N8300A-02

S E R V I C E   N O T E

N8300A Wireless Networking Test Set

Serial Numbers: **GB00000000 / GB99999999**
                        MY00000000 / MY99999999

Resolving A 'Found New Hardware' Prompt For 'N8300AS'

Parts Required:
P/N	Description	Qty.

NONE

ADMINISTRATIVE INFORMATION

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Agilent Technologies

Situation:

The N8300A communicates with its internal RF source via a USB cable (type 'A' to 'mini-B') on the rear panel of the instrument. When the instrument is shipped, this USB cable is removed to reduce the risk of any damage occurring whilst it is in transit. As stated in the 'N8300A Getting Started Guide', the USB cable must be re-connected to the instrument before it is switched on for the first time.

If this USB cable is <u>not</u> connected to the instrument when it is switched on for the first time, then Windows® will not be able to detect the source hardware (identified as N8300AS), and the appropriate device drivers will not be installed.

If these device drivers have not been installed, then the following will occur:

(a) If the USB cable is connected to the instrument at any time after the initial switch on, then a 'Found New Hardware' prompt will be displayed on the screen (Figure 1).

Figure 1

(b) Whether or not the USB cable is connected, the measurement application will pause mid-way through its initialization procedure to display a 'Source Hardware has not been found' error message (Figure 2).

Figure 2

(c) Whether or not the USB cable is connected, the measurement application will display a 'Hardware Missing' error message at the bottom-left corner of the display (Figure 3).
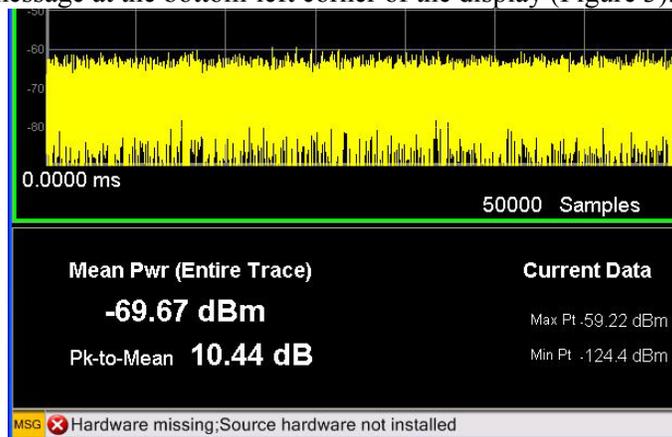
Figure 3

Solution/Action:

The device drivers for the source hardware can be installed via the following procedure:

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

2. Close the measurement application - click 'Yes' to confirm that you wish to exit (Figure 4).
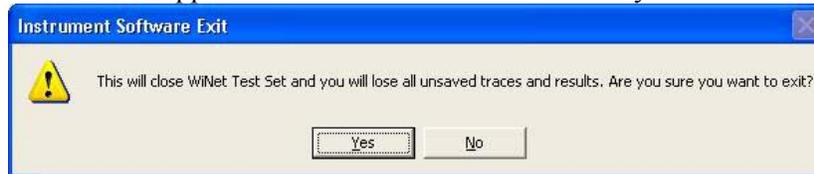
Figure 4

3. If the rear panel USB cable is not already connected, then connect it now (refer to the 'N8300A Getting Started Guide').

4. If the user is logged in as 'Administrator', then proceed to step 7. If the user is logged in as 'Instrument', then Windows will request a user name & password before it can proceed to install the device drivers (Figure 5).

Figure 5

5. Cancelling this prompt, or entering the incorrect login details, will cause Windows to generate a security warning (Figure 6), and the device drivers will not be installed (Figure 7). Should this occur, then disconnect & re-connect the USB cable to re-start the installation procedure.

Figure 6
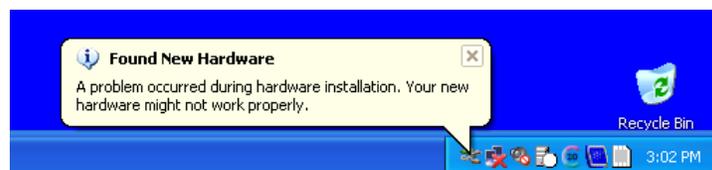
Figure 7

6. Click on the drop-down list next to 'User name', select the user name that contains the word 'Administrator', enter **agilent4u** as the password, and click on 'OK' (Figure 8).

Figure 8

7. Windows will automatically launch the 'Found New Hardware Wizard'. When asked whether or not it can connect to 'Windows Update, select 'No, not this time', and click on 'Next' (Figure 9).

Figure 9

8. Select 'Install the software automatically (Recommended)', and click on 'Next' (Figure 10).

Figure10

9. Windows will now locate & install the device drivers. Once this process is complete, the USB device alias prompt will be displayed. Do not edit or change the default name provided – select 'Never show this dialog', and click on 'OK' (Figure 11).
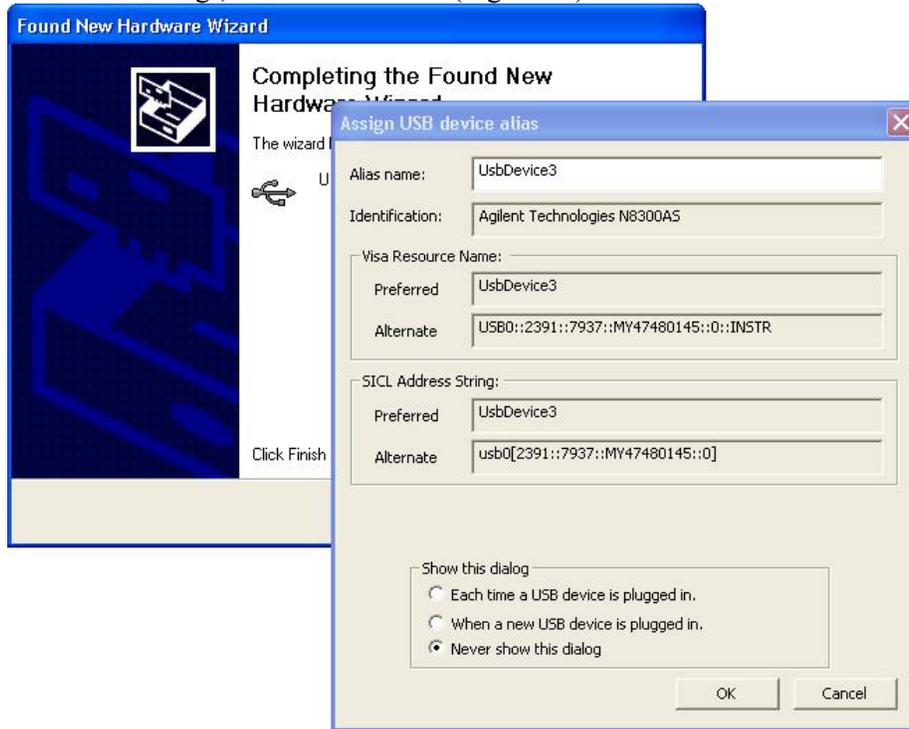
Figure11

10. The installation process for the device drivers is now complete. Click on 'Finish' (Figure 12), and ensure that the 'Found New Hardware' prompt indicates the hardware is ready to use (Figure 13).

Figure12

Figure13

11. Re-launch the measurement application. Check to ensure there are no source hardware errors.