

# Keysight 16860 Series Portable Logic Analyzers

Installation/  
Quick Start  
Guide

# Notices

© Keysight Technologies 2016-2017, 2019, 2021

No part of this manual may be reproduced in any form or by any means (including electronic storage and retrieval or translation into a foreign language) without prior agreement and written consent from Keysight Technologies as governed by United States and international copyright laws.

## Manual Part Number

16860-97004

## Edition

Fifth Edition, August 2021

Printed in Malaysia

Keysight Technologies  
1900 Garden of the Gods Road  
Colorado Springs, CO 80907

## Technical Assistance

[ccr.keysight.com@keysight.com](mailto:ccr.keysight.com@keysight.com)

[www.keysight.com/find](http://www.keysight.com/find)

## Warranty

THE MATERIAL CONTAINED IN THIS DOCUMENT IS PROVIDED "AS IS," AND IS SUBJECT TO BEING CHANGED, WITHOUT NOTICE, IN FUTURE EDITIONS. FURTHER, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, KEYSIGHT DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED WITH REGARD TO THIS MANUAL AND ANY INFORMATION CONTAINED HEREIN, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. KEYSIGHT SHALL NOT BE LIABLE FOR ERRORS OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, USE, OR PERFORMANCE OF THIS DOCUMENT OR ANY INFORMATION CONTAINED

HEREIN. SHOULD KEYSIGHT AND THE USER HAVE A SEPARATE WRITTEN AGREEMENT WITH WARRANTY TERMS COVERING THE MATERIAL IN THIS DOCUMENT THAT CONFLICT WITH THESE TERMS, THE WARRANTY TERMS IN THE SEPARATE AGREEMENT WILL CONTROL.

## Technology Licenses

The hardware and/or software described in this document are furnished under a license and may be used or copied only in accordance with the terms of such license.

## U.S. Government Rights

The Software is "commercial computer software," as defined by Federal Acquisition Regulation ("FAR") 2.101. Pursuant to FAR 12.212 and 27.405-3 and Department of Defense FAR Supplement ("DFARS") 227.7202, the U.S. government acquires commercial computer software under the same terms by which the software is customarily provided to the public. Accordingly, Keysight provides the Software to U.S. government customers under its standard commercial license, which is embodied in its End User License Agreement (EULA), a copy of which can be found at <http://www.keysight.com/find/sweula>. The license set forth in the EULA represents the exclusive authority by which the U.S. government may use, modify, distribute, or disclose the Software. The EULA and the license set forth therein, does not require or permit, among other things, that Keysight: (1) Furnish technical information related to commercial computer software or commercial computer software documentation that is not customarily provided to the public; or (2) Relinquish to, or otherwise provide, the government rights in excess of these rights customarily provided to the public to use, modify, reproduce, release, perform, display, or disclose commercial computer

software or commercial computer software documentation. No additional government requirements beyond those set forth in the EULA shall apply, except to the extent that those terms, rights, or licenses are explicitly required from all providers of commercial computer software pursuant to the FAR and the DFARS and are set forth specifically in writing elsewhere in the EULA. Keysight shall be under no obligation to update, revise or otherwise modify the Software. With respect to any technical data as defined by FAR 2.101, pursuant to FAR 12.211 and 27.404.2 and DFARS 227.7102, the U.S. government acquires no greater than Limited Rights as defined in FAR 27.401 or DFAR 227.7103-5 (c), as applicable in any technical data. 52.227-14 (June 1987) or DFAR 252.227-7015 (b)(2) (November 1995), as applicable in any technical data.

## Safety Notices

### CAUTION

A CAUTION notice denotes a hazard. It calls attention to an operating procedure, practice, or the like that, if not correctly performed or adhered to, could result in damage to the product or loss of important data. Do not proceed beyond a CAUTION notice until the indicated conditions are fully understood and met.

### WARNING

A WARNING notice denotes a hazard. It calls attention to an operating procedure, practice, or the like that, if not correctly performed or adhered to, could result in personal injury or death. Do not proceed beyond a WARNING notice until the indicated conditions are fully understood and met.

## 16860 Series Logic Analyzers—At a Glance

The Keysight Technologies 16860 series logic analyzers are portable logic analyzers that range from 34 to 136 logic acquisition channels, depending on the model.



Run/Stop Keys

Touch Screen  
On/Off Button

USB 2.0 Ports (2)

Standby (Power) Button

Scroll Knob

Pods for Probe  
Inputs

**Table 1** Model comparisons

Keysight model number	16861A	16862A	16863A	16864A
Logic acquisition channels	34	68	102	136

### Features, Logic Acquisition

- 2 M to 400 M samples of memory depth per channel (depending on memory option), software upgradeable.
- 350 MHz or 700 MHz maximum state clock rate (depending on state speed option), software upgradeable.
- Full Channel Timing Mode at 2.5 GHz sampling with 12.5 GHz Timing Zoom.
- Half Channel Timing Mode at 5.0 GHz sampling with 12.5 GHz Timing Zoom
- Quarter Channel Timing Mode at 10 GHz sampling with 12.5 GHz Timing Zoom
- *Eye scan* (automatic threshold and sample position setup) feature.
- Single-ended and differential probing support

## Features, Mainframe

- Built-in 15 inch color touch screen with 1024 x 768 resolution
- Removable hard drive
- 10/100/1000 Base-T LAN port
- USB 2.0 ports (six total, two on front, four on back)
- One PCI expansion slot
- One PCI Express x1 expansion slot
- Windows 10 installation - Windows 10 support has been added to the 16860-series logic analyzers and these are now shipped from the factory with Windows 10 operating system preinstalled. Earlier, Windows 7 operating system was preinstalled on these logic analyzers.
- *Keysight Logic and Protocol Analyzer* application which takes the complexity out of making logic analyzer measurements. You can perform all operations directly from one window.

## Supplied Accessories

- USB mouse
  - USB keyboard
  - Accessory pouch and power cord
- Snap the accessories pouch to the top of the 16860 series logic analyzer. Use it to store probe leads, accessories, or manuals. Use the tie-down straps under the flap to conveniently hold pod cables not in use or during transport.

## Optional Accessories

- Probes

## Front Panel

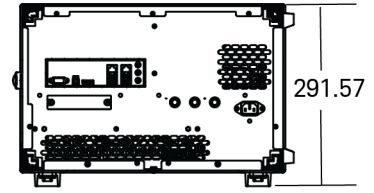
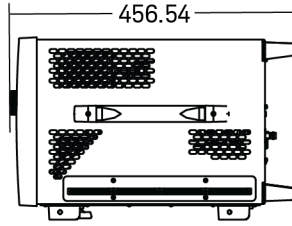
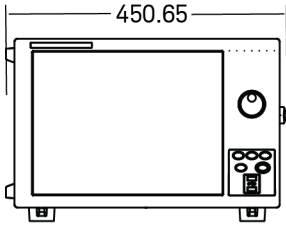
Refer to the online help in the logic and protocol analyzer software for information on using the analyzer.

## Rear Panel

Before you turn on the system, connect your mouse and keyboard to the 16860 Series logic analyzer rear panel.

## 16860-Series Logic Analyzer Dimensions

All dimensions given on the next page are in Millimeters (mm).



## In This Guide...

This guide describes how to set up, use, and update your 16860 series logic analyzer. It also contains information on solving problems and additional safety information.

### **1 First-Time Set Up**

This chapter describes the steps in setting up the logic analyzer for the first time.

### **2 Getting Started with the Logic Analyzer**

This chapter describes some basic features of the logic analyzer and tells you where to find more information on using the logic analyzer.

### **3 Updating the Logic Analyzer**

This chapter describes how to change your logic analyzer's network and Windows Firewall settings. It also describes how to get and install software updates.

### **4 Solving Problems**

This chapter describes the logic analyzer's built-in self tests and recovering system software.

### **5 Safety Notices**

This chapter contains additional safety information.

