N8300A-01

S E R V I C E   N O T E

N8300A Wireless Networking Test Set

Serial Numbers: GB47170101 / GB47380159
MY47480101 / MY47480129

Firmware & License Upgrades Affected By User Permissions

To Be Performed By: Customer

Parts Required:
P/N	Description	Qty.

NONE

ADMINISTRATIVE INFORMATION

<table>
<tr><td colspan="4">SERVICE NOTE CLASSIFICATION:</td></tr>
<tr><td colspan="4" align="center">MODIFICATION RECOMMENDED</td></tr>
<tr>
<td>ACTION
CATEGORY:
:</td>
<td>[[]] IMMEDIATELY
X   ON SPECIFIED FAILURE
[[]] AGREEABLE TIME</td>
<td colspan="2">STANDARDS
LABOR: 0.25 Hours</td>
</tr>
<tr>
<td>LOCATION
CATEGORY:</td>
<td>X CUSTOMER INSTALLABLE
[[]] ON-SITE
[[]] SERVICE CENTER</td>
<td>SERVICE   [[]] RETURN
INVENTORY: [[]] SCRAP
X   SEE TEXT</td>
<td>USED   [[]] RETURN
PARTS: [[]] SCRAP
X   SEE TEXT</td>
</tr>
<tr>
<td colspan="2">AVAILABILITY: PRODUCT'S SUPPORT LIFE</td>
<td colspan="2">NO CHARGE AVAILABLE UNTIL: 18-March-2010</td>
</tr>
<tr>
<td colspan="2">AUTHOR: FC</td>
<td colspan="2">PRODUCT LINE: PN</td>
</tr>
<tr>
<td colspan="4">ADDITIONAL INFORMATION:
No parts required. This modification corrects a user permissions issue within the operating system.</td>
</tr>
</table>

March 18, 2008

Agilent Technologies

Situation:

Initial shipments of the N8300A Wireless Connectivity Test Set have an error in the configuration of their Operating System (OS). This configuration error relates to the permissions of the default user, known as "Instrument"; this user does not have the required control permissions to change/delete the necessary files during a firmware and/or license upgrade.

This issue will manifest itself in the form of a Windows® pop-up message, although the wording of the message will vary depending on the action leading up to the event. An example is shown in Figure 1 below.

Figure 1

Solution/Action:

This issue can be resolved by adding the user known as "Instrument" to the group known as "Power Users". The following procedure explains how to achieve this:

1. Connect a standard keyboard and mouse to the USB ports of the N8300A instrument.

2. Click on the **Start** button (on the Windows® taskbar), select **Log Off**, and confirm this action.

3. Login to the N8300A instrument using the following details:
    Username: Administrator
    Password: agilent4u

4. The measurement application will launch automatically; close the application before continuing.

5. Click on the **Start** button, right-click on **My Computer**, and select **Manage**.

6. Various entries are listed in the tree-view on the left-hand side of the **Computer Management** window; expand the **Local Users and Groups** entry.

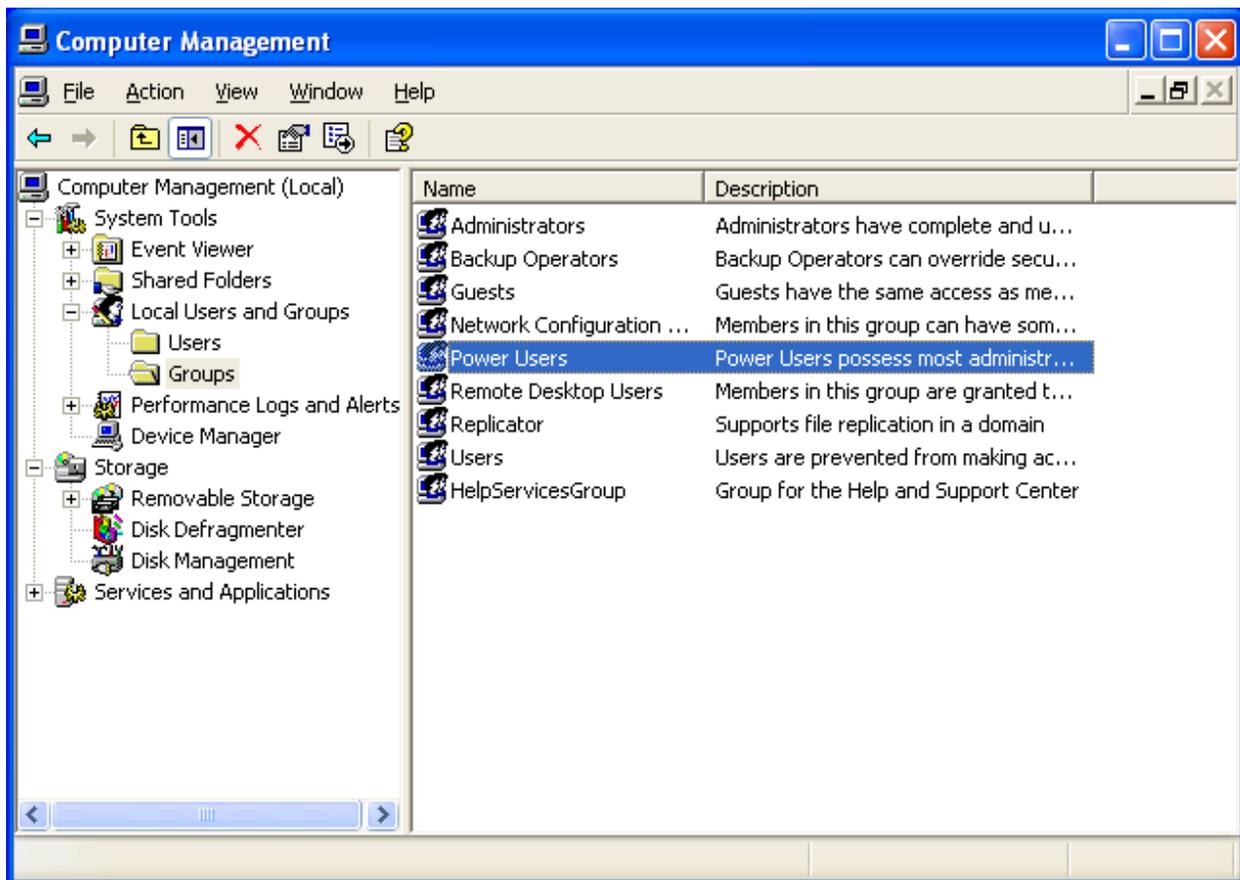7.   Select **Groups**; the screen should now look like the image shown in Figure 2.

