

Guide to Keysight Support for NES Products

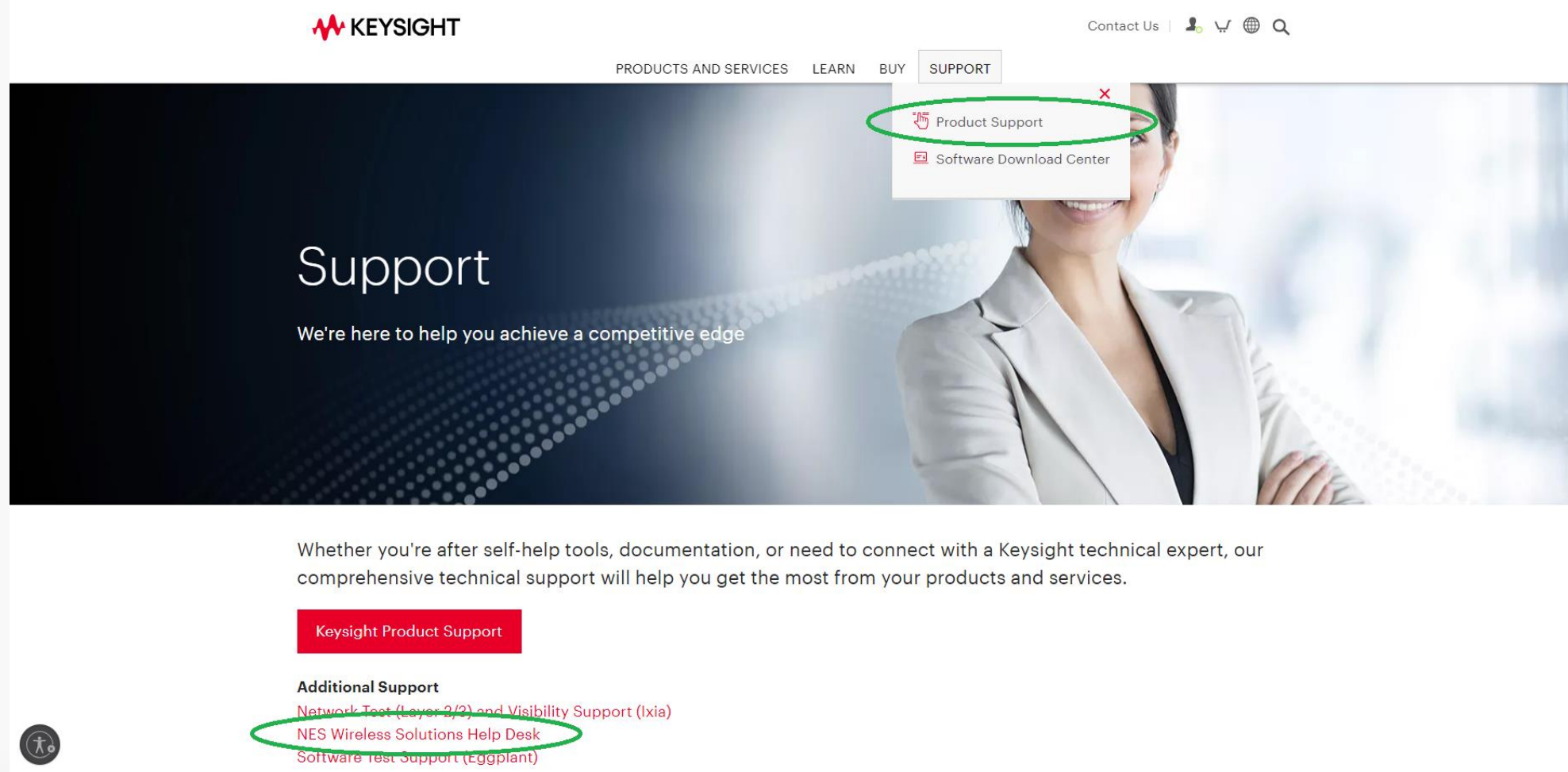


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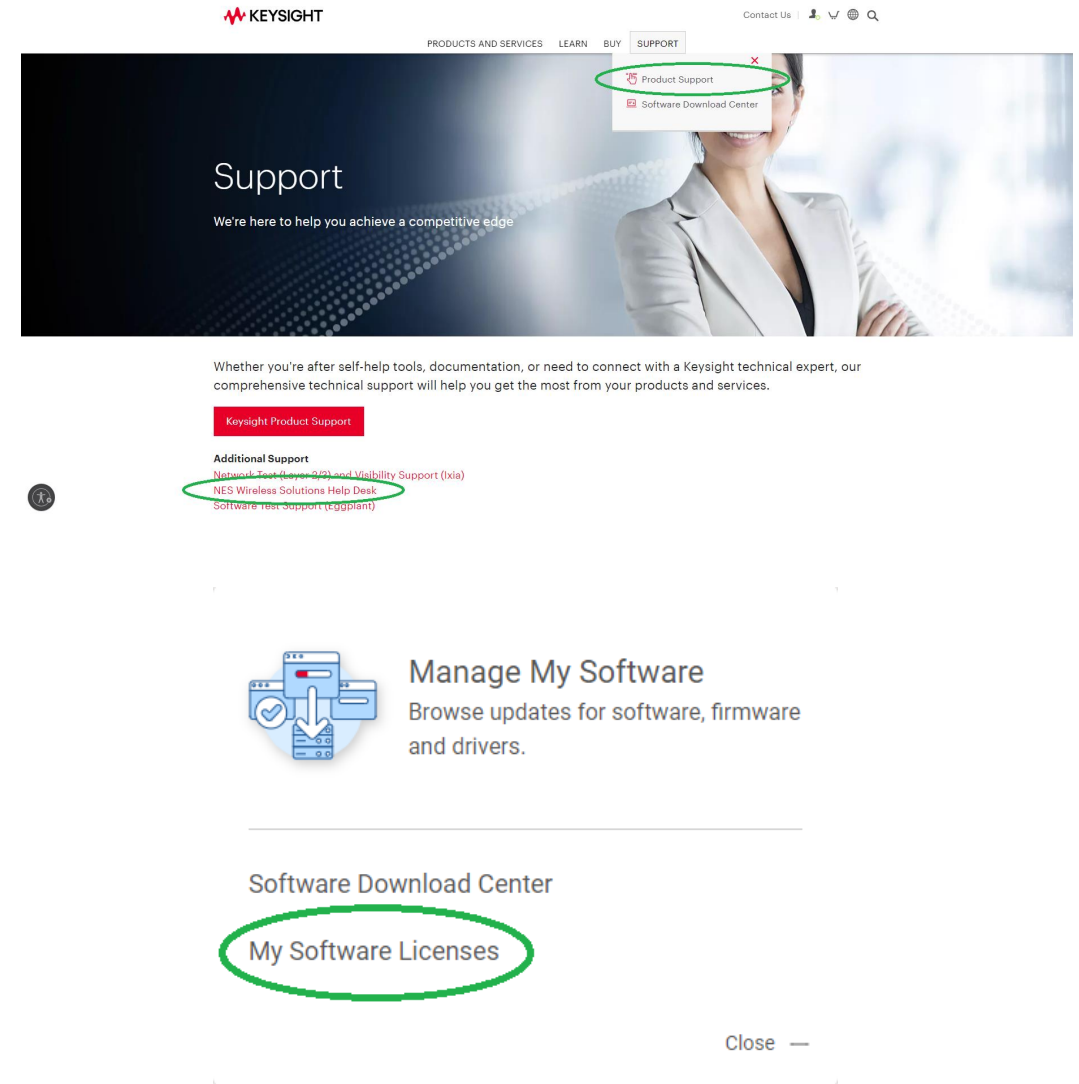
Keysight Support

- On-line support at the Keysight Support portal - <https://www.keysight.com/gb/en/support.html>



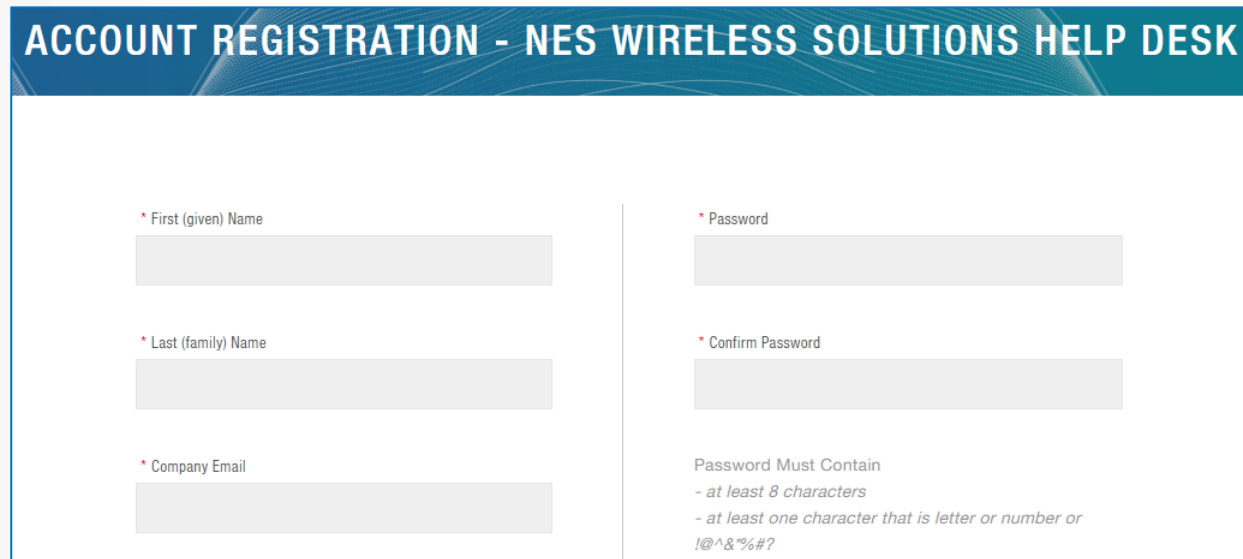
Support for NES Products

- NES Wireless Solutions Help Desk
 - Creation of Help Desk Requests and communication with the support team
 - View and review the status of existing HDRs
- Keysight Software Manager (KSM)
 - Software and documents may be viewed and downloaded