# Contents

## 1 First-Time Set Up

**Proper Cooling** 12

**First-Time Set Up Considerations** 13

Determine Whether the Instrument will be Connected to the Network 13

Get Network Setup Information 13

**First-Time Set Up On 16860 Series Logic Analyzers** 14

**Additional First-Time Setup Steps** 16

Establishing an Administrator Account (recommended for standalone and networked instruments) 16

Protecting the Instrument's Operating System 16

## 2 Getting Started with the Logic Analyzer

**Probing** 18

**Making a Measurement** 19

**Snap to Edge Markers** 21

**Left-Click Menus** 22

**Tree Structure Bus/Signal Names** 22

**Offline Analysis** 23

**Marker Overview** 23

**Tool Tips** 24

**Trigger History** 25

**To close the Windows OS and place the system in a standby state** 26

- Using the Windows Shutdown 26
- Using a Short Press of the Power Button 26
- Using a Long Press of the Power Button 27
- Unplugging the Power Cord or Power Loss 27

**Specifications and Characteristics** 28

**3 Updating the Logic Analyzer**

**Changing Network Settings** 32

**Changing Windows Firewall Settings** 33

- To give other applications/ports access through the firewall 33
- To restore the logic analyzer firewall defaults 33

**Software Installation and Upgrades** 35

- Keysight Logic and Protocol Analyzer Software 35
- Optional Products 35

**4 Solving Problems**

**Running Self-Tests** 38

**If the logic analyzer powers itself down** 40

**If the Power LEDs do not come on** 40

**If you get a registry error and the system won't boot** 40

**If there are network connection problems** 41

**If there are touch screen problems** 42

**Using the System Recovery Software** 45

**Contacting Keysight Service/Support** 49

**5 Safety Notices**

**Warnings and Cautions** 52



**To clean the instrument** 55

**Safety Symbols** 56

Index



# 1 First-Time Set Up

Proper Cooling / 12

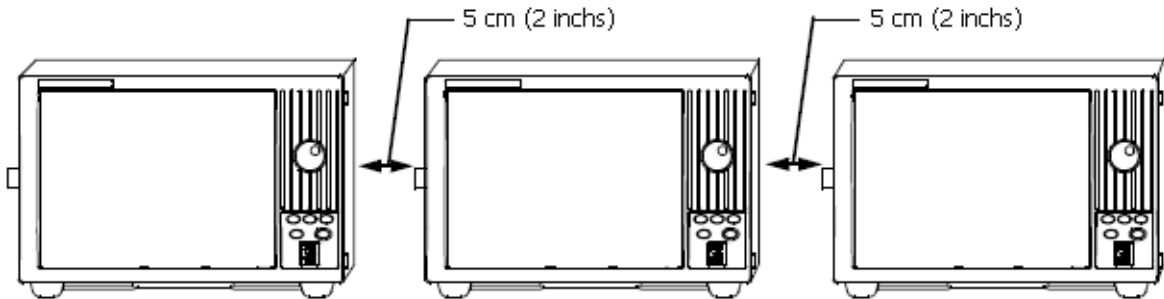
First-Time Set Up Considerations / 13

First-Time Set Up On 16860 Series Logic Analyzers / 14

Additional First-Time Setup Steps / 16

## Proper Cooling

Allow at least 5 cm (2 inches) of space between instruments for proper cooling.



### NOTE

This instrument requires 100-120VAC 50/60/400Hz & 100-240VAC 50/60Hz mains capable of supplying 325 watts. Do not apply more than 25 volts to any Probe Adapter signal line. Do not apply more than 5.5 volts to the BNC Trigger In or Trigger Out.

This instrument is intended for office and lab use only in:

- Temperature range of 5-40°C
- Altitude upto 4000 m
- Maximum Humidity 90% non-condensing at +40°C.

## First-Time Set Up Considerations

Determine Whether the Instrument will be Connected to the Network

### NOTE

If you plan to use COM automation to programmatically control a logic analyzer from a remote computer, be aware that the remote computer and the logic analyzer must both have the same kind of network membership; that is, they must both be members of a "Workgroup", or they must both be members of a "Domain". This is due to the security requirements of Distributed COM.

#### Standalone

You are going to use the logic analyzer as a standalone instrument (no LAN connection). Printing requires a printer attached to the logic analyzer, sharing files is done via USB flash drive or floppy disk.

#### Connected to a Network

If you require the ability to print, share files, remotely control the logic analyzer, etc. over the network, you need to either join a workgroup or domain.

#### Get Network Setup Information

For networking, find out whether the network that your instrument will be connected to uses the Microsoft Work group model or Microsoft Domain model. In order for your instrument to perform tasks over the network (print, transfer files, etc.) your instrument must be configured appropriately for the networking model in use at your site.

Information you may require to complete your network configuration may include, but is not limited to:

- The Workgroup or Domain name.
- Methodology for assigning IP addresses at your site (for example, DHCP).
- Domain Name Service (DNS).

Other network information that may be readily available from your network administrator.

## First-Time Set Up On 16860 Series Logic Analyzers

The first time you turn on a 16860 series logic analyzer (shipped with Windows 10 installation), you are automatically logged on to the system using the Administrator account and the Windows 10 desktop is displayed.

Note: Windows 10 support has been added to the 16860-series logic analyzers and these are now shipped from the factory with Windows 10 operating system preinstalled. Earlier, Windows 7 operating system was preinstalled on these logic analyzers. I

Once you are logged on to the system, you must set the following logic analyzer configurations based on how you want to use your logic analyzer. You use the standard Windows 10 procedures to set these configurations.

**Table 2 Logic Analyzer Configurations on a 16860 Series Logic Analyzer with Windows 10 Installation**

Configuration Task	Logic Analyzer Usage		
	Standalone (No LAN)	Workgroup	Domain
Protect your instrument's PC	N/A	Turn on Automatic Updates	Turn on Automatic Updates
Specify computer name	If your organization has a standard naming scheme, use that scheme. Otherwise, choose a descriptive name (less than 15 characters)		
Specify the administrator password	Keysight recommends entering an administrator password for administrator accounts. See <a href="#">page 16</a> for actions that require administrator accounts.		
Specify the domain name (if applicable)	No (Is given WORKGROUP membership)	No (Is given WORKGROUP membership)	Yes Enter the domain name the logic analyzer will log onto.
Enter your domain settings.	N/A	N/A	Enter the name/password of the user who can add the logic analyzer to the domain.
Configure connectivity to the Internet	N/A	N/A	Choose the appropriate Internet connectivity.
Set up a high-speed connection	N/A	N/A	Enter either the fixed IP/DNS assigned by your network administrator or select "Obtain Automatically".

Configuration Task	Logic Analyzer Usage		
	Standalone (No LAN)	Workgroup	Domain
Determine if you want to connect the instrument's PC to the Internet directly or through a network.	N/A	Keysight does not support connecting to the Internet through a modem directly connected to the logic analyzer.	N/A
Register with Microsoft	The 16860 series of Logic Analyzers have the Windows 10 operating system already enabled to run. This registration is to allow Microsoft to contact you.		
Specify users for the instrument's PC	You can add multiple users with administrator permissions to allow these users to use the logic analyzer.		

## Additional First-Time Setup Steps

Establishing an Administrator Account (recommended for standalone and networked instruments)

Keysight recommends that you set up an Administrator account for your logic analyzer. You have to be logged in to the Administrator account to do the following:

- Install most software (applies whether the instrument is networked or standalone).
- Change the workgroup.
- Perform "Windows Updates".
- Change firewall settings.

Protecting the Instrument's Operating System

Microsoft recommends the following three steps to ensure the instrument's PC is protected.

- 1 Use an Internet firewall.
- 2 Get operating system updates.
- 3 Use up-to-date antivirus software.



# 2 Getting Started with the Logic Analyzer

Probing / 18
Making a Measurement / 19
Snap to Edge Markers / 21
Left-Click Menus / 22
Tree Structure Bus/Signal Names / 22
Offline Analysis / 23
Marker Overview / 23
Tool Tips / 24
Trigger History / 25
Specifications and Characteristics / 28

## Probing

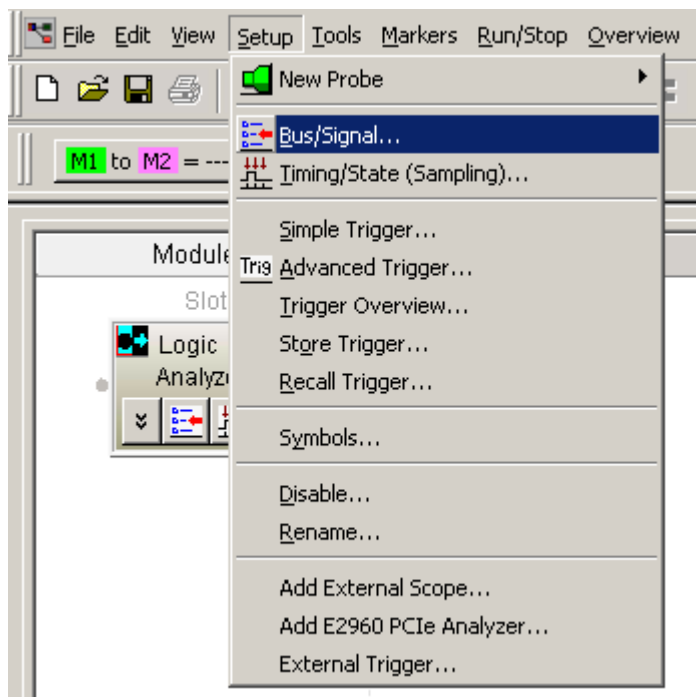
Probing is the key to effective and efficient use of logic analyzers. Keysight Technologies offers a wide variety of probing accessories that support general-purpose and application-specific measurement needs. We provide reliable, electrically and mechanically unobtrusive probes that make it easy to connect your Keysight logic analyzer to your system under test. For more information on Keysight probes:

- See the quick reference card that came with your logic analyzer for an overview of probing solutions.
- Go to [www.keysight.com/find/logic\\_analyzer\\_probes](http://www.keysight.com/find/logic_analyzer_probes) for the most up-to-date information on probe compatibility with a given logic analyzer and purchasing information.
- Go to [www.keysight.com](http://www.keysight.com) and search for **Probing Solutions for Logic Analysis Systems** (publication 5968-4632E) for a catalog of detailed probing information.

