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[MarkBielman \(/s/profile/0052L00000454NFQAY\)](/s/profile/0052L00000454NFQAY) (Garmin AT) asked a question.

June 24, 2019 at 3:05 PM (</s/question/0D52L00005ldrhhSAB/esa-e4407b-license-keys>)

ESA E4407B License Keys

Hello. Restoring an E4407B (more on that later) but confused by the "installed" license keys.

Option	Name	License Key
1D6	Time-gated SA	A14D790BA6A4
1DR	Narrow Resolution BW	C50555E75EC8
1DS	RF Preamp	C40356E858CB

The preamp does NOT appear on the 'Amplitude' menu.

Can you tell me what keys should be available?

s/n = US40241127

Host ID = 2B411207

Thanks!

[SIGNAL ANALYZERS \(/S/TOPIC/0T02L0000001TTSWAU/\)](/S/TOPIC/0T02L0000001TTSWAU/)

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[MarkBielman \(/s/profile/0052L00000454NFQAY\)](/s/profile/0052L00000454NFQAY) (Garmin AT)

3 years ago

Update: I tried removing option 1D6 (Time-gated SA) since it also did not appear in the menu as it should per the installation note. I then tried to reactivate it with the key as shown... "License key invalid" error.

Can someone PLEASE look up this unit and tell me what license keys it should have. Would be much appreciated.

Upvote Reply



[MarkBielman \(/s/profile/0052L00000454NFQAY\)](/s/profile/0052L00000454NFQAY) (Garmin AT)

3 years ago

More info on this unit: has option E57 which apparently was for the Navy and makes it an E4407S.

See here: https://www.keysight.com/upload/cmc_upload/All/e57.pdf (https://www.keysight.com/upload/cmc_upload/All/e57.pdf)

Also, I replaced the front panel and now the line of garbage in the hardware screen is gone and displays as it should.

Makes me wonder if the EEPROM on that board was corrupt AND maybe the EEPROM on the processor board could also be corrupt. (no s/n on the exterior of the unit so no way to verify that it's correct!)

Mark

Upvote Reply



[MikeM \(/s/profile/0052L000004559JQAQ\)](/s/profile/0052L000004559JQAQ) (Keysight Employee)

3 years ago

I searched our license system and it has no records for either the serial number or the HostID. (Doesn't necessarily mean it's not valid, it could just be too old for the system since it sold in 2000)

Yes, our system shows it as an E4407S.

I also looked for the production data on it, but it has long since been archived.

I also searched by the sales order number, but no data either.

Sorry, but I hit a dead end everywhere I looked...

Mike

Upvote Reply



[MarkBielman \(/s/profile/0052L00000454NFQAY\)](/s/profile/0052L00000454NFQAY) (Garmin AT)

3 years ago

Thanks for looking Mike. I guess I'm a bit stuck. From what I can tell from the E57 specs, option 1DR is the only license key that really should be there, unless other options were purchased later. I don't dare remove 1DR and attempt to restore it fearing that it might be gone forever.

A bit concerned that since the EEPROM on the front panel was trashed that perhaps the one on the processor board has some garbage data in it. The thing I am really trying to fix is the pesky "frequency reference error". The 10 MHz looks very solid (10.000,000,08 MHz after 8 hrs) so think this might be a "bogus" error.

Mark

Upvote Reply



[MikeM \(/s/profile/0052L000004559JQAQ\)](/s/profile/0052L000004559JQAQ) (Keysight Employee)

3 years ago

Hi Mark,

I also see your request for assistance coming in from our call center. Can you send us, or post, a picture of the serial tag on the rear of the instrument? This might help to figure this all out.

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[MarkBielman \(/s/profile/0052L00000454NFQAY\) \(Garmin AT\)](#)

3 years ago

Hi Mike,

Yes, I asked the call center as well. Unfortunately, the tag on the rear has been destroyed either by accident or on purpose. (!!!) Was that way when I bought it (Ebay).

Here are a few more screen shots and YES, this instrument:

[Expand Post](#)

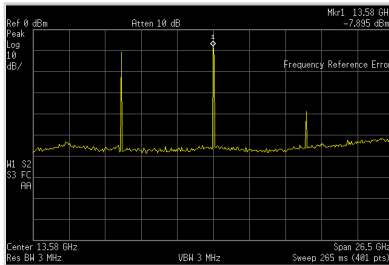
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[MarkBielman \(/s/profile/0052L00000454NFQAY\) \(Garmin AT\)](#)

3 years ago

posted a file.



[Upvote](#) [Reply](#)



[MarkBielman \(/s/profile/0052L00000454NFQAY\) \(Garmin AT\)](#)

3 years ago

posted a file.

Assembly Name	Part #	Serial #	Rev	HM ID
Power Supply Cnt	E440180172	01933865293	01 B	7
IF	E440180183	01933867659	01 A	3
Front Panel Interface	E440180234	23858900004	99 A	12
500 3 GHz Input	E440360036	01003068762	04 B	82
1DS: H Stability Freq Ref	E440360053	01002202992	00 B	81
Processor	E440180059	01001806525	07 D	6
HY2: Fast Sweep & Ports	E440180003	01000602724	04 A	45
599H: FM Demod	E440180002	01000307648	05 1	107
Frequency Extension	E440480001	51001473117	99 A	103
140 Watt Power Supply	E440160106	53003065293	00 A	7

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[MarkBielman \(/s/profile/0052L00000454NFQAY\) \(Garmin AT\)](#)

3 years ago

posted a file.

System
Product Number: E4407B
Serial Number: US48241127
Host ID: 29411207
Firmware Revision: R1.4.06
Revision Date: Aug 7 2008 16:15:05
System Revision: 3.0
ROM Size: 16777216 BHM Size: 33554432
HY2: External Mixing
1DS: Narrow Resolution BW
B72: Expansion Memory
1DS: H Stability Freq Ref
Slot 1: R4H: GPIB & Parallel
Slot 2: Empty
Slot 3: HY2: Fast Sweep & Ports
Slot 4: 599H: FM Demod
Slot 5: Empty
Slot 6: Frequency Extension
Elapsed Time: 43 hrs

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MarkBielman (/s/profile/0052L00000454NFQAY) (Garmin AT)

3 years ago

FYI. The call center was slightly helpful; they sent me a key for Option 1DR but it does NOT match what is listed on the Licensing screen. (?) They suspect that perhaps the Processor board was replaced and has the wrong options, SN and host ID. I could be screwed. And yup, the sticker on the rear has been destroyed. Sad.

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