

## Is there a problem updating firmware using USB interface?

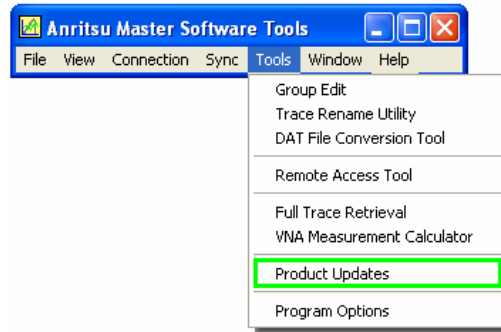
An intermittent problem occurs with firmware updates using the USB interface with several of the hand held test instruments. The list of instruments includes the MS2024A, MS2026A, MS2034, MS2036A, MS2717A/B, MS2718B, MS2719B, MS2721A/B, MS2723B, MS2724B, MS8911A/B, MT8220A and MT8222A. After the update is completed, the instrument may fail to boot properly. If you have an instrument that fails to boot after a failed firmware update, use the following steps to resolve the problem.

1. Close Master Software Tools and then re-open it.
2. Power off the instrument. Connect it via Ethernet to your local network or directly to your PC using an Ethernet cross-over cable.
3. Power up the instrument into bootstrap mode. Hold the **1st**, **3rd** and **5th** soft keys, located right of the display directly below the "**Esc**" key, then press the **Power** button. Keep the 3 soft keys pressed until the Anritsu logo appears on the display. The Bootstrap screen will appear after a few seconds.

