N4906B-04

S E R V I C E   N O T E

Supersedes:
None

The N4906B does not respond to network "pings".

Serial Numbers: MY45201000 – MY45201004

Due to a Microsoft Windows configuration problem the N4906B does not respond to network "pings".
Apply the correct configuration steps described below to allow "pings" to be answered by the N4906B.

Parts Required:

P/N	Description	Qty.

None

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE XX AGREEABLE TIME	STANDARDS LABOR: 0.25 Hours	
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE XX ON-SITE XX SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 31-Dec-2013	
AUTHOR: HK		PRODUCT LINE: PL24	
ADDITIONAL INFORMATION:			

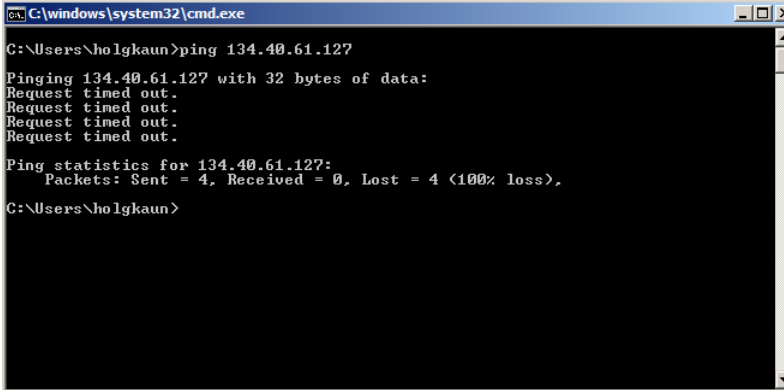February 23, 2012

Agilent Technologies

Situation:

A N4906B, which is connected to the network and has a valid IP address should respond to "pings". A "ping" is a computer network administration utility used to test the reachability of a computer system on a network. A "ping" operates by sending an ICMP (Internet Control Message Protocol) echo request packet to the target computer system and waiting for an ICMP response. If the target system does not answer, it records a packet loss.

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C:\windows\system32\cmd.exe                                          _ □ ×