 - Assigning licences and downloading licence files
 - Viewing support status for purchased software products



Registration

- Request registration for the NES Help Desk via this link:
https://support.keysight.com/KeysightdCX/s/user-registration?language=en_US&appId=dihdr
- Complete the form and then click **Create Account**



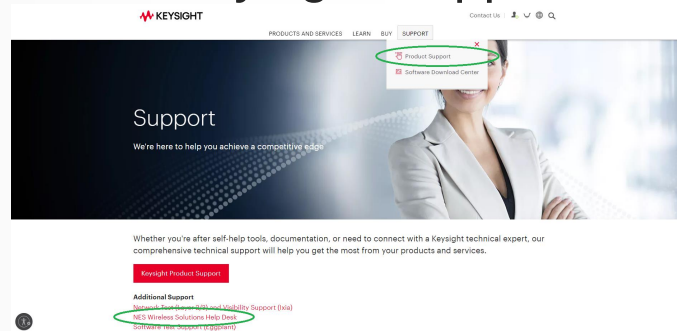
ACCOUNT REGISTRATION - NES WIRELESS SOLUTIONS HELP DESK

* First (given) Name	* Password
* Last (family) Name	* Confirm Password
* Company Email	Password Must Contain
	- at least 8 characters
	- at least one character that is letter or number or !@^&*%#?

