E4434B-10

S E R V I C E   N O T E

ESG "B" Signal Generator E4434B

Serial Numbers: [0000A00000 / 9999Z99999]

ESG AP/DP motherboard utility unable to recognize model E4434B

Parts Required:
P/N	Description	Qty.

None

ADMINISTRATIVE INFORMATION

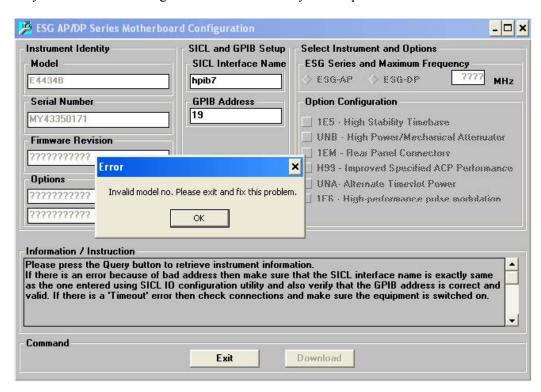| SERVICE NOTE CLASSIFICATION: |
|---|
| **INFORMATION ONLY** |
| AUTHOR: PYong   PRODUCT LINE: 15 |
| ADDITIONAL INFORMATION: |

Agilent Technologies

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Situation:

The ESG AP/DP motherboard utility is not able to recognize model E4434B. A message box will appear, showing an error message "**Invalid model no. Please exit and fix this problem"**. This error message will appear when you try to query the instrument. Therefore, you will not be able to update the cal array on the E4434B using the motherboard utility after replacement of the motherboard.

Solution/Action:

To remedy the problem replaced the existing MB_MIDG.exe execution file which is available from the external web. Open Agilent web site, http://www.agilent.com, search for "E4434B". Select "Drivers & Software" from the Refine Your Result area of the Search Results page to display the Drivers & Software tab on the Technical Support page. Select the link for the "ESG AP/DP Motherboard Utility" patch and follow the instructions given below to begin the download process:-

1) Remove the previously installed MB_MIDG.exe from your computer.
2) Save the execution file in the previously installed location. Note: Saving the execution file in the wrong location may cause errors and it will not be able to function properly.

The patch is now ready for use. This patch can be used for all the ESG-AP (E4423B – 26B) and ESG-DP (E4434B – 37B) models.