C:\Users\holgkaun>ping 134.40.61.127

Pinging 134.40.61.127 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 134.40.61.127:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\holgkaun>
```

To debug connectivity problems it is often very helpful to have computer system and instruments respond to "pings".

It is possible to configure the Windows Firewall to not allow responses to "pings", i.e. disable incoming ICMP echo requests.

The Windows image on the N4906B systems of the specified serial number range (see above) has disabled "incoming echo requests" by accident.
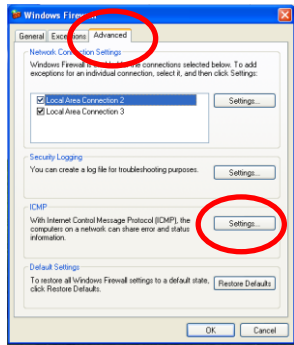
Solution/Action:

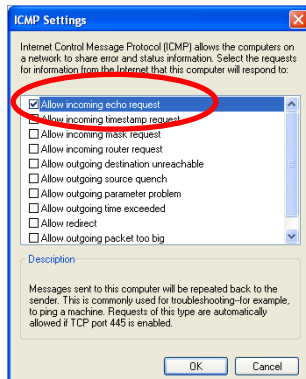Please perform the following steps in order to enable ICMP echo requests:

1. Start the N4906B and wait for the unit to have fully booted.
2. Go to the "Control Panel" → "Network and Internet Connections" → "Windows Firewall"
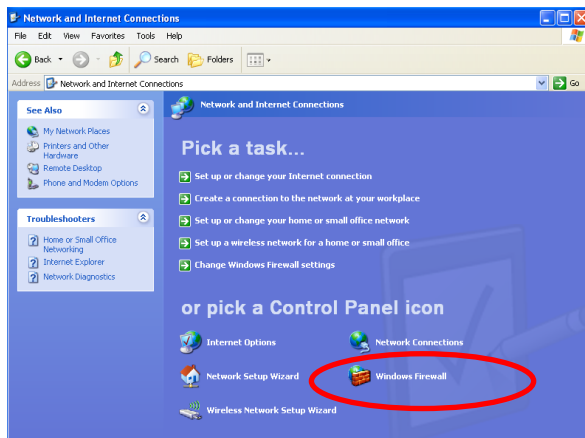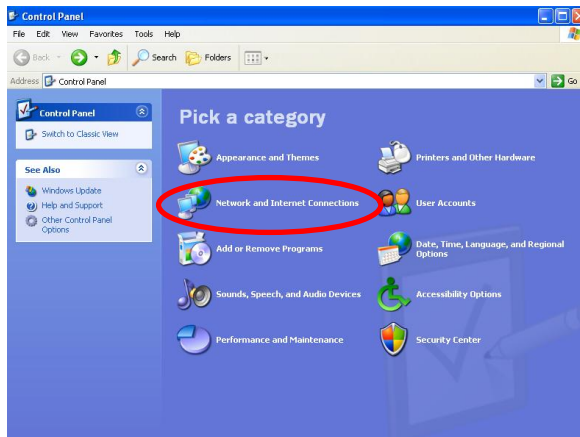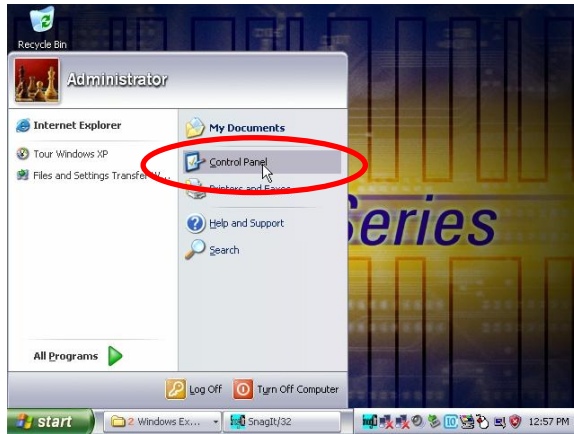
3. On the "Windows Firewall" go to the "Advanced" tab and then on "ICMP Settings":
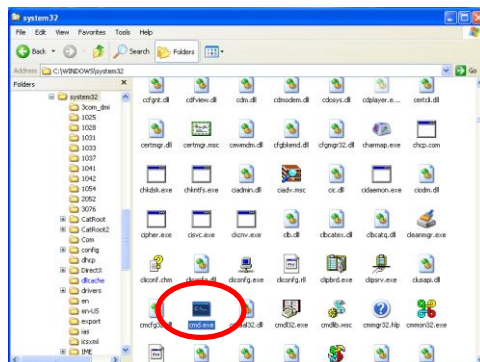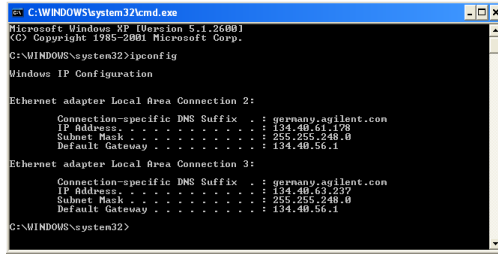
Then check the checkbox "Allow incoming echo request"

Click "OK" and "OK" again and then close the "Control Panel".

4. Now quickly test the solution by trying out a "ping" from a remote computer system to your N4906B.
   a. Connect the N4906B to the network by connecting 2 LAN cables to the 2 network ports on the back of the instrument. You can also execute the following steps sequentially: one network port after the other.
   b. Start the Windows explorer on the N4906B, navigate to the directory C:\Windows\sytem32 and find the file "cmd.exe" and double-click on it.

c. A command window will start. Enter the command "ipconfig":
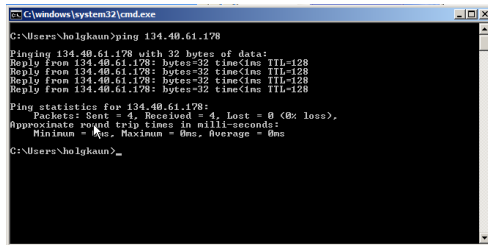
d. Write down the 2 IP addresses. In the picture above they are: 134.40.61.178 and 134.40.63.237.

e. Now go to a PC that is connected to the same network, start a command window (description above) and type "ping 134.40.61.178. You should get a response as shown below;

Repeat the ping for the other IP address.