- Respond to the mail asking to “Confirm my Registration”. (Allow 1 working day for registration)
- This will provide access to the NES Help Desk (and also the Keysight Support portal for KSM ...)

Registration with Existing Keysight Accounts

- If you have a Keysight Support account, login then select **NES Wireless Solutions Help Desk**



- Check/complete the form and select Register Service. (Allow 1 working day for registration)

ACCOUNT REGISTRATION-NES WIRELESS SOLUTIONS HELP DESK

* First (given) Name

Martin

* Last (family) Name

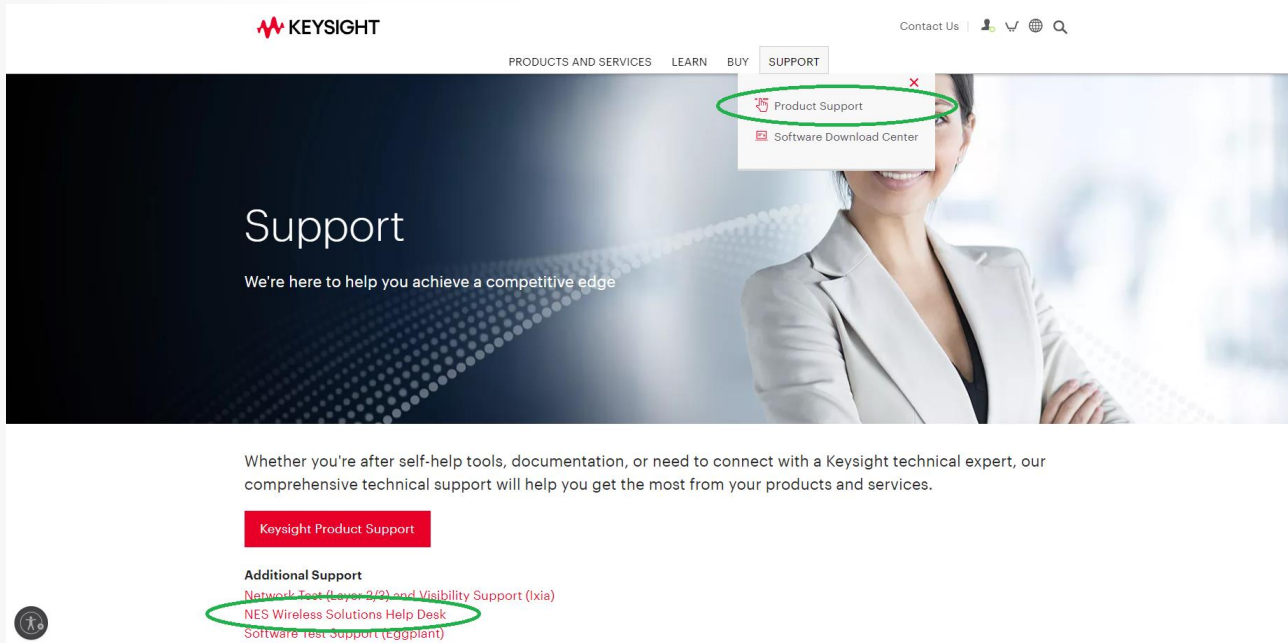
Cocks

 **Register Service**

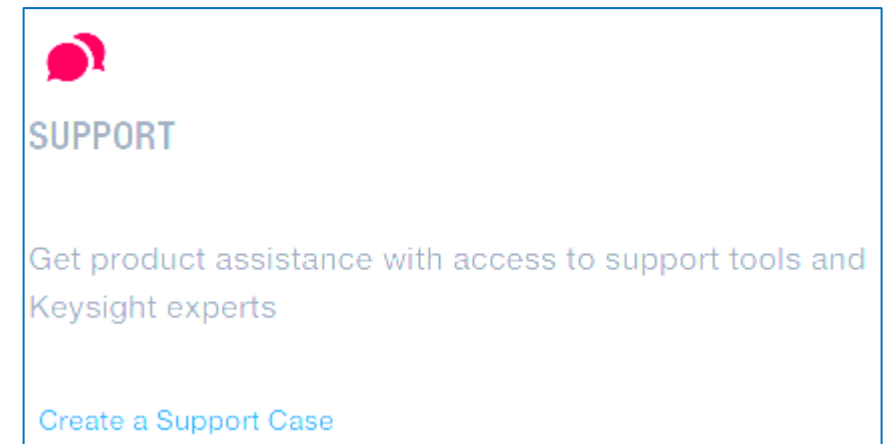
NES Help Desk

NES Help Desk

- Technical support for NES products is accessed from the **NES Wireless Solutions Help Desk**
- (Direct URL <https://di-support.keysight.com/home>)



- *Note - NES support is separate from Keysight Care Support*



Viewing Help Desk Requests (HDRs)

- List and review all HDRs for your company site
 - HDRs created in the Extranet (or reported by email, etc)
- Filters allow selection of HDRs by type, category, status, ...

