Modification Recommended Service Note

Supersedes:
NONE

E8267D Digital Signal 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: INVENTORY:	[[]] RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS:	[[]] RETURN [[]] SCRAP [[]] 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:

KEYSIGHT TECHNOLOGIES

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:

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