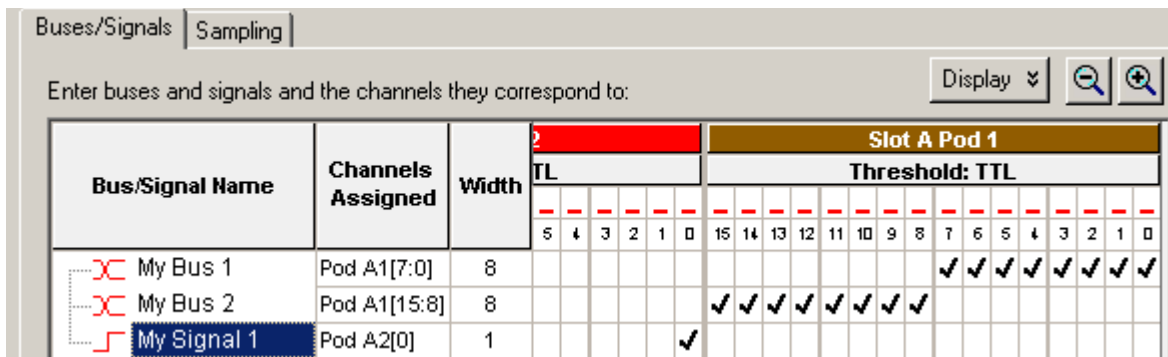
To connect and set up a probe, follow the instructions that came with the probe.

## Making a Measurement

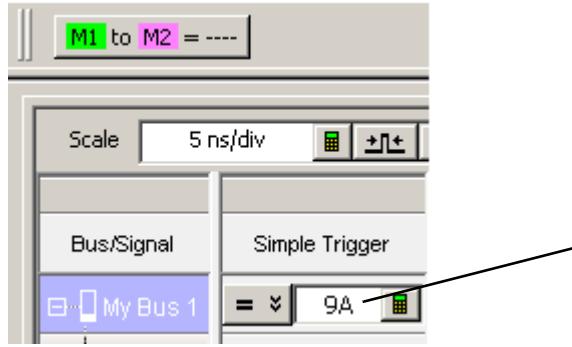
- 1 Start up the logic analyzer, connect to your target system, and select **Setup>Bus/Signal**.



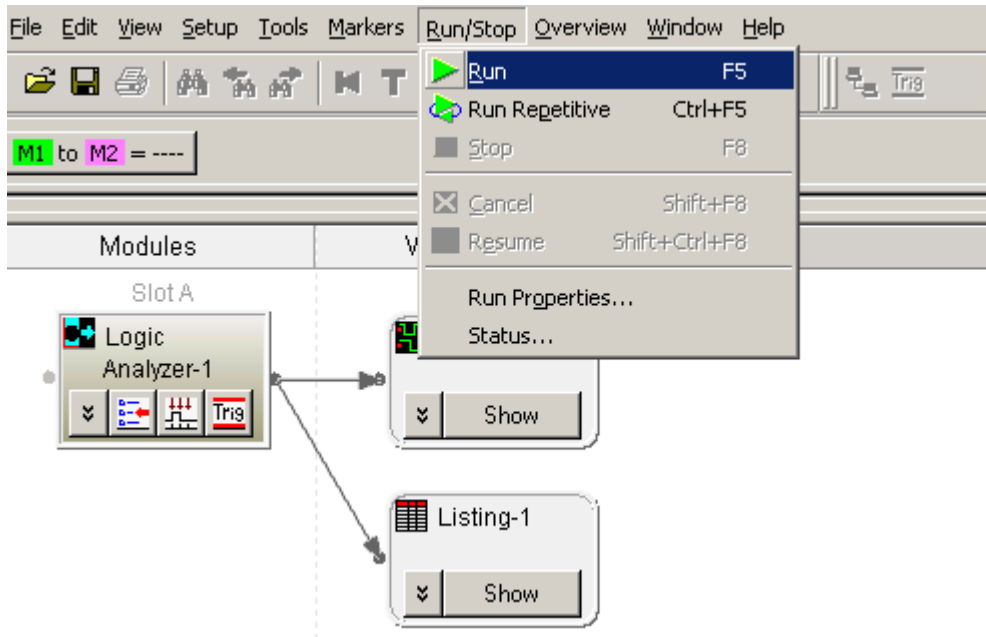
- 2 Assign buses and signals and click OK.



3 Enter a trigger value in the Waveform View.

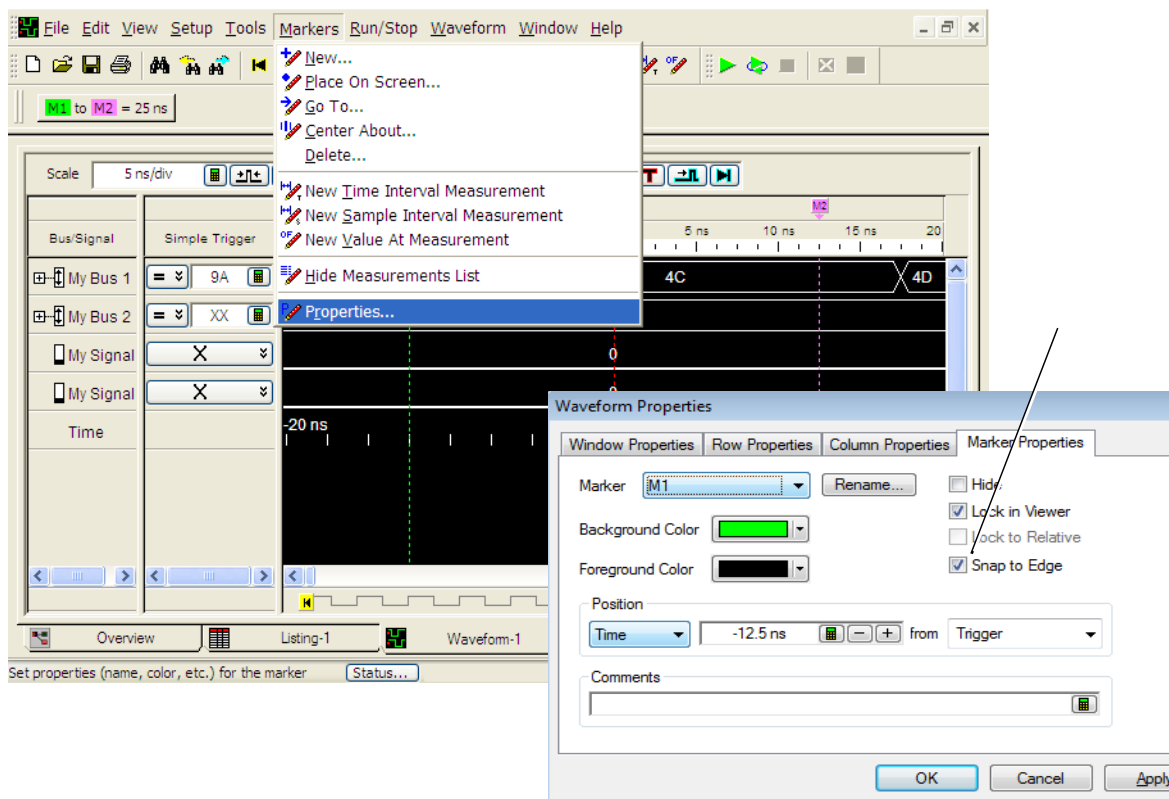


4 Acquire and view data.



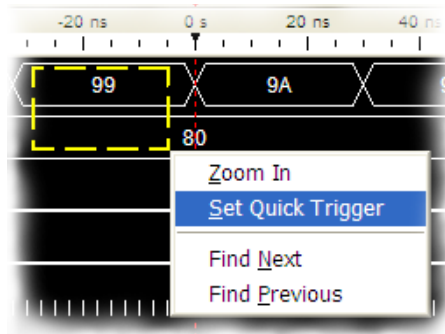
## Snap to Edge Markers

You can set the markers to jump to the nearest edge of a waveform. A yellow target will show which edge the marker will jump to.