View Help Desk Requests

HDR Status Open ▾

Create New HDR

Search ✕

Filters

Filter HDRs

Filter

Reset

☐ My HDRs

Site
Keysight Technologies Product Assur... ▾

HDR Type
Select Here ▾

HDR Category
Select Here ▾

HDRs

View Help Desk Requests

HDR	Title	Contact	Site	Date
▶ 59166	PA Testing - PCTv58.0 RC2 Build: Netor k fail..	PA Engineer	Keysight Technologies Product Assurance	10th Jan 2020
▶ 59078	PCTv58.0 - installation vis SIAv3.9.0 is not ..	PA Engineer	Keysight Technologies Product Assurance	07th Jan 2020
▶ 51933	PRT 3.0- We are unable to automate the PRT sc..	PA Engineer	Keysight Technologies Product Assurance	07th Jan 2019
▶ 51376	PRT 3.0 commercial release testing: S	PA Engineer	Keysight Technologies	29th Nov 2018

Raising a new Help Desk Request

- The HDR form ensures all essential information is gathered first time

Create a New Help Desk Request

* Required information

Cancel

HDR Information

* Title

104 characters remaining (150 maximum)

* Site

* Reproducibility

* Severity

* HDR Type

* Software Version

* Recent Changes

* HDR Category

Copy Emails to

Maximum of 10 email addresses

Edit Email List

* Description

Attach files to HDR

Maximum five files, not exceeding 1024MB in total.

Add File

Drag & Drop file here

 KEYSIGHT
TECHNOLOGIES

10

Fields in the HDR form

- **Title** – A short and precise summary of the issue
- **HDR Type** – the product or type of issue
- **HDR Category** – the set of test cases or area of functionality within the HDR Type
- **Severity** – reflects the **impact** of the issue
- **Copy emails to** – notifications of new comments will be copied to these people
- **Description** – Please provide a full and detailed description of the issue including information on the system configuration and how the issue may be replicated
 - Only plain text should be used. Characters between **< >** will not be displayed
- **Log files** illustrating the issue should be attached to the HDR

Customer and support communication via the HDR

- Messages are sent between Customer Support and the customer by adding new comments to the HDR in the Extranet
 - Comments should be in plain text. Characters between **< >** will not be displayed
- An email will be sent to the person raising the HDR (and those on the cc list) with details of the Comment and a link to the HDR