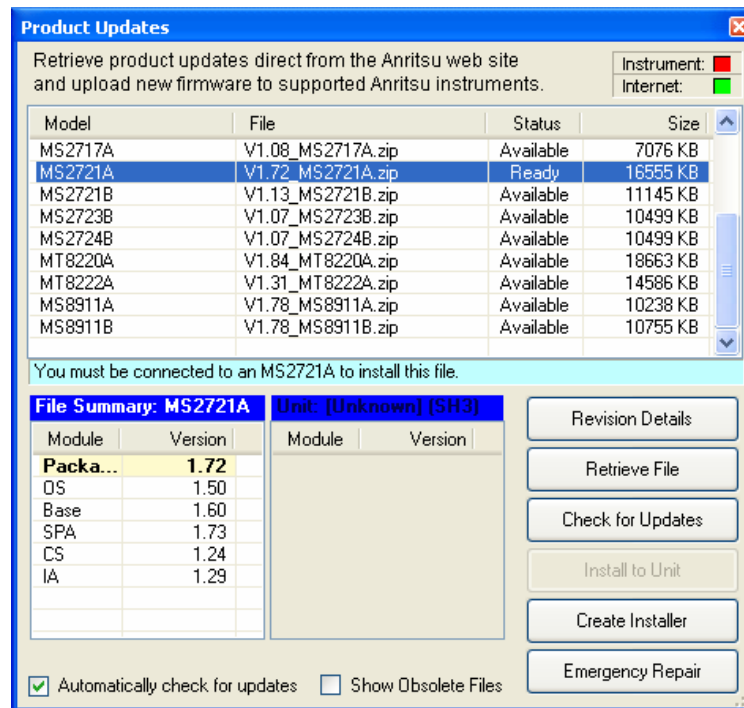


4. Press the **Ethernet Configuration** soft key.
  - If your instrument is configured for DHCP, it will immediately attempt to obtain (lease) an IP address from the network DHCP server and display it at the bottom left hand corner of the screen. If successful, note and write down the address, press the **Back** soft key and go to step #7.
  - If the test instrument cannot obtain an IP address from the DHCP server, it will time out in approximately after 3 minutes. The statement "DCHP Lease Failed" will be displayed at the bottom left hand corner of the screen. **Go to Step 4a, DHCP Mode 2<sup>nd</sup> Attempt.**
  - If your instrument is configured for STATIC IP, it will open to the Static IP configuration window displaying the current Static IP address at the bottom left hand corner of the screen. To reconfigure the Static IP address, **go to Step 4b, Static Address Mode.**
    - a. **DHCP Mode 2<sup>nd</sup> Attempt**
      - i. Press the 1st soft key. (No text describes it.) The Static IP configuration window opens.
      - ii. Confirm that the connections, the Ethernet line and communication on the LAN to the test instrument are OK.
      - iii. Re-attempt to obtain an IP address through DHCP configuration. Press the 1<sup>st</sup> soft key, Toggle the address mode (DHCP/Static), to switch to DHCP configuration and automatically obtain an IP address. Note the IP address assigned to the instrument.
      - iv. Press the **Back** soft key. Return to the main bootstrap screen and **go to Step #5.**
    - b. **Static Address Mode**
      - i. Press the 2nd soft key. Enter the IP address.
      - ii. Press the 3<sup>rd</sup> soft key. Enter the gateway address.
      - iii. Press the 4<sup>th</sup> soft key. Enter the subnet mask.
      - iv. Attach the Ethernet cross-over cable between the test instrument and your PC.
      - v. Press the **Back** soft key, to return to the main bootstrap screen.
5. Press the **Update OS (Ethernet)** soft key. The unit should give you a "Waiting for OS download connection..." message.

- In Master Software Tools, go to the **Tools** menu and click **Product Updates**.



- The **Product Updates** window opens. At this point, Master Software Tools is not connected to your instrument.



- Highlight the firmware you wish to load into your instrument. If its status is **“Ready”** the file is located on the PC and the **Emergency Repair** button is active. If the file status is listed as **“Available”**, click on the **Retrieve File** button to download the file from the Anritsu website to your PC. Once the file has been downloaded, its status will be changed to Ready. Highlight that file.

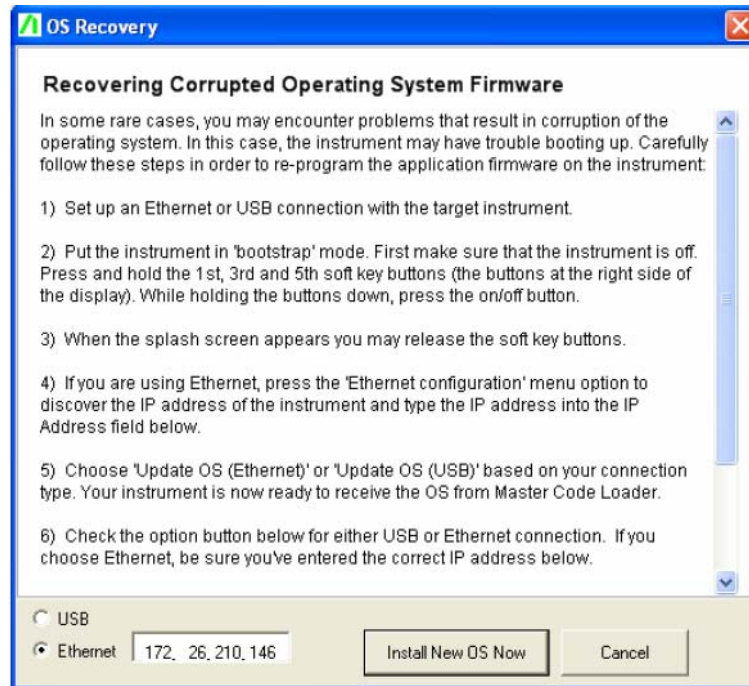
*Note: For Files Not Listed*

If the file you are looking for is not on the list –

- Click the **Check for Updates** button to obtain the latest list from the Anritsu website. This will update the Products Updates Screen.

If a zip file was sent to you from Anritsu Company –

- a. Copy it to the MST folder. (Default location is <C:\Program Files\Anritsu\Anritsu Master Software Tools\Archives> )
  - b. Select the box next to **Show Obsolete Files** at the bottom of the **Product Updates** screen. This updates the list.
9. Click the **Emergency Repair** button. The **OS Recovery** window will open.



- a. Enter the IP address of the instrument.
  - b. Click the **Install New OS Now** button. Master Software Tools will connect to your instrument and proceed to install the firmware. Progress messages will appear above the buttons. Be patient, the installation can take many minutes.
11. When it is done loading the new OS firmware, the instrument should automatically reboot. If it does not re-boot, power the instrument off then on. The instrument should start up normally.