N4903B-03 <u>S E R V I C E N O T E</u>

Supersedes: None

N4903B - High-Performance Serial BERT

Serial Numbers: MY49101000 – MY49101020

Due to a Microsoft Windows configuration problem the N4903B WebServer does not start correctly.

Parts Required: P/N

Qty.

None

ADMINISTRATIVE INFORMATION

Description

SERVICE NOTE CLASSIFICATION:						
MODIFICATION RECOMMENDED						
ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE XX AGREEABLE TIME	STANDARDS LABOR: 0.50 Hours				
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE XX ON-SITE XX SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT			
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL	: 31-Dec-2013			
AUTHOR: HK		PRODUCT LINE: PL24				
ADDITIONAL IN	FORMATION:					

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Page 2 of 9 Situation:

During the creation of the Microsoft Windows Image in the factory for the N4903B product 3 steps were mixed up: the installation of the .Net2.0 SP2 package, the installation of the N4903B WebServer and the installation and configuration of the Microsoft Internet Information Server (IIS).

To see the impact do the following:

- 1. Start the N4903B and wait for the unit to have fully booted.
- 2. Start the Internet Explorer and enter <u>http://localhost/</u> as address and you will get the following screen, which is empty. The address will automatically change from http:/localhost/ to the one shown below.



It should have displayed the page of the N4903B WebServer (see last page)

Solution/Action:

Please perform the following steps:

- 1. Start the N4903B and wait for the unit to have fully booted.
- 2. Stop the N4903B GUI and firmware server.



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3. Go to the "Control Panel" and then "Add and Remove Programs"

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4. Check whether the "Agilent Web Server" is installed on the system.



If not, you can get and install it from here: C:\install\N4903B\jBERTb_WebServer_V_6.00.msi Double-click on it in order to install the package



5. Find Microsoft .NET 2.0 SP2 and click on "Remove" as shown below



6. Then re-install .NET 2.0 again. Identify the .NET 2.0 package in the directory: c:\install\DotNet\2.0\dotnetfx.exe

Double-click on it in order to re-install the package.



7. Optional Step:

Please check whether the .NET 2.0 SP2 package is available on your system in the directory: c:\install\DotNet\2.0\NetFx20SP2_x86.exe If it is not available in the directory above you can download it from here: \\wbbnps03\ftp_support\All-Support\PV_Software\Microsoft_Software_Packages\dotnet

Framework 2.0\ NetFx20SP2 x86.exe

Double-click on it in order to install the SP2 (service pack 2) package.



 The above step should have corrected the Microsoft Internet Information Server (IIS) configuration. Double-check the configuration of the IIS. Go to "Control Panel" and "Performance and Maintenance",



then "Administrative Tools",



then "Internet Information Services".



Expand the tree in the left half by clicking on the "+" sign in order to see the "Web Sites", then go to the right pane and select "Default Web Site" and then right-click the mouse and select "Properties" as shown below.



Go to the tab "ASP.NET" and the drop down box for the "ASP.NET version".

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± 🌭 Def	ASP. LE	_	
	ASP.NET version:	2.0.50727	
	Virtual path:	2.0.50727	
	File location:	c:\inetpub\www.root\web.config	
	File creation date:	Date not available.	
	File last modified:	Date not available.	
		15 C	
	Edit Global Configuration	Edit Configuration	

Make sure the version 2.0.50727 is selected as shown below.

	Directory Security	TTP Headers Custom Errors ASP NET	
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	Virtual path:	Default Web Site	
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	File creation date:	Date not available.	
	File last modified:	Date not available.	
	Edit Glabal Castingu	ation Edit Configuration	

9. Now quickly test the solution by trying out the following steps. Start the Internet Explorer and enter <u>http://localhost/</u> as address



10. You have successfully changed the configuration.