HDR Number : 19273 - Open

Add Comment and Request Closure

Add a new comment

Please could you try the changes as described in the attached document

☐ Request HDR closure

Submit comment then attach files

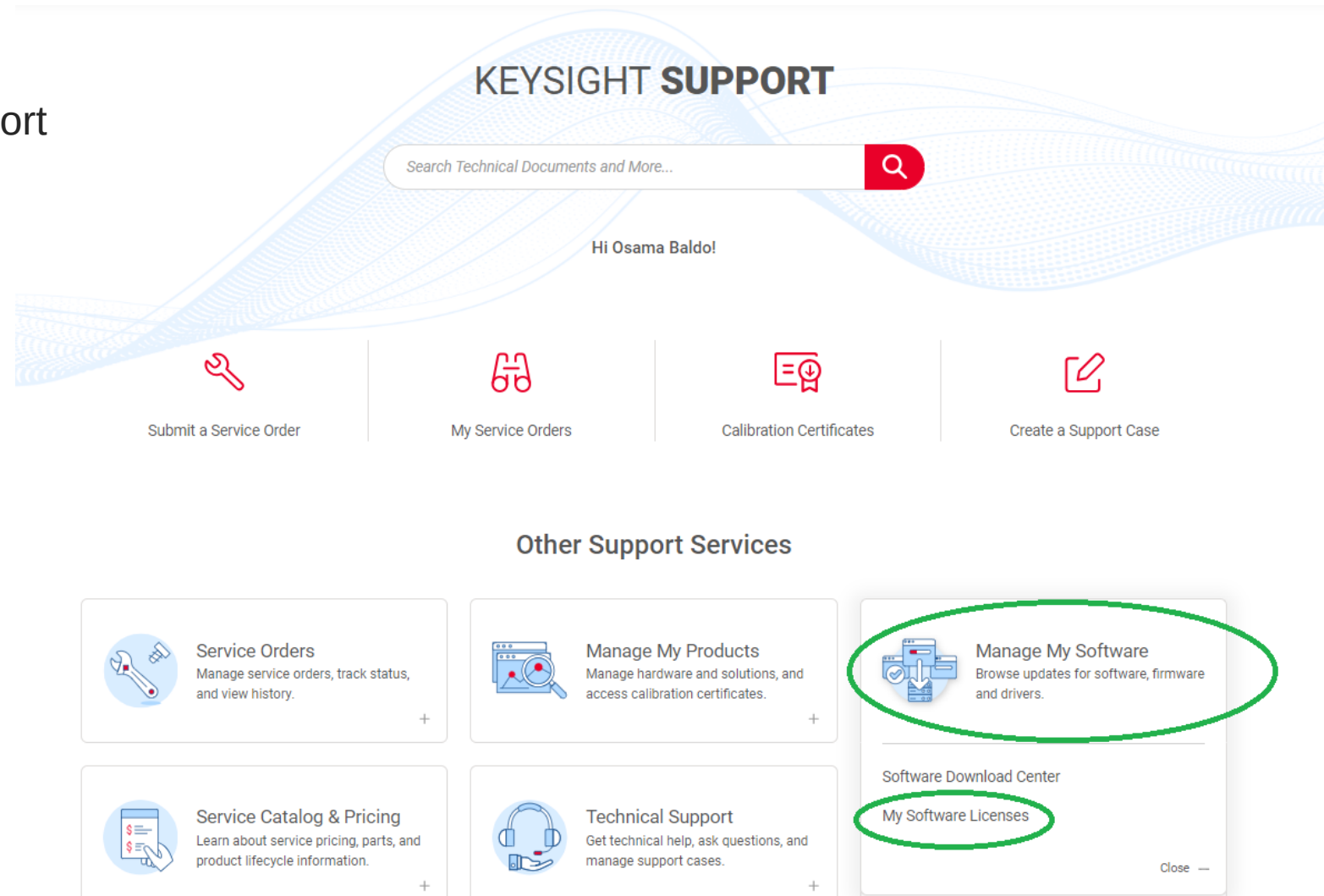
Submit HDR



Keysight Software Manager (KSM)

Keysight Software Manager (KSM)

- **KSM** is accessed from the Keysight Support portal - <https://support.keysight.com>
 - Request and download licence files
 - View the status of your product support
 - Download new software versions



Registration for KSM

- Register / login to the Keysight Support portal - <https://support.keysight.com>
- Navigate to **Keysight Support Manager**
- Enter the Order Number and Certificate Number of one of your orders to complete the registration

Keysight Software Manager

Add New Certificate

Please Add a Certificate to Associate Your License Entitlements to Your Account.

Order Number *

Certificate Number *

Find Certificate

- The Order Details are displayed – scroll down and select

Add Certificate

Keysight Software Manager

Welcome martin Cocks Help

Keysight Software Manager

 **Looking for Eggplant or Scalable Licenses?**
For Eggplant or Scalable Network Licenses, please [click here](#)

**ENTITLEMENT MANAGEMENT**
[Add New Certificate](#)
[View My Certificates \(1\)](#)

**LICENSE MANAGEMENT**
[Request New Licenses \(5 Available\)](#)

**SOFTWARE UPDATES**
[Download Software Updates \(26 Available\)](#)

**MY LICENSES & HOSTS**
[View By Product Or Host](#)

Link Order/Certificates
to your KSM Login

Request (create) new
product licence files

View product
support status

Download software and
documentation

View licence status and
download licence files



Linking a new Order and requesting licences

Software Delivery Notification

- After purchasing software, you will receive details of the **Order Number** and **Certificate Number**
 - In an email

Subject	Software Delivery Notification : 123123123 ABC4-EFGH
Order Number: 123123123 Certificate Number: ABC4-EFGH	

- or Software Entitlement Certificate

 KEYSIGHT TECHNOLOGIES	Keysight Order Number: Keysight Certificate Number:
Software Entitlement Certificate	

- This information is only sent to the contact(s) listed on the sales Order
 - **Please forward the details to all who will use the software** so they can add the Order/Certificate to their profile. (To enable downloading of software and licence files)

Adding a new Order/Certificate to your KSM profile



**ENTITLEMENT
MANAGEMENT**

[Add New Certificate](#)

- In KSM, select the option to **Add New Certificate**
- Enter the Order Number and Certificate number

Please Add a Certificate to Associate Your License Entitlements to Your Account.

Order Number *

12345678

Certificate Number *

ABCD-EFGH

Find Certificate

- Scroll down through the Order Details – then click **Add Certificate**

WJ035116A-1WP	R-C5S-010-J WaveJudge 5G NR Release 16, floating (worldwide) perpetual license	PERPETUAL		
WJ035116A+R-C6T-010-L	R-C6T-010-L WaveJudge 5G NR Release 16, KeysightCare software support subscription, floating (worldwide) - 12 months	SUBSCRIPTION	July 28, 2022	August 6, 2023
Cancel Changes Add Certificate				

Requesting new licences

- After Orders have been added to your profile, the licences may be requested (immediately, or at a later time by selecting [Request New Licences](#))



LICENSE MANAGEMENT

[Request New Licenses \(5 Available\)](#)

My Products

Assign Products to Host

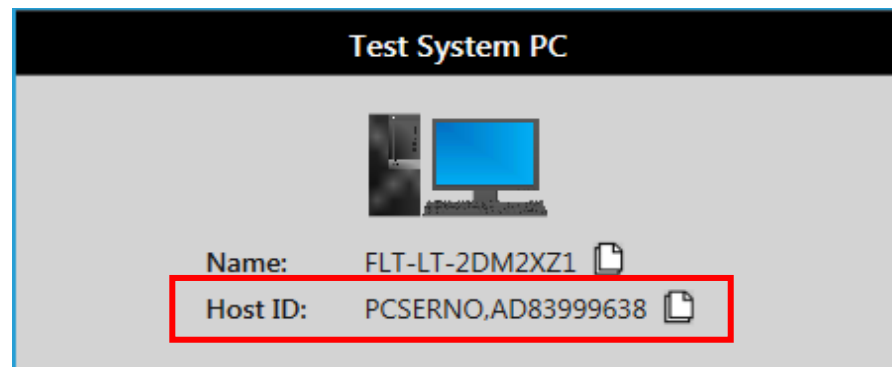
☐	Product Number	Description	Qty	Assign Qty	License Expiration Date	Support Expiration Date
☐	C8735116A-1FP	R-C5A-001-A 5G NR Rel 16 - NSA core signaling, node-locked perpetual license	1	1		July 17, 2023
☐	C8735216A-1FP	R-C5A-001-A 5G NR Rel 16 - NSA advanced signaling, node-locked perpetual license	1	1		July 17, 2023
☐	C8735416A-1FP	R-C5A-001-A 5G NR Rel 16 - SA core signaling, node-locked perpetual license	1	1		July 17, 2023

