Information Only Service Note

E8257N Sweep Generator

Serial Numbers: ALL

Firmware Upgrade Unable to Run due to Anti-virus Program installed on PC

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

[[]] Calibration Required	PRODUCT LINE: 15
X Calibration NOT Required	AUTHOR: PY

ADDITIONAL INFORMATION:

KEYSIGHT
TECHNOLOGIES

Situation:

You may potentially unable to perform firmware upgrade for your instrument using the Firmware Upgrade Assistant (FUA) tool from your pc. The instrument you are trying to upgrade will freeze as shown in Figure 1 below as well as the FUA would show "Upgrade not Successful" as shown in Figure 2.
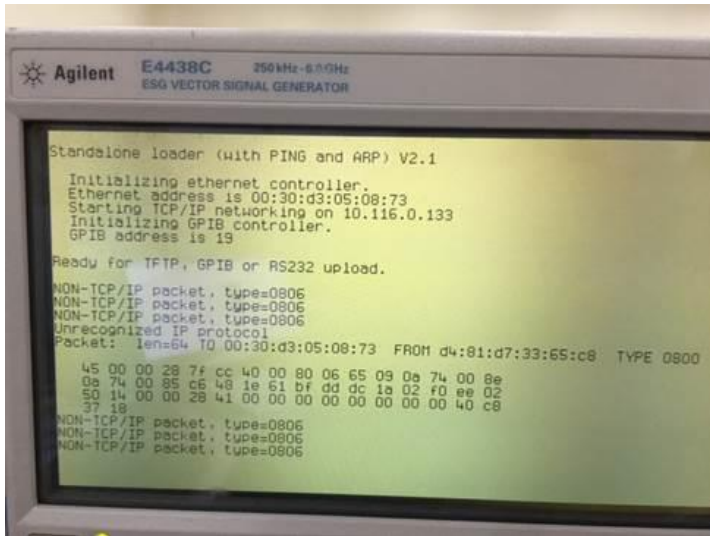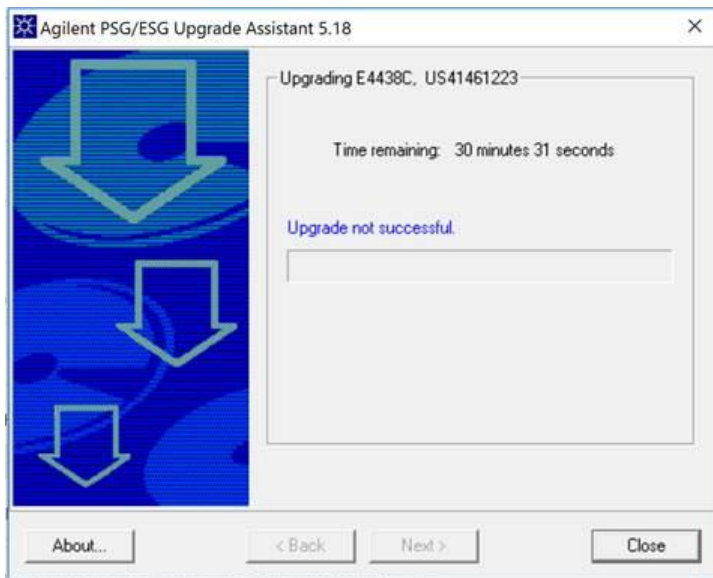

Figure 1

Figure 2

Solution/Action:

Disable the Anti-virus from your pc.

In this example below, the anti-virus McAfee that is running on the pc has caused the firmware upgrade unable to execute. To disable the McAfee, find the McAfee icon on the bottom left of your pc and go to "Quick Settings" to disable the "Endpoint Security Firewall" as shown in Figure 3.
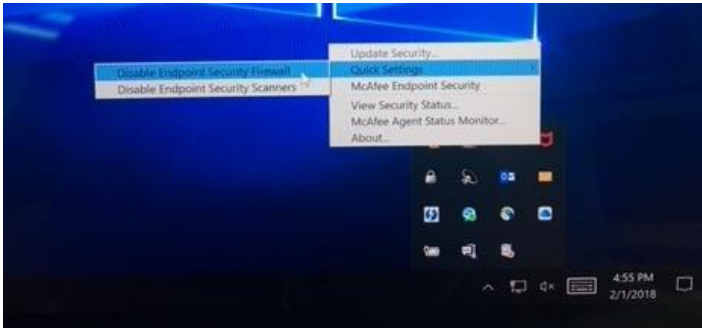

Figure 3

Figure 4 below shows that the firewall has already been disabled. You may try to execute the firmware upgrade again.
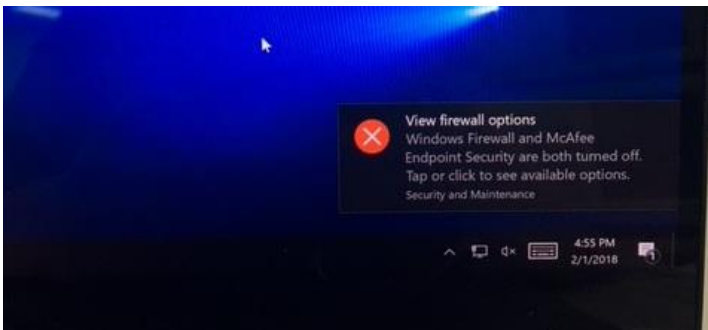

Figure 4

If you still encounter any firmware upgrade issue, please e-mail to csg.support@keysight.com for further assistance.

Revision History:

Date	Service Note Revision	Author	Reason for Change
12 Feb 2018	01	Petrina Yong	As Published