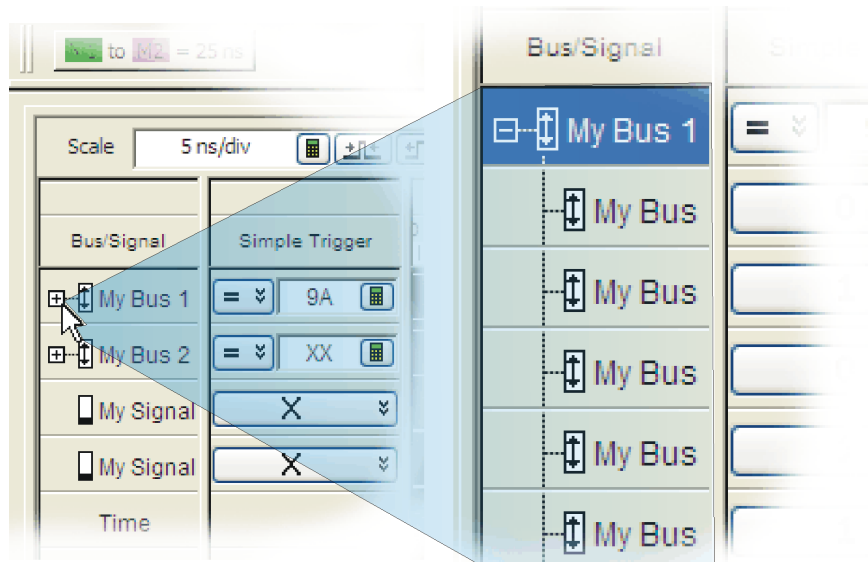
## Left-Click Menu

Drag a box around parts of the data. When you release the mouse button, a menu appears.



## Tree Structure Bus/Signal Names

Show individual signals in buses by clicking on the + to expand.



## Offline Analysis

Install the *Keysight Logic and Protocol Analyzer* application on another Windows 7/10 or Windows 2000 computer and you can analyze data without the 16860 Series logic analyzer.

- 1 Follow the instructions in "[Software Installation and Upgrades](#)" on page 35 to load the 16860 Series logic analyzer software on your PC.
- 2 Acquire a trace with the logic analyzer.
- 3 Save a configuration file with data.
- 4 Copy the file to the PC being used for offline analysis.
- 5 From the *Keysight Logic and Protocol Analyzer* application software on your PC, open the configuration file.

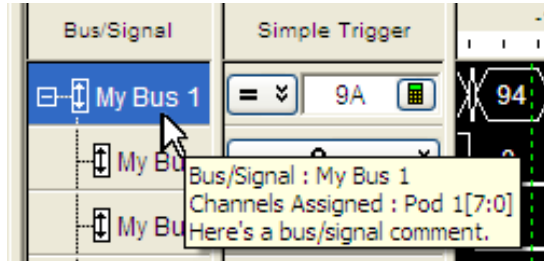
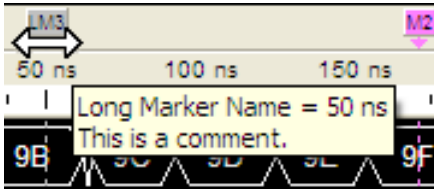
## Marker Overview

The marker overview display shows marker locations within the data and the part of data currently being displayed.



## Tool Tips

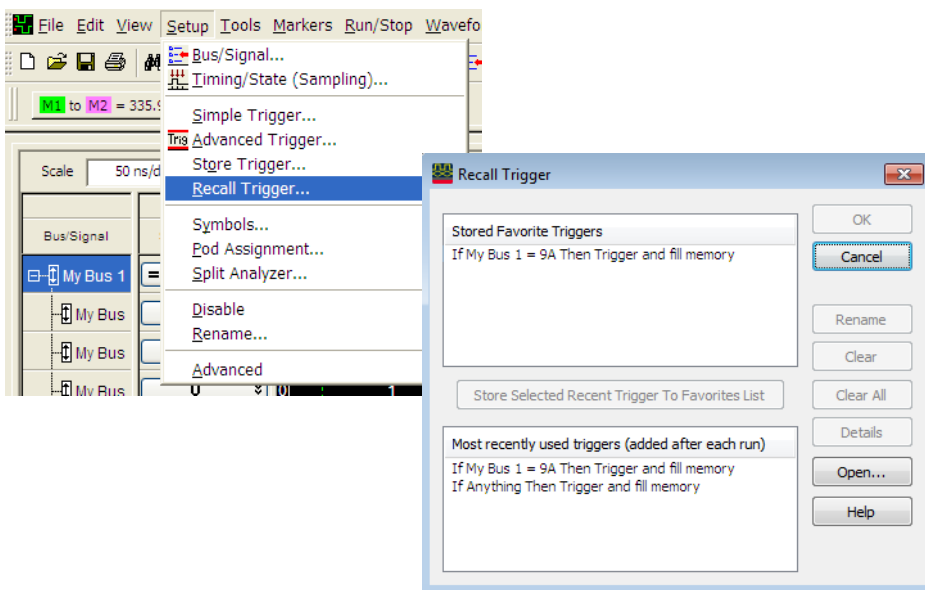
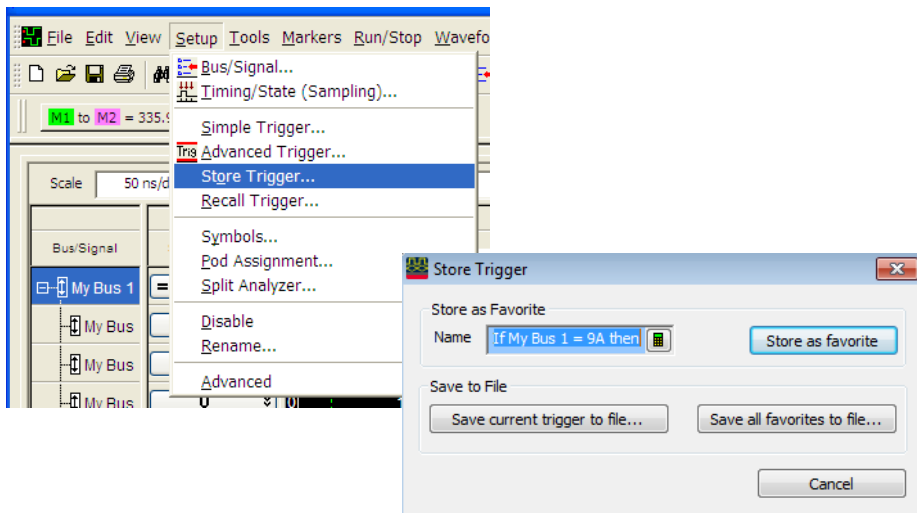
Pause the cursor over a tool icon and a “Tool Tip Window” will appear.





## Trigger History

Save and recall trigger settings.



## To close the Windows OS and place the system in a standby state

You can place the logic analyzer in a standby state by using either Windows Shutdown or a short press of the power button on the front panel of the logic analyzer.

### NOTE

When powering off the logic analyzer, wait until the fans stop turning (about 15 seconds) before turning the logic analyzer back on. This ensures that internal circuitry restarts in a known state.

## Using the Windows Shutdown

On the logic analyzer desktop click **Start>Shut Down** or if you are running remote desktop, click **Start>Windows Security>Shut Down**. This:

- Closes all programs that are running.
- Writes all data to the disk.
- Turns off the power supply except for the motherboard standby power.
- If the system is unplugged while it is off and then plugged back in, the system will not power on until the power button is pressed.

## Using a Short Press of the Power Button

Pressing the power button on the logic analyzer for a short time (less than 2 seconds):

- Closes all programs that are running.
- Writes all data to the disk.
- Turns off the power supply except for the motherboard standby power.

If the power button on the Remote Desktop is depressed for a short time (less than 2 seconds or so), a message on the logic analyzer screen (not on the remote desktop) will pop up asking if you really want to power down. Clicking the 'yes' button results in the above events. Clicking 'no' will prevent the shutdown. Not answering the dialog box (clicking neither "Yes" nor "No") will have no effect. Further short presses on the power button will have no effect.

## Using a Long Press of the Power Button

### CAUTION

Only use a long press of the power button when the logic analyzer is unresponsive to Windows Shutdown or a short press of the power button.

---

Pressing the power button for more than 4 seconds will place the system in a standby state abruptly:

- Programs that are running will not be properly shut down. Any data that has not been written to the disk will be lost.
- The power supply will be turned off except for the motherboard standby power.
- If the system is unplugged while it is off and then plugged back in, the system will not power on until the power button is pressed

## Unplugging the Power Cord or Power Loss

### CAUTION

Only unplug the power cord when the logic analyzer is unresponsive to all other methods for powering off the system.

---

The main power cord is to be used as the system disconnecting device. It disconnects the mains circuit from the mains supply. When the system is plugged back in, it will power up and boot into Windows.

### NOTE

Position the logic analyzer such that it is not difficult to unplug the main power cord.

---

## Specifications and Characteristics

The following electrical and operating characteristics are not specifications, but are typical operating characteristics for the Keysight 16860 series logic analyzers.

### CAUTION

This product is designed for use in Installation Category II and Pollution Degree 2 environment.

### CAUTION

This instrument has auto-ranging line voltage input. Ensure that the supply voltage is within the specified range and voltage fluctuations do not to exceed 10 percent of the nominal supply voltage.

### CAUTION

Do not apply more than 5.5 volts to Trigger In BNC or Trigger Out BNC.