- Select the required products to be assigned to a Host ID and click

Assign Products to Host

Assigning Products to the Host ID

- To find the PC or equipment **Host ID**, run the **Keysight Licence Manager** (see the About > Keysight Licence Notifier. Do not use the PC serial number)



- Enter the Host ID

License Notifier Host ID	Instrument Serial Number (Optional)
PCSERNO,AB12345678	
Product Number	Description
C8735116A-1FP	R-C5A-001-A 5G NR Rel 16 - NSA core signaling, node-locked perpetual license
C8735216A-1FP	R-C5A-001-A 5G NR Rel 16 - NSA advanced signaling, node-locked perpetual license
C8735416A-1FP	R-C5A-001-A 5G NR Rel 16 - SA core signaling, node-locked perpetual license

- Then click

Save Host ID

Licence Preview

- The licence may be previewed (to verify the details before completion)

My Assigned Products

^ Host PCSERNO,AB12345678

	Product Number	Description	Assign Qty
✕	C8706A02A-1FL	R-C4E-001-N PCAT ATT TC-02: 5G NR PROT NAS test cases for AT+T, 12-months, node-locked license	1
✕	C8706A01A-1FL	R-C4E-001-N PCAT ATT TC-01: 5G NR BAT NSA FR1 and FR2 Power Management test cases for AT+T, 12-months, node-locked license	1
✕	C8706000A-1FL	R-C4E-001-L Protocol Carrier Acceptance Toolset Application, 12-months, node-locked license	1

License Preview

- After verifying the details, the licence may be generated

Request Licenses

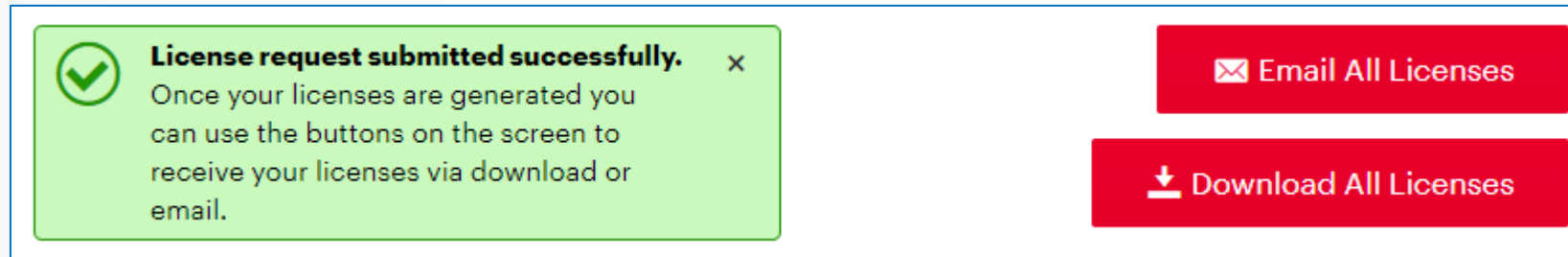
**Are you sure you want to generate licenses?**
This task cannot be undone once a host is assigned and a license is generated.

Please Cancel

Yes, I am Sure

Receiving licences

- After the licences are generated, the licence files may be emailed or download directly



Downloading Licence Files

- Licence files may be downloaded at any time from KSM
 - Ensure the relevant Orders are linked to your KSM login (see above)
- From My Licences and Hosts, select **View by Product or Host**
- Select the **Hosts** button and click the **Download Licences** icon



MY LICENSES & HOSTS

View By Product Or Host

My Hosts (3 Available)

View By ☐ Products ☒ Hosts

	Host Id	Number of Products	Lic.
✓	<unassigned>	6	
✓	PCSERNO,AB12345678	3	Download Licenses
✓	PCSERNO,FH95568678	16	

Export All to Excel

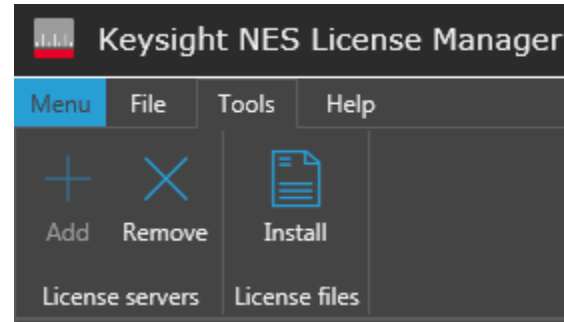
Hosts

Download licence file

(Option to request licences for other products)

Installing licences

- Licences are then installed on the PC or UXM
 - Menu option or drag and drop



- The list of installed licences for each product may be viewed for confirmation

System	Common	PRT	RF DVT	F.KPI	PCT	Other
	☐	Model		Description		
	Applications					
	☐	C8704000A		Protocol Conformance Toolset Application		
	Test Cases					
	☐	C8704501A		PCT 5G NR TC-01: PROT NSA EN-DC AS P1 - base test cases		
	☐	C8704501B		PCT 5G NR TC-01: PROT NSA EN-DC AS P1 - FR1 bands		
	☐	C8704501C		PCT 5G NR TC-01: PROT NSA EN-DC AS P1 - FR2 bands		

