

MODIFICATION RECOMMENDED

E8257D-21

S E R V I C E N O T E

Supersedes:
NONE

E8257D SIGNAL GENERATOR

**Serial Numbers: MY46521297/MY47460119
SG46520077/SG46520254**

E8257D found to have the same MAC address that can cause the IP conflict when they are connects to the same local network.

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY: X IMMEDIATELY : ☐ ON SPECIFIED FAILURE : ☐ AGREEABLE TIME		STANDARDS LABOR: 0.2 Hours	
LOCATION CATEGORY: X CUSTOMER INSTALLABLE : ☐ ON-SITE : ☐ SERVICE CENTER		SERVICE INVENTORY: ☐ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS: ☐ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 2/1/09	
AUTHOR: Hong Hee, Ng		PRODUCT LINE: PL15	
ADDITIONAL INFORMATION:			

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Page 1 of 2

Situation:

Media Access Control (MAC address) is a hardware address that uniquely identifies each node of a network. Each of the E8257D instruments should have a unique MAC address. Due to software bugs, some of the E8257D had been shipped with the same MAC address [00:30:D3:09:1F:AF]. When the E8257D instruments that have the similar MAC address are connected to the same local area network, it causes an IP conflict.

Solution/Action:

- (1) To verify the MAC address, press 'Utility', 'GPIB/RS-232 LAN', 'LAN setup'.
- (2) If the MAC address is [00:30:D3:09:1F:AF], please proceed with step 3. Else, the instrument is not affected by MAC address issue.
- (3) Go to this URL: <http://ss.tm.agilent.com/MAC/>.
- (4) Save the MAC address tool.exe to the pc.
- (5) Connect one instrument at a time to the LAN/GPIB.
- (6) Get the IP/GPIB address of the instrument.
- (7) Run the MAC address tool.exe.
- (8) Choose the connection type, either IP or GPIB address that use to connect the instrument to the pc.
- (9) Fill in the IP/GPIB address of the instrument to be updated to the column desired.
- (10) The program will check the S/N of the instrument to determine the new MAC address needed.
- (11) If a new MAC address needed, the program will write the new MAC address to the instrument.
- (12) After the program completed to write the new MAC address, the instrument will power cycle the instrument.
- (13) The new MAC address for the instrument will be display at the word panel of the program.
- (14) After the new MAC address installed, the IP address of the instrument will be changed.