

U3800A-01

Information Only Service Note

Supersedes:
NONE

U3800A IoT Training Kit

Serial Numbers: MY58380001 to MY58380033

The Problem – “pip” command not found

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

Calibration Required
 Calibration NOT Required

PRODUCT LINE: PLGM
AUTHOR: SP

ADDITIONAL INFORMATION:

Situation:

U3800A with FW version 1.7.2 will produce an error message “**pip: command not found**”, when trying to execute “**pip**” command in Python.

Example: “**pip -V**”, “**pip install bluepy**”

A screenshot of the issue:

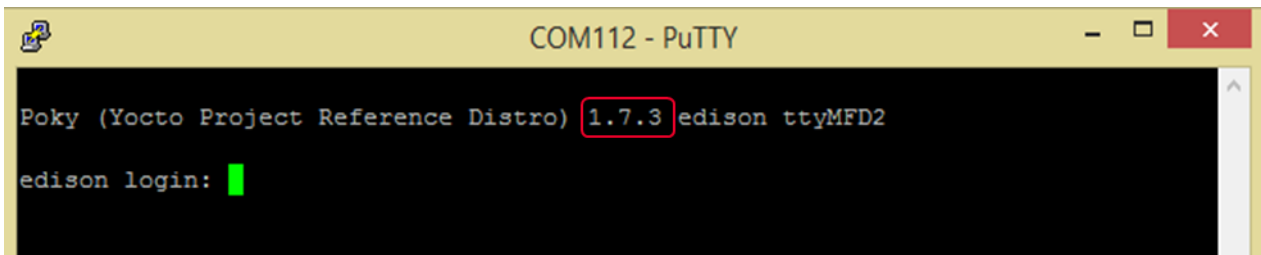
```
Poky (Yocto Project Reference Distro) 1.7.2 edison ttyMFD2
edison login: root
root@edison:~# pip -V
-sh: pip: command not found
root@edison:~# █
```

Solution/Action:

Upgrade the FW to version 1.7.3 or later. This update can be performed by the user:

1. Check U3800A firmware version

Connect to the U3800A with PuTTY. The firmware version is displayed with the login prompt. If the installed version is 1.7.2, proceed to step 2 to update the firmware. Otherwise, your U3800A is in good condition and no further action is required.



2. Re-flash U3800 FW version
Refer to “Flash Intel Edison Firmware” in the [Getting Started Guide](#) starting on page 23. Follow the instructions precisely. Note: user files that previously saved in U3800A will be deleted.
3. Restore Auto Boot Up Display
Refer to “Auto Boot Up Display Setup” in the [Getting Started Guide](#) (pages 28 to 29) to restore the LCD display.

Contact GEMS Support at eisg.support@keysight.com if there are any questions.

Revision History:

Date	Service Note Revision	Author	Reason for Change
29 Nov 2018	01	SP	As Published