SW version checking – Licence Manager

- The Licence Manager displays the expiry dates of the **two components** of a product licence
 - **Version** expiry date (software support subscription) Only software released before this date may be run
 - **Expiration** date (licence expiry) Software will not run if this has expired

Name: FLT-PC-6Z40NK2
Host ID: PCSERNO,BD43372354

Available licenses

Model	Description	Version	Expiration
C8700A_D26	-	2022.0527	16/07/2021
C873N0M1A	-	2023.0401	11/04/2021

Software Support expiry date

Licence expiry date

- This support status information may also be seen in KSM for all your products (see below)



Renewal Agreements - obtaining new licences

Software Renewal Agreements

- When software support is extended by a Renewal Agreement:
 - The Support Subscription expiry date will be modified in KSM
 - (If the licence is time limited, the Licence expiry date will also be modified)

Product Number :	Description :	Qty :	Assign Qty	License Expiration Date :	Support Expiration Date :
C8706C22A-1FP	R-C5E-001 PCAT CMCC TC-22: 5G NR BAT SA FR1 Power Consumption test cases for CMCC, node-locked perpetual license	1	1		August 2, 2024

- A new licence file will be created in KSM and sent to the contact(s) in the Renewal Agreement
 - **Please forward the licence file to the system users**, if they are not included
- The new licence file should be installed on the test system, as described in the email



Status of Product Support and Licences

View Software Under Support

- Select **View My Certificates** to view maintenance support status
- Select the Order Number



ENTITLEMENT MANAGEMENT

[Add New Certificate](#)

[View My Certificates \(2\)](#)

Find/View Certificates

My Certificates

Order Number ⋮

Certificate Number ⋮

PO Number ⋮

Product ↑ ⋮	Description ⋮	Term	Start Date	End Date	Qty Purchased	Qty Remaining
C8700101A	5G Interactive Live				1	0
C8700101A-1FP	R-C5C-001-A 5G Interactive Live, node-locked perpetual license	PERPETUAL			1	0
C8700101A+R-C6D-001-L	R-C6D-001-L 5G Interactive Live, KeysightCare software support subscription, node-locked - 12 months	SUBSCRIPTION	July 8, 2022	July 17, 2023	1	
C8700200A	Test Application Framework				1	0
C8700200A-1FP	R-C5C-001-A Test Application Framework, node-locked perpetual license	PERPETUAL			1	0
C8700200A+R-C6D-001-L	R-C6D-001-L Test Application Framework, KeysightCare software support subscription, node-locked - 12 months	SUBSCRIPTION	July 8, 2022	July 17, 2023	1	

Licence perpetual or with end date

Licences not yet requested

Support subscription start and end dates

View Product Licences

- Select **View by Product or Host**



MY LICENSES & HOSTS

View By Product Or Host

My Products (4 Available)

View By ☒ Products ☐ Hosts

Export All to Excel

	Product Number	Description	Term	License Type	Qty Assigned	Qty Unassigned	Assign More Hosts
▼	C8706C22A-1FP	R-C5E-001 PCAT CMCC TC-22: 5G NR BAT SA FR1 Power Consumption test cases for CMCC, node-locked perpetual license	Perpetual	Node_Locked	0	1	
▼	C8706C23A-1FP	R-C5E-001 PCAT CMCC TC-23: 5G NR BAT NSA FR1 Power Consumption test cases for CMCC, node-locked perpetual license	Perpetual	Node_Locked	0	1	
▼	C8706C24A-1FP	R-C5E-001 PCAT CMCC TC-24: 5G NR BAT SA FR1 Power Consumption test cases for CMCC, node-locked perpetual license	Perpetual	Node_Locked	0	1	
▼	C8706E12A-1FP	R-C5E-001 PCAT CTC TC-12: 5G NR BAT SA FR1 Power Consumption test cases for China Telecom, node-locked perpetual license	Perpetual	Node_Locked	0	1	

Licence is perpetual or with end date

Licences not yet requested

Downloading Product Software and Documents

Downloading Software

- To access software, the relevant Order must be linked to your KSM profile and contain active support for the products
- Select **Download Software Updates** to download software and documents
- Downloads are structured by **Software Family** and **Update** (product version)



Software Updates

Show Only Updates That Contain

Order Number, Purchase Order, Model

Search Reset

>	Software Family ↑									
▼	5G LTE C-V2X Test Application									
	<table><thead><tr><th>Update</th><th>⋮</th><th>Release Date ↓</th></tr></thead><tbody><tr><td>v2.1</td><td></td><td>February 1, 2021</td></tr><tr><td>v2.0</td><td></td><td>August 10, 2020</td></tr></tbody></table>	Update	⋮	Release Date ↓	v2.1		February 1, 2021	v2.0		August 10, 2020
Update	⋮	Release Date ↓								
v2.1		February 1, 2021								
v2.0		August 10, 2020								
>	Anite Licence Server									

Expand Software Family

Software Downloads

- Select the file **Description** to download a document or software file

Software Updates			
Update: v2.1			
Documentation			
	Description	Notes	Release Date
	5G LTE C-V2X Test Application Help		August 10, 2020
	5G LTE C-V2X Test Application Release Note		February 1, 2021
	Core Licencing and Automation Tools Release 4.0.0 Readme		August 10, 2020

- Select multiple software items to **Download Selected** files (use Chrome/Firefox)

☒	Core Software v39.0.0.0 for UXM Embedded PC for WIN7 UXM This version of Core Software has to be used on UXM Embedded PC			August 10, 2020
☒	UXM Firmware Update Tool			February 1, 2021
☐	UXM Full Installer			February 1, 2021
Download Selected				