#### Electrical Characteristics

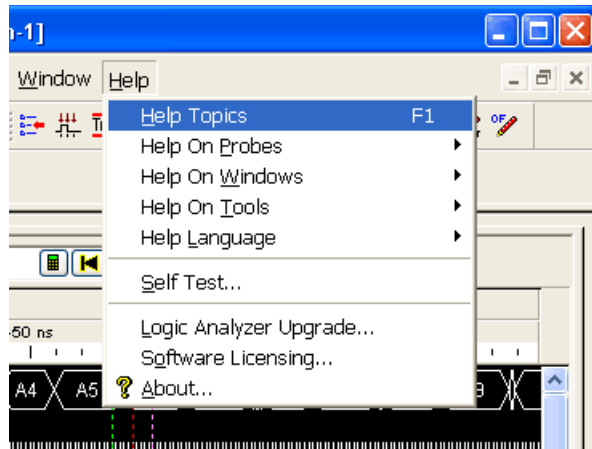
Power Requirements	16861A, 16862A, 16863A, and 16864A: 00-120VAC 50/60/400Hz & 100-240VAC 50/60Hz mains capable of supplying 325 watts. CAT II (Line voltage in appliance and to wall outlet). Installation category II, Pollution degree 2.
--------------------	---

#### Environmental Characteristics (Operating)

Temperature	Instrument: 5° C to 40° C
Altitude	4000 m
Humidity	Maximum 90% Relative humidity, non-condensing Intended for use in an indoor lab environment

More specifications and characteristics for your instrument and measurement modules are in the on-line help. To find these, go to:

- 1 Click **Help>Help Topics**.



2 Click the **Logic Analyzer - Specifications and Characteristics** help book.

Keysight Logic and Protocol Analyzer Help

Hide Locate Back Forward Home Print Options

Contents | Index | Search | Favorites

- [-] Keysight Logic and Protocol Analyzer
  - [?] Using the Keysight Logic and Protocol Analyzer
  - [-] What's New
  - [-] Getting Started
    - [?] Working in Comfort
  - [-] Probing the Device Under Test
  - [-] Connecting to a Logic Analysis System
  - [-] Setting Up the Logic Analyzer
  - [-] Capturing Data from the Device Under Test
  - [-] Analyzing the Captured Data
  - [-] Analyzing Memory Data using the DDR/LPDDR
  - [-] Analyzing ONFi Data using the ONFi Analysis Tools
  - [?] B4661A Memory Analysis Software Tools
  - [-] Managing Software Licenses
  - [?] Updating Software
  - [-] Solving Problems
  - [-] Concepts
  - [-] Reference
  - [-] Logic Analyzers - Product Overviews
  - [-] Logic Analyzer Notes
  - [-] **Logic Analyzer - Specifications and Characteristics**
    - [?] U4154A Logic Analyzer Specifications and Characteristics
    - [?] U4154B Logic Analyzer Specifications and Characteristics
    - [?] U4164A Logic Analyzer Specifications and Characteristics
    - [?] 16850-Series Logic Analyzer Specifications and Characteristics
    - [?] 16860-Series Logic Analyzer Specifications and Characteristics
    - [?] What is a Specification?
    - [?] What is a Characteristic?

## Logic Analyzers - Specifications and Characteristics

Describes the specifications, characteristics, and requirements of supported logic analyzers and logic analysis systems.

- [U4164A Logic Analyzer Specifications and Characteristics](#)
- [U4154A Logic Analyzer Specifications and Characteristics](#)
- [U4154B Logic Analyzer Specifications and Characteristics](#)
- [16850-Series Logic Analyzer Specifications and Characteristics](#)
- [16860-Series Logic Analyzer Specifications and Characteristics](#)

### See Also

- [What is a Specification](#)
- [What is a Characteristic](#)

# 3 Updating the Logic Analyzer

Changing Network Settings / 32  
Changing Windows Firewall Settings / 33  
Software Installation and Upgrades / 35

## Changing Network Settings

### On Windows 7

To make network changes after the first-time power up:

The following steps are applicable for a logic analysis system with Windows 7 operating system:

- To change from a workgroup to a domain or vice versa, click **Computer** and select **Properties**. Click the **Change Settings** link in the **Computer name, domain and workgroup settings** section. Then select the **Computer Name** tab and click **Change**.
- To change network connection properties, click **Start>Control Panel>Network and Sharing Center**. Select the connection you want to change and then set the properties of this connection.

For more information on changing network settings, refer to the Windows 7 online help.

### On Windows 10

To make network changes after the first-time power up:

The following steps are applicable for a logic analysis system with Windows 10 operating system:

- To change from a workgroup to a domain or vice versa, click **Control Panel** from the Startup menu, and then click **System**. Click the **Change Settings** link in the **Computer name, domain and workgroup settings** section. Then select the **Computer Name** tab and click **Change**.
- To change network connection properties, click **Start>Control Panel>Network and Sharing Center**. Select the connection you want to change and then set the properties of this connection.

For more information on changing network settings, refer to the Windows 10 online help.



## Changing Windows Firewall Settings

When 16860 series logic analyzers are shipped from the factory, the Windows Firewall is enabled and set up with the exceptions required by the logic analyzer.

To give other applications/ports access through the firewall

For example, you may need to change firewall settings in order to:

- Use NetOp to remotely control the logic analyzer.
- Use RealVNC to remotely control the logic analyzer.

To change firewall settings on Windows OS to give other applications/ports access:

- 1 From the Windows Start menu, choose **Start > Control Panel > System and Security > Windows Firewall**.
- 2 Click the **Allow an app or a feature through Windows firewall** link.
- 3 The list of allowed programs and features is displayed. If the required program or service is listed, check its box to enable it; otherwise, click **Allow another program...** to give unlisted programs permission to penetrate the firewall.

Refer to the application's documentation for more information on port numbers or other firewall setup information.

### NOTE

Note that there are separate Windows Firewall profiles: Domain for when the computer has domain membership, and Standard for when the computer has workgroup membership. If you change the type of membership, any changes you made to the Windows Firewall settings will have to be made again.

To restore the logic analyzer firewall defaults

- 1 From the Windows Start menu, choose **Start > Control Panel > System Security**.
- 2 Click the **Windows Firewall** link.
- 3 Click **Restore defaults** in the left pane of the window.
- 4 Again click Restore defaults.
- 5 Uninstall and then reinstall the Logic Analyzer software from [www.keysight.com/find/lpa-sw-download](http://www.keysight.com/find/lpa-sw-download).

The logic analyzer firewall defaults enable the following exceptions:

- Keysight Logic Analysis Application program.
- Keysight Logic Analysis Service program.
- File and Printer Sharing.
- Microsoft RPC Endpoint Mapper TCP port.
- Remote Desktop service.
- Web Server (HTTP) port.

The logic analyzer firewall defaults also enable the following ICMP (Internet Control Message Protocol) settings:

- Allow incoming echo request.
- Allow outgoing destination unreachable.
- Allow outgoing time exceeded.

## NOTE

**Note that there are separate Windows Firewall profiles: Domain for when the computer has domain membership, and Standard for when the computer has workgroup membership. When you restore the logic analyzer firewall defaults, the defaults for both profiles are restored.**

---

## Software Installation and Upgrades

### Keysight Logic and Protocol Analyzer Software

The Keysight 16860 Series logic analyzers are shipped with software already installed, including any licensed optional products that you may have purchased. The licensing process (described below) has been performed and the (\*.lic) license file is in place.

To upgrade/reinstall the logic and protocol analyzer software or to install this software onto your PC for offline processing:

- Download the Logic and Protocol Analyzer software from <http://www.keysight.com/find/lpa-sw-download> and then install the software using the downloaded file. These systems are not shipped with an application CD. You need the Keysight Logic and Protocol Analyzer software version 6.30 or later for these systems.

To be notified when software upgrades are available for downloading from the web, please sign up for e-mail notifications at:

[www.keysight.com/find/emailupdates](http://www.keysight.com/find/emailupdates)

### Optional Products

If applicable, follow the instructions on the entitlement certificate that came with your purchase to enable the optional tool.

