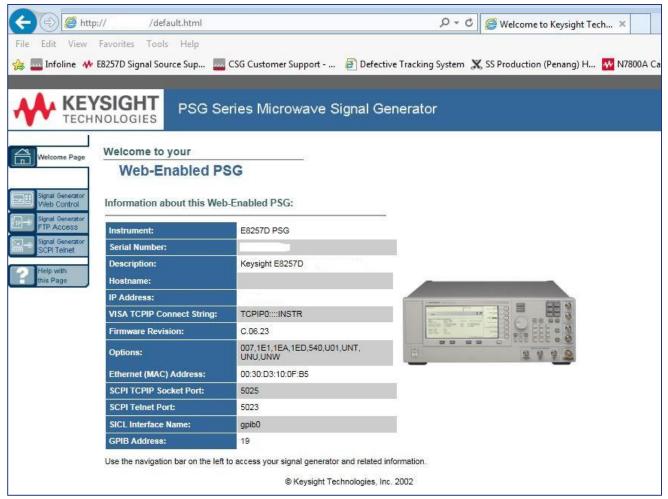


Figure 2: (* using E8257D screen short as an example)

Revision History:

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