

E8257N-03

# Modification Recommended Service Note

Supersedes: NONE

# E8257N Sweep Generator

Serial Numbers: SG56440000-SG57289999

Instrument max power value is clipped to 9dBm instead of 12dBm

# Parts Required:

P/N Description Qty.

NONE

#### ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[X] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours			
LOCATION CATEGORY:	[X]CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) [X] SERVICE CENTER [[]] 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:

The instrument max power value is clipped to 9dBm instead of 12dBm due to wrong max power system value installed from factory. Only those serial number prefix mentioned above are affected.

#### Solution/Action:

Updating the instrument firmware to \*C.06.26 and above will rectify this issue. Below is the procedure to install the firmware using the Firmware Upgrade Assistant thru GPIB connection. The Keysight GPIB cards for 488 programs must be enabled on the IO Libraries Suite for the Firmware Upgrade Assistant tool to run and upgrade the firmware successfully.

\* At the time of writing this SN, C.06.26 is the latest firmware revision released in Apr, 2018.

Procedure to enable the GPIB cards for 488 programs (both Windows 7 and 10)

- On your PC, start the Keysight Connection Expert software. Click Start > All Programs > Keysight IO Libraries Suite > Agilent Connection Expert. If you do not have Keysight IO Libraries Suite installed on your PC, you can download it from the following website: <u>http://www.keysight.com/find/iolib</u>.
- 2. In the Instruments tab, select your instrument to make the connection.
- 3. Right-click on "GPIB-USB (GPIB#)" # represents the Visa Interface ID #. Then, click "Edit". (Refer to Figure 1)

Keysight Connection Expert 2018		�?_□×
Instruments PXI/AXIe Chassis		
My Instruments + Add 2 📰 🗡	Detail for GPIB7	
COM (ASRL3) No Instruments Found	✓ Rescan ✓ dtl ✓ Rescan ✓ dtl ✓ Remove	



4. Scroll down the "Edit Settings" page until you reach the "Keysight 488 Properties" tab. Check the box "Enable Keysight GPIB Cards for 488 programs" and click "OK". (Refer to Figure 2)

Edit settings for an 82357 USB/GPIB interface							
Auto-Scan is enabled by default							
↔ Keysight 488 Properties							
Enable Keysight GPIB	Cards:						
Enabling this option allow compatible programs.	Enabling this option allows Keysight GPIB cards to work in NI-488.2- compatible programs.						
This can cause valid or u Instruments software.	This can cause valid or unwarranted error messages from National Instruments software.						
Enable Keysight GP	B cards for 488 programs						
Configure Termination	n Settings:						
EOS character:	EOS character: 0						
Set EOI with the Last Character							
✓ Set EOI with the EOS Character							
Terminate Read on the EOS Character							
✓ 8-Bit EOS Compare							
Configure Common Settings:							
I/O Timeout:	13 (10 sec) 🔻						
Parallel Poll Duration:	0 (2 usec) 🔻						
Bus Timing:	500 nsec 👻						
	OK Cancel						

<u>Figure 2</u>

Procedure if you are using Windows 7 to run the Firmware Upgrade Assistant

- 5. Open the Firmware Upgrade Assistant application. If you do not have the Firmware Upgrade Assistant tool or the latest firmware installed on your PC, you can download it here.
- 6. Proceed to upgrade the instrument firmware to \*C.06.26. Select from the "Browse" tab the file for E8257N, "C\_06\_26\_E8257N\_April\_11\_2018.esg". (Refer to Figure 3 on the next page).
- 7. The software will install your instrument now. It will take around 40mins.
- 8. Once complete, check the instrument Max Power can be set to 12dBm. "Amplitude" > "12dBm"

Colort Balance Sile		V
Select Release File		^
Look in: C_06_26_April_11_2018	• ← 🗈 💣 📰 •	
Name	Date modified	- ^
E8257D_Hw_Opt_Tables	7/27/2018 11:06 AM	
E8267D_Hw_Opt_Tables	7/27/2018 11:06 AM	
Html_Files	7/27/2018 11:06 AM	
C_06_26_50257D_April_11_2010.erg	4/12/2010 0.50 AM	
C_06_26_E8257N_April_11_2018.esg	4/12/2018 8:59 AM	
C 06 26 E0267D April 11 2010 are	4/13/3010 0.50 AM	>
File name: C_06_26_E8257N_April_11_2018	Open	
Files of type: PSG/ESG files (*.esg)	✓ Cancel	
,		_

<u>Figure 3</u>

Procedure if you are using Windows 10 to run the Firmware Upgrade Assistant

- 9. Find the PSG-ESG Upgrade Assistant application file in the C drive. By default, it is installed on C:\Program Files(X86)\Agilent\PSG-ESG Upgrade Assistant folder. Right click on it.
- 10. Then click on "Properties". (Refer to Figure 4)

Name	Date modified	Туре	Size
C_05_84_July_30_2013	1/17/2018 4:41 PM	File folder	
C_05_85_July_24_2015	1/17/2018 4:57 PM	File folder	
C_06_26_April_11_2018	7/27/2018 11:06	File folder	
FrequentlyAskedQuestions	3/1/2010 10:59 AM	HTM File	32 KB
INSTALL	1/22/2018 11:25	Text Document	3 KB
✓ ★ PSG_ESG_UpgradeAssistant	Onen		1,020 KB
ReleaseDSPMap.rdm	Pup as administrator		2 KB
ReleaseDSPMap2.rdm	Travible best served to the		101 KB
X Shutdown	Troubleshoot compatibility	~	28 KB
🐼 UNWISE	Run with graphics processor	/	161 KB
	Pin to Start		
	Zip and Share (WinZip Express	)	
1	🎚 WinZip	>	
	Pin to taskbar		
	Scan for threats		
	Restore previous versions		
	Send to	>	
	Cut		
	Сору		
	Create shortcut		
	🗜 Delete		
	🗜 Rename		
	Properties		

<u>Figure 4</u>

11. Check the box "Run this program in compatibility mode for:" and click "Apply" followed by "OK". (Refer Figure 5).

PSG_E	5G_UpgradeAs	sistant Pro	perties		;		
General	Compatibility	Security	Details	Previous \	/ersions		
lf this pr running	ogram isn't work the compatibility	ting correct troublesho	ly on this v	version of W	/indows, try		
Run	compatibility tro	ubleshoote	r				
How do	I choose compa	atibility setti	ngs manu	ally?			
Compa	tibility mode						
Ru	n this program ir	n compatibi	lity mode	for:			
Winde	ows 7			~			
Setting	s duced color mo	do					
8-bit (	256) color	40					
o bitt	200) 00101						
∐ Ru	n in 640 x 480 so	reen resolu	ution				
Dis	Disable display scaling on high DPI settings						
Ru	Run this program as an administrator						
			_				
	Change settings for all users						

# <u>Figure 5</u>

- 12. Proceed with upgrade the instrument firmware by following the steps mentioned in Steps 6-8.
- 13. Do also ensure that your Anti-virus, McAfee is disabled before starting the firmware upgrade. For instruction to disable the anti-virus, refer to Service note, <u>E8257N-02</u>.

Revision History:			
Date	Service Note Revision	Author	Reason for Change
10 Aug 2018	01	Petrina Yong	As Published