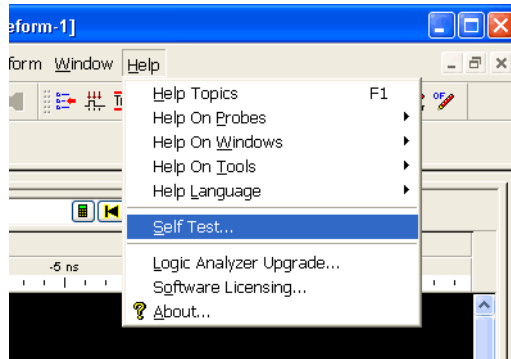


# 4 Solving Problems

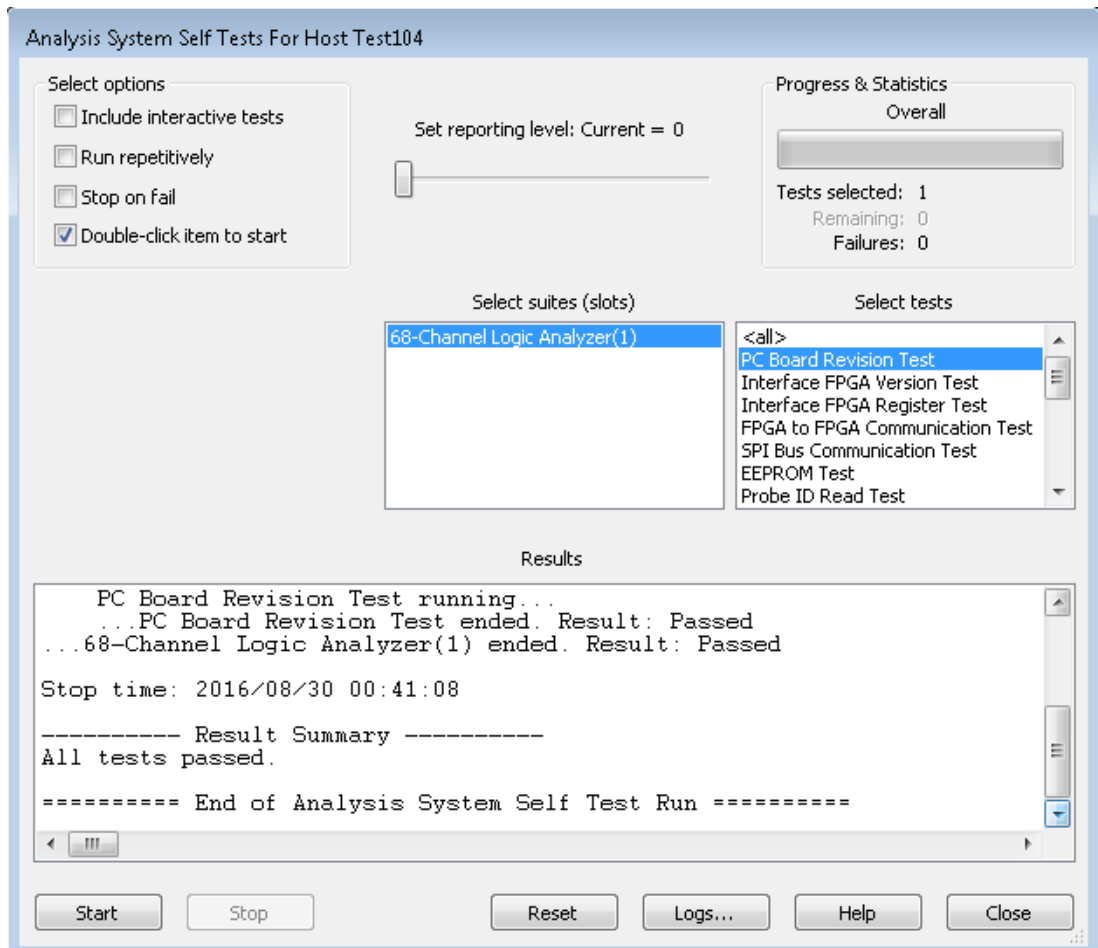
Running Self-Tests /	38
If the logic analyzer powers itself down /	40
If the Power LEDs do not come on /	40
If you get a registry error and the system won't boot /	40
If there are network connection problems /	41
If there are touch screen problems /	42
Using the System Recovery Software /	45
Contacting Keysight Service/Support /	49

## Running Self-Tests

- 1 In the Keysight Logic and Protocol Analyzer application, click **Help>Self Test**.



- 2 In the **Analysis System Self Test** dialog, double-click the test you want to run.



## If the logic analyzer powers itself down

If the logic analyzer warns you it is powering down before it powers down, the dialog will describe the problem (such as a fan/overtemp problem). If the logic analyzer just powers down, it is likely a power supply problem.

## If the Power LEDs do not come on

If the lights do not come on and if the system powers up momentarily when you plug it in, make sure the power button hasn't become jammed or stuck in the pushed in position.

## If you get a registry error and the system won't boot

When powered off unexpectedly (for example, with a long press of the power button or a power loss), Windows may not flush all system information to disk and is vulnerable to problems. When you power back on you may get a "Registry Error" and the system won't boot. If this happens you will need to restore the system software using the recovery process. This process overwrites all the user data and restores the system back to the original condition in which it was shipped. Refer to the topic ["Using the System Recovery Software"](#) on page 45 to know more about this process.

It is best to keep regular backups of your data and use proper power down procedures. If you have data that was not backed up that you need to try to save:

- 1 Physically remove the disk drive.
- 2 Mount it under another Windows 10 system.
- 3 Move the data to the boot disk until you can restore the operating system.



## If there are network connection problems

See the “Network Troubleshooting Guide” topic in the *Keysight Logic Analyzer* application’s online help. Briefly:

- The Windows Firewall must be set to allow access to the “Keysight Logic Analysis” service in order to use remote connections (see “[To restore the logic analyzer firewall defaults](#)” on page 33).
- The Windows Firewall must be set to respond to the following ICMP (Internet Control Message Protocol) requests in order to use remote connections:
  - Allow incoming echo requests.
  - Allow outgoing destination unreachable.
  - Allow outgoing time exceeded.

(See “[To restore the logic analyzer firewall defaults](#)” on page 33.)

- The link activity light must be on; If these LEDs are not on, the LAN segment may be dead.
- If connecting two logic analysis systems directly together (that is, no hub or switch between them), make sure you are using a special cross-over cable.

If your IP address is in the same subnet as a working computer’s (use “ipconfig /all | more” to view IP addresses on machine in question), it is possible that your network administrators have denied access to any resources if the computer is not in the domain. In this case, you need to add the computer (logic analysis system) to the domain.

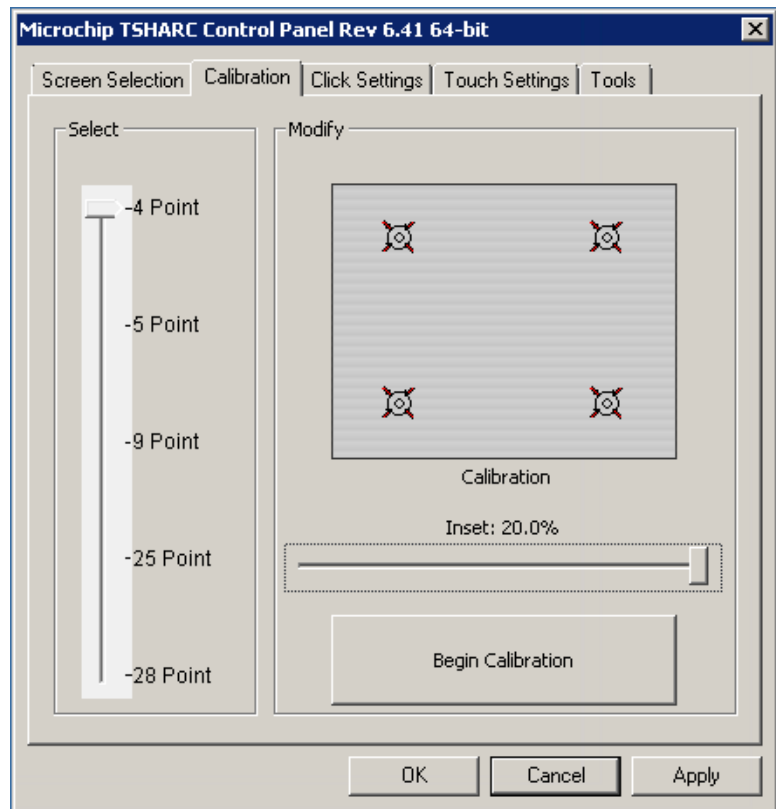
## If there are touch screen problems

If you observe the following touch screen problems:

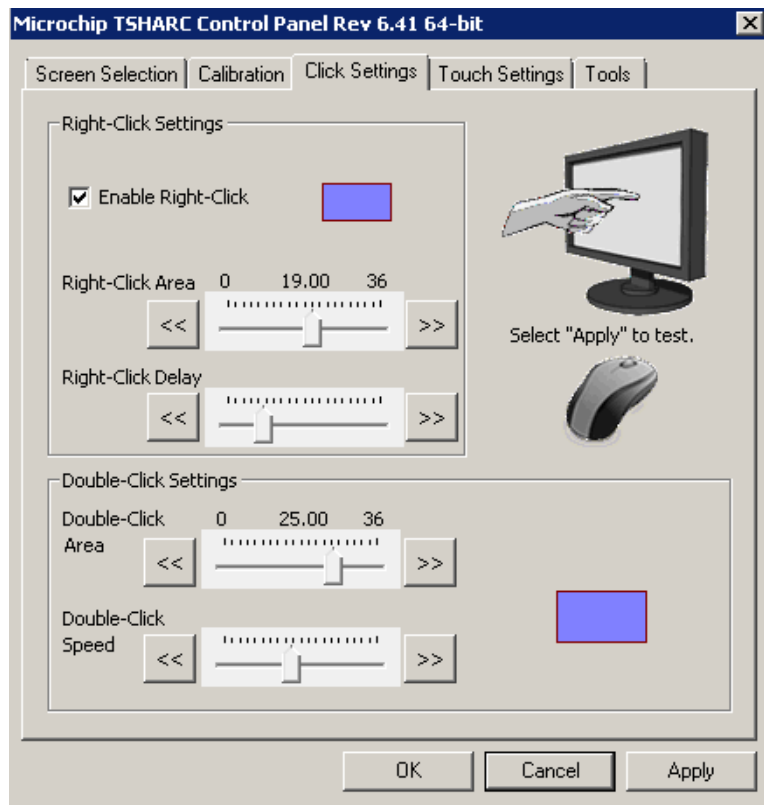
- If the Touch Off button on the instrument's front panel doesn't work.
- If there are problems with the right-click functionality on the touch screen.
- If the accuracy of touch locations is off.