Reviewing Hardware Support Status

Service and Warranty Status Lookup

The screenshot displays the Keysight Support website interface. At the top, a dark blue banner features the 'Keysight Support' logo and a search bar with the placeholder text 'Search Support'. Below the banner, the page is organized into three main columns: ASSETS, SUPPORT, and SERVICES. Each column has a 'View More' button. The ASSETS column lists 'Manage your Instruments, Equipment, Software and Accessories' and includes links for 'Manage My Assets', 'Obsolescence and Extended Service Lookup', 'Service and Warranty Status Lookup' (which is highlighted with a green border), and 'Keysight Software Manager (Manage Licenses)'. The SUPPORT column offers 'Get product assistance with access to support tools and Keysight experts' and includes links for 'Create a Support Case', 'Support Case Management', 'Software Download Center (SW, FW, Drivers)', and 'Safety Recall/Service Notes'. The SERVICES column provides 'Manage service orders, view service history, and download calibration documents' and includes links for 'Request Calibration/Repair Service', 'Service Order Management', 'Calibration Certificates and Service Status', and 'Service Catalog and Pricing'.

Keysight Support

Search Support

ASSETS

Manage your Instruments, Equipment, Software and Accessories

- Manage My Assets
- Obsolescence and Extended Service Lookup
- Service and Warranty Status Lookup**
- Keysight Software Manager (Manage Licenses)

SUPPORT

Get product assistance with access to support tools and Keysight experts

- Create a Support Case
- Support Case Management
- Software Download Center (SW, FW, Drivers)
- Safety Recall/Service Notes

SERVICES

Manage service orders, view service history, and download calibration documents

- Request Calibration/Repair Service
- Service Order Management
- Calibration Certificates and Service Status
- Service Catalog and Pricing

Service and Warranty Status

- Status for an instrument may be checked directly (no login required)
 - Select **Service and Warranty Status Lookup**
 - Enter the Model Number (eg E7515B, E7770A, M1740A, C8880A, F9650A, ...)
 - Enter the Serial Number



The screenshot shows a web interface for checking service and warranty status. It features a blue header with the text "SERVICE AND WARRANTY STATUS". Below the header is a search form with a dropdown menu labeled "Model Number + Serial Number" and a downward arrow. To the right of the dropdown are two input fields: the first contains "E751B" and the second contains "MY012345678". A plus sign is positioned between these two fields. To the right of the second input field is a button with a magnifying glass icon and the text "Search".

Warranty and Agreements (Contracts)

- In the first year, there will be two **Warranty** lines – Warranty Repair and Hardware Support
- In following years, there will be three **Agreement** lines – Technical Support, Calibration and Repair

SERVICE STATUS / CAL DOCS			WARRANTY STATUS & AGREEMENTS				SYSTEM COMPONENTS
Request this Service	Type	Status	Start Date	End Date	Description	Service Level	
Request this Service	Agreement	Active	01/10/2022	09/09/2023	Technical Support		
Request this Service	Agreement	Active	01/10/2022	09/09/2023	Keysight Calibration - Return-to-Keysight - Agreement		
Request this Service	Agreement	Active	01/10/2022	09/09/2023	Return-to-Keysight Repair - Agreement		
	Warranty	Expired	13/07/2018	13/07/2019	Warranty - 1 year	Basic	
	Warranty	Expired	13/07/2018	13/07/2019	Standard HW Support Plan - 1 year	Basic	

Agreement for renewed support

Warranty for the initial purchase

 KEYSIGHT TECHNOLOGIES

Service Status and Calibration Docs

E7515B, UXM 5G Wireless Test Platform

Serial Number:
1234567890

Asset Number:
1234567890

Cal Due Date:
2023-07-11

Manufacturer Recommended Cal Interval:
12

Support Status:
Supported

Begin Extended Service Period date:
2023-07-11

Shipped Date:
13/07/2018

Sales Order Number:
1234567890



SERVICE STATUS / CAL DOCS

WARRANTY STATUS & AGREEMENTS

SYSTEM COMPONENTS

SERVICE STATUS

Service Order Number	Status	Service Documents
WO-00533310	Requested on 2023-07-11, Unit expected on 2023-07-24	Service Order for calibration or repair

SERVICE HISTORY / CALIBRATION DOCUMENTS

Service Date	Service Order Number	Service Documents	Calibration Type	Received Condition	Shipped Condition
08/07/2018	4287363-5204850-0	Certificate of Calibration	Factory calibration (or SSU Hub)	NEW UNIT	IN TOLERANCE

Calibration Certificate

- Calibration Certificates may be downloaded

	Keysight Technologies Malaysia Sdn Bhd (463532-M) Bayan Lepas Free Industrial Zone 11900 Penang, Malaysia	 9320-6636
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Functional Test Certificate

Certificate No: 4283303-5197646-0

Manufacturer: Keysight Technologies	Description: UXM 5G Wireless Test Platform
Model No: E7515B	Serial No: 10000000000000000000
Options Installed: 506,529,540,PA1,PB1,PC1,PD1,R81,SA1,SB1	

Date of Test: 10-JUN-2018	
Temperature: (24 ± 4) °C	Humidity: (20 to 80)% RH
Procedure: ATM-09-C0026	

This certifies that the above product was tested in compliance with a quality system registered to ISO 9001:2015, using applicable Keysight Technologies' procedures.

As Received: Factory Tested

As Shipped Conditions: At the completion of the test, the equipment performed AS EXPECTED.

Remarks or special requirements: