Information Only Service Note

E8267D Digital Signal 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	PRODUCT LINE: PL15
[X] Calibration NOT Required	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)

1. 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: http://www.keysight.com/find/iolib.
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)
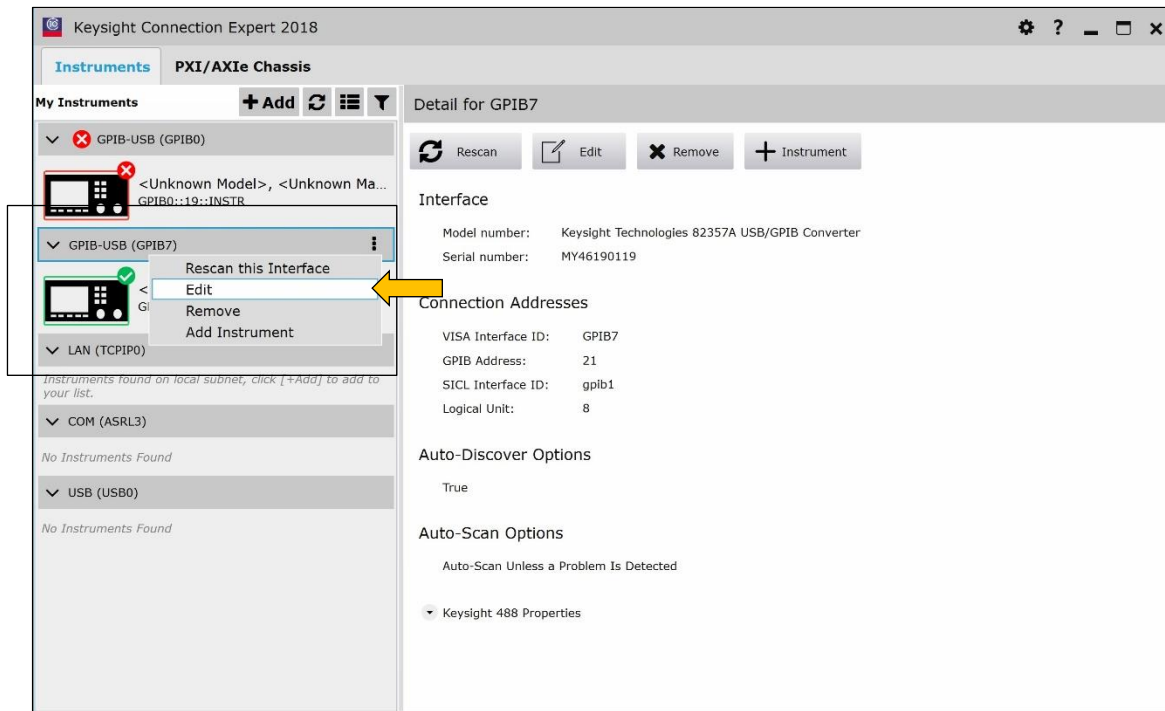

Figure 1

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)
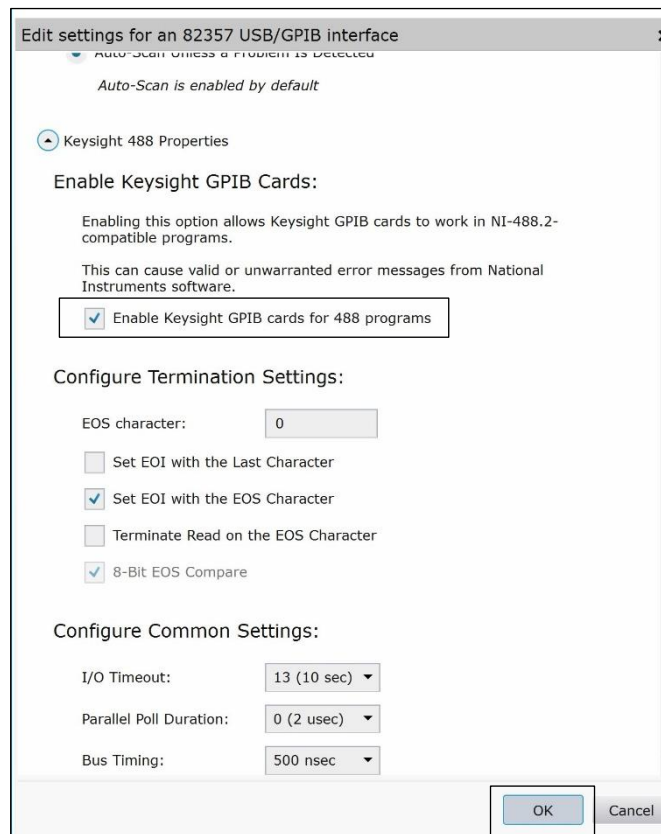

Figure 2

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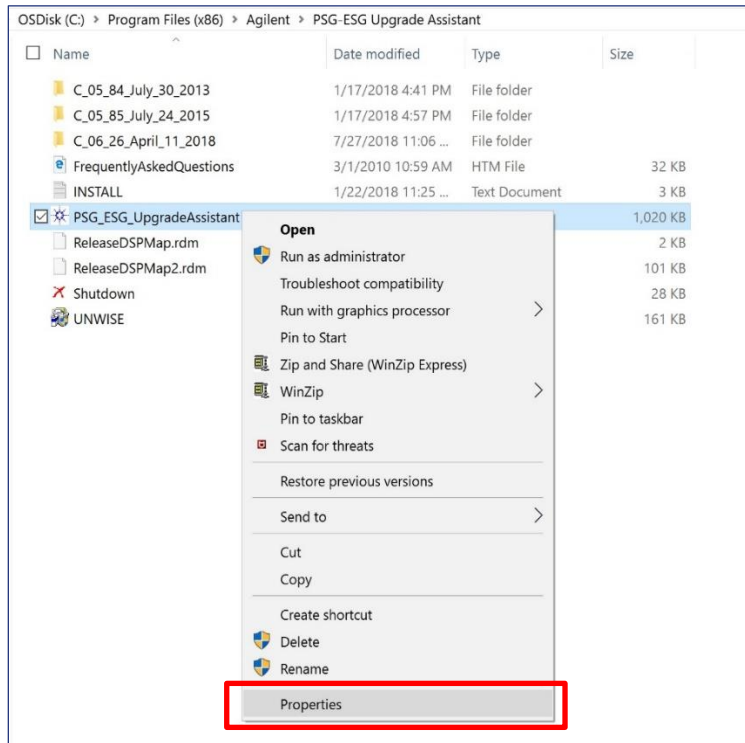2. Then click on "Properties". (Refer to Figure 3)

Figure 3

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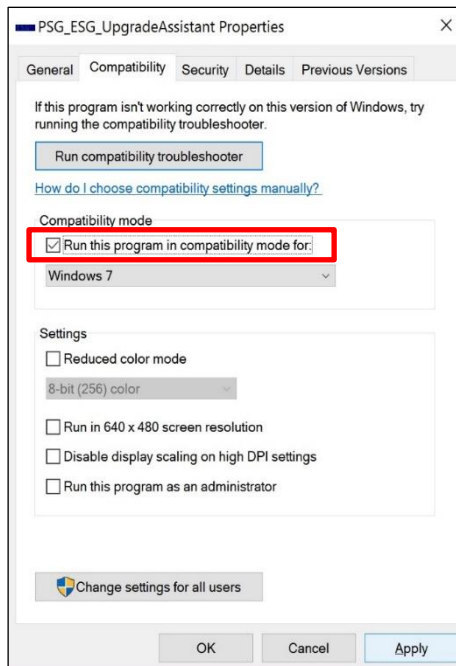
Figure 4

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, E8267D-29.

Revision History:

Date	Service Note Revision	Author	Reason for Change
025 Oct 2020	01	Petrina Yong	As Published