

Information Only Service Note

Supersedes: NONE

E8257N Sweep Generator

Serial Numbers: ALL

Communication Failure when using GPIB to download firmware with Firmware Upgrade Assistant (FUA).

Parts Required:

P/N Description Qty.

NONE

ADMINISTRATIVE INFORMATION

[]] Calibration Required[X] Calibration NOT Required

PRODUCT LINE: PL15 AUTHOR: PY

ADDITIONAL INFORMATION:



Situation:

You may encounter GPIB communication failure when using the Firmware Upgrade Assistant (FUA) to upgrade your instrument. This is due to the IO Libraries that disabled the GPIB card.

Solution/Action:

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)



Figure 1

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 GPIE	Enable Keysight GPIB Cards:					
Enabling this option allows Keysight GPIB cards to work in NI-488.2- compatible programs.						
This can cause valid or unwarranted error messages from National Instruments software.						
Enable Keysight GPIB cards for 488 programs						
Configure Termination Settings:						
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				

Figure 2

Below are also some extra settings if you are using Windows10 and unable to run the FUA.

- 1. 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.
- 2. Then click on "Properties". (Refer to Figure 3)

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	0	1	1,020 KB
ReleaseDSPMap.rdm	Open		2 KB
ReleaseDSPMap2.rdm	Run as administrator		101 KB
X Shutdown	Troubleshoot compatibility		28 KB
🕺 UNWISE	Run with graphics processor	>	161 KB
	Pin to Start		
町	Zip and Share (WinZip Express	5)	
町	WinZip	>	
	Pin to taskbar		
	Scan for threats		
	Restore previous versions		
	Send to	>	
	Cut		
	Сору		
	Create shortcut		
•	Delete		
•	Rename		
	Properties		

<u>Figure 3</u>

3. Check the box "Run this program in compatibility mode for:" and click "Apply" followed by "OK". (Refer Figure 4).

PSG_ESG_UpgradeAssistant Properties			×		
General	Compatibility	Security	Details	Previous Versions	
If this pr running	ogram isn't work the compatibility	king correct (troublesh	ly on this ooter.	version of Windows, try	
Run	compatibility tro	ubleshoote	ər		
How do	I choose compa	atibility setti	ngs manu	ally?	
Compa	atibility mode			-	
Ru	n this program in	n compatib	ility mode	for:	
Wind	ows 7			~	
Setting	15				
Re	duced color mo	de			
8-bit	(256) color		ĺ		
Ru	in in 640 x 480 so	creen resol	ution		
Dis	sable display sca	aling on hig	h DPI set	ings	
Run this program as an administrator					
Ru	in uns program a				
Ru	in this program a				
Ru	in this program a				
Ru	Change settings	for all user	s		
Ru	Change settings	for all user	s		

<u>Figure 4</u>

- 4. Proceed to upgrade the instrument firmware.
- 5. 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
06 Oct 2020	01	Petrina Yong	As Published