Figure 2

8.   Double-click on the **Power Users** group.

9.   Click on **Add**, enter the user name **Instrument**, click on **Check Names**, and then click **OK** to add this user to the group.

10. Click **OK** to return to the **Computer Management** window, and then close the **Computer Management** window.

11. Click on the **Start** button, select **My Computer**, right-click on the **E:** drive, and select **Properties**.

12. Within the **Properties** window, select the **Security** tab.

13. Click on **Add**, enter the group name **Power Users**, click on **Check Names**, and then click **OK** to add this to the list of authorized groups/users

14. Select **Power Users**, select (tick) the **Full Control** tick-box, and then click **Apply**; the screen should now look like the image shown in Figure 3.
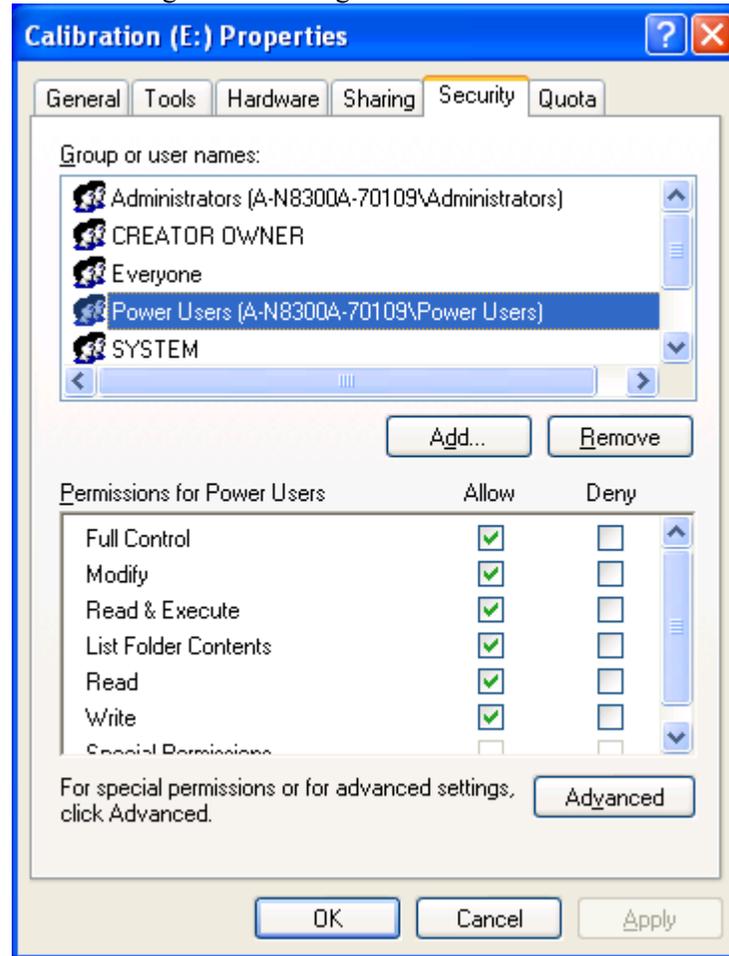

Figure 3

15. Click **OK** to close the **Properties** window.

16. Click on the **Start** button, select **Log Off**, and confirm this action.

17. Login to the N8300A instrument using the following details:

      Username: **Instrument**
      Password: **measure4u**

18. Modifications to the N8300A instrument are complete; it is now ready for use.