You may be able to calibrate the touch screen to fix the problem by following the procedures described below for 16860 series of logic analyzers.

- 1 From the Windows Start menu, choose **Start>All Programs>Keysight Logic Analyzer>Utilities>Touch Screen>Touch Screen Calibration and Settings**.
- 2 In the Microchip TSHARC Control Panel dialog, select the **Calibration** tab.



- 3 By default, the number of points is set to 4 and the Inset is set at 20.0%.
- 4 Click **Begin Calibration**.
- 5 If you want to enable the right-click functionality on the touch screen, select the **Click Settings** tab and then select the **Enable Right-Click** checkbox. You can also set the area on the touch screen on which you want to enable the right-click functionality.



If calibrating the touch screen doesn't fix the problem, see ["Contacting Keysight Service/Support"](#) on page 49.

## Using the System Recovery Software

Restoring your system software might be necessary for the following reasons:

- Hard drive (SSD) failure.
- Virus in the system or unstable system.
- Intentional disk clean – for example if you are passing the system to another team or returning it to a rental company and you do not want any data left on it.

The 16860 series of Logic Analyzers are now shipped with the Windows 10 operating system preinstalled. Earlier, Windows 7 was preinstalled on these logic analyzers.

In addition, 16860 series of Logic Analyzers also have the Keysight Logic Analyzer software version 6.30 or later preinstalled.

These systems do not have any recovery CD or DVD in their shipment. If you need to restore the logic analysis system software, you run the recovery process on the hard drive (SSD) of the system. This recovery process uses the hidden partition on the hard drive to restore the hard disk drive back to its original state in which it was shipped. When you run this process, the recovered hard disk drive contains:

- the Windows 10 operating system
- the version of the Logic and Protocol Analyzer software which was installed when the system was originally shipped and not the latest or upgraded version of the software that might be available at the time of system recovery.
- the license files of any licensed optional products that you had purchased with the Logic Analyzer and that were installed when the system was originally shipped.

### NOTE

When you run the recovery process, the software licensing Host ID of your logic analyzer may change. If this happens, the restored license files will not work with the new host ID and you will need rehosted license files. To get these files, you can contact your nearest Keysight sales/service office. To locate a sales or service office, go to [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus).

**CAUTION**

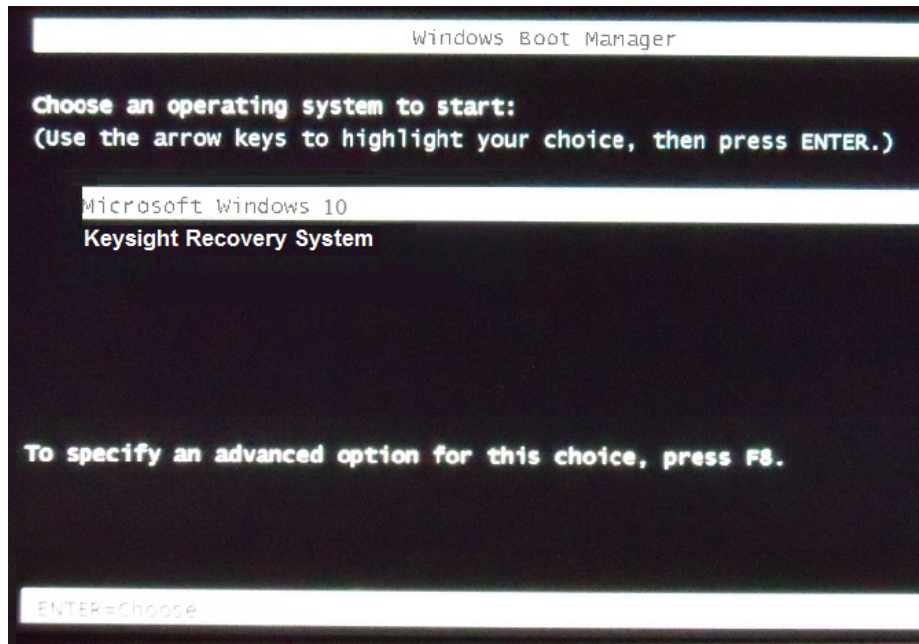
Running the recovery process reformats your logic analyzer's hard disk drive to the state in which it was originally shipped to you. All user data files and programs are overwritten when the recovery process runs. Therefore, save your data to a CD or to another machine before you start recovering the system software.

**To run the recovery process**

- 1 Shut down and then restart your Logic Analyzer.

While booting up, the Logic Analyzer displays the Windows Boot Manager screen. This screen provides you the following options:

- **Microsoft Windows 7 or 10** (as per the installed operating system) - This is the default selected option. This option starts the Logic Analyzer with the installed Windows operating system. This is the normal startup of the system.
- **Keysight Recovery system** - You should select this option when you want to restore/repair your Logic Analyzer software by running the Keysight recovery process.

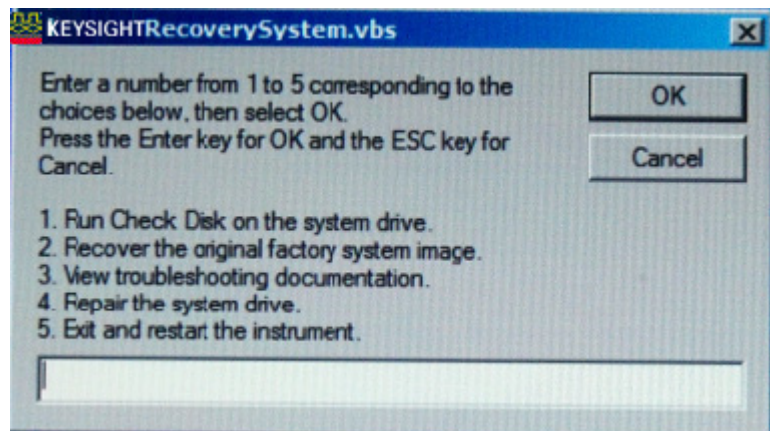


- 2 After a few seconds, Logic Analyzer automatically starts with the option selected in the Windows Boot Manager. Select the **Keysight Recovery**

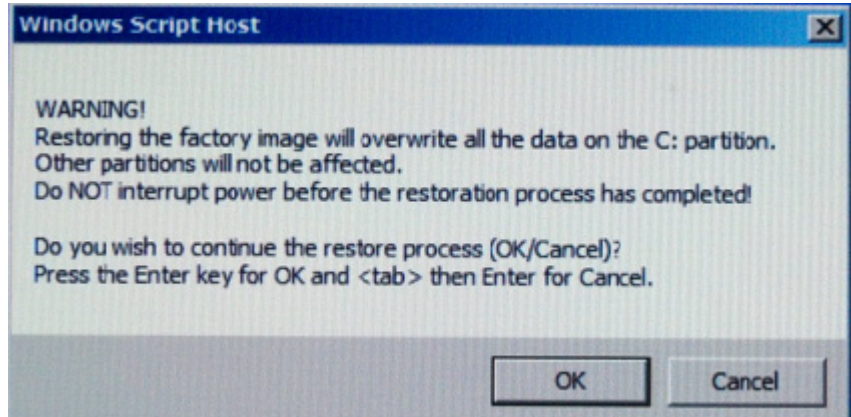
**system** option in the Windows Boot Manager screen using the arrow keys and then press Enter.

The recovery process starts preparing the system for recovery and displays the following screen with options to choose. You can enter:

- **1** to run Check Disk on the Logic Analyzer's hard disk drive. If the recovery process encounters any problems while running Check Disk, it reports these problems else it returns to the Keysight Recovery system prompt on completion of Check Disk.
- **2** to restore your Logic Analyzer software back to its original state in which it was shipped.
- **3** to view a document that provides information on the recovery process.
- **4** to repair the Logic Analysis system hard disk drive.
- **5** to exit the recovery process and restart the Logic Analyzer in the normal mode.

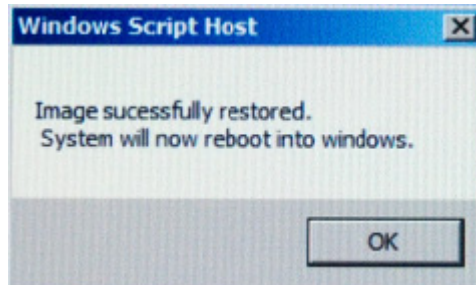


- 3 Select the second option in the above screen by entering **2** in the text box and clicking **OK**.
- 4 A warning message is displayed stating that the recovery process overwrites the data on C: drive. If you want to save your data to a CD or to another machine before you proceed further, then exit the recovery process and save your data. Else, click **OK** to proceed with the recovery process.



The recovery process starts.

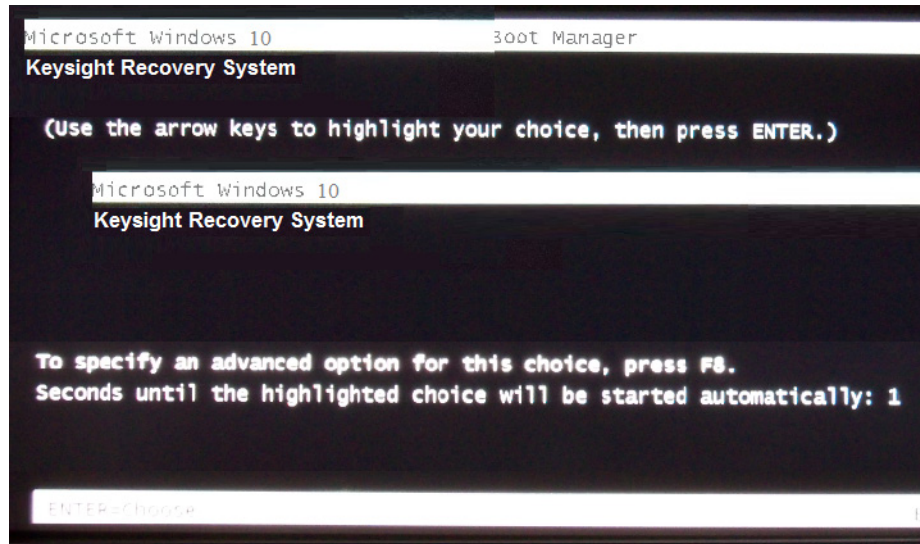
If the recovery process is able to restore the system software successfully, then the following screen is displayed.



- 5 Click **OK** to proceed. You Logic Analysis system now reboots to Windows 10.
- 6 The Windows Boot Manager screen is displayed with **Microsoft Windows 10** as the default selection. The system automatically starts with this



default selection. Alternatively, you can press Enter to proceed with the default selection.



## NOTE

There are situations when you are not able to run the recovery process, (for instance, when the hard disk drive of your system fails) or when running the recovery process does not recover your system software. In such situations, you can send your Logic Analysis system for hard disk repair/replacement to Keysight. Alternatively, you can contact your nearest Keysight sales/service office. To locate a sales or service office, go to [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus).

## Contacting Keysight Service/Support

To locate a sales or service office near you, go to:  
<http://www.keysight.com/find/contactus>



# 5 Safety Notices

Warnings and Cautions / 52  
To clean the instrument / 55  
Safety Symbols / 56

This apparatus has been designed and tested in accordance with IEC Publication 61010-1, Safety Requirements for Measuring Apparatus, and has been supplied in a safe condition. This is a Safety Class I instrument (provided with terminal for protective earthing). Before applying power, verify that the correct safety precautions are taken (see the following warnings). In addition, note the external markings on the instrument that are described under "Safety Symbols."

## Warnings and Cautions

### WARNING

Before turning on the instrument, you must connect the protective earth terminal of the instrument to the protective conductor of the (mains) power cord. The mains plug shall only be inserted in a socket outlet provided with a protective earth contact. You must not negate the protective action by using an extension cord (power cable) without a protective conductor (grounding). Grounding one conductor of a two-conductor outlet is not sufficient protection.

---

### WARNING

Only fuses with the required rated current, voltage, and specified type (normal blow, time delay, etc.) should be used. Do not use repaired fuses or short-circuited fuse holders. To do so could cause a shock or fire hazard.

---

### CAUTION

Do not use this instrument with a power cord other than the one provided by Keysight. The power cord provided is matched to the country of the origin of the order.

Other power cords may not have appropriate ratings. Therefore, you must not replace the detachable MAINS supply cords by inadequately RATED cords.

---

### WARNING

The instrument is for use only on circuits that are NOT directly connected to mains. It is NOT intended for measurements on CAT II, CAT III, or CAT IV circuits.

---

### WARNING

If you energize this instrument by an auto transformer (for voltage reduction or mains isolation), the common terminal must be connected to the earth terminal of the power source.

---

**WARNING**

Ensure that the external circuits do not connect to hazardous voltages above 30 V r.m.s., 42.4 V peak and hazardous voltages above 60 V d.c..

---

**WARNING**

Whenever it is likely that the ground protection is impaired, you must make the instrument inoperative and secure it against any unintended operation.

---

**WARNING**

Service instructions are for trained service personnel. To avoid dangerous electric shock, do not perform any service unless qualified to do so. Do not attempt internal service or adjustment unless another person, capable of rendering first aid and resuscitation, is present.

---

**WARNING**

Do not install substitute parts or perform any unauthorized modification to the instrument.

---

**WARNING**

Capacitors inside the instrument may retain a charge even if the instrument is disconnected from its source of supply.

---

**WARNING**

Do not operate the instrument in the presence of flammable gasses or fumes. Operation of any electrical instrument in such an environment constitutes a definite safety hazard.

---

**WARNING**

Do not use the instrument in a manner not specified by the manufacturer.

---

**WARNING**

If incorporated into a system, the safety of the system is the responsibility of the system installer. If the equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired. See "For Your Safety" booklet publication number 9320-6797.

---

**NOTE**

To optimize your comfort and productivity, it is important that you set up your work area correctly and use your equipment properly. Refer to the Working in Comfort topic in the online help or set-up and use recommendations

Position equipment so that it is not difficult to disconnect the power cord.

---

## To clean the instrument

If the instrument requires cleaning:

- 1 Remove power from the instrument.
- 2 Clean the external surfaces of the instrument with a soft cloth dampened with water.
- 3 Make sure that the instrument is completely dry before reconnecting it to a power source.

**WARNING**

To prevent an electrical shock, disconnect the logic analyzer from mains before cleaning. Use a dry cloth or one slightly dampened with water to clean the external case parts. Do not attempt to clean internally.

---

## Safety Symbols



Instruction manual symbol: the product is marked with this symbol when it is necessary for you to refer to the instruction manual in order to protect against damage to the product.



Indicates hazardous voltages and potential for electrical shock.



Earth terminal symbol: Used to indicate a circuit common connected to grounded chassis.



The C-tick mark is a registered trademark of the Spectrum Management Agency of Australia. This signifies compliance with the Australia EMC Framework regulations under the terms of the Radio Communication Act of 1992.



CE compliance marking to the EU Safety and EMC Directives.

ISM GRP-1A classification according to the international EMC standard.

ICES/NMB-001 compliance marking to the Canadian EMC standard.



KC certification mark to demonstrate compliance with the South Korean EMC requirements.

South Korean Class A EMC declaration:

This equipment is Class A suitable for professional use and is for use in electromagnetic environments outside of the home.



CSA is the Canadian certification mark to demonstrate compliance with the Safety requirements.



Notice for the European Community: This product complies with the WEEE Directive (2002/96/EC) marking requirements. The affixed label indicates that you must not discard this electrical/electronic product in domestic



household waste. Product Category: With reference to the equipment types in the WEEE Directive Annex I, this product is classed as a “Monitoring and Control instrumentation” product.

Do not dispose in domestic household waste. To return unwanted products, contact your local Keysight office or get more information from [www.keysight.com/environment/product](http://www.keysight.com/environment/product).



This mark denotes compliance with the essential requirements of the following applicable UK regulations:

- Electromagnetic Compatibility Regulations 2016 No. 1091 (as amended)
- Electrical Equipment (Safety) Regulations 2016 No. 1101 (as amended)
- The Restriction of the Use of Certain Hazardous Substances in Electrical & Electronic Equipment Regulations 2012 No. 3032 (as amended)



# Index

## A

administrator, 13  
administrator account, 16

## C

caution  
  electrostatic discharge, 27  
CD  
  product software, 35  
change network settings, 32  
characteristics, 29  
Check Disk, 47  
contact information, 49

## D

debugging network, 41  
dimensions, 4  
disk  
  clean/reformat, 45  
domain, 13

## E

electrostatic discharge, 27

## F

firewall  
  changing settings, 16, 33

## G

grounding, 27

## H

hard drive, 45

## I

ICMP settings, 34  
install  
  software, 35  
inverse assemblers, 35

## K

Keysight web  
  service/support, 49

## L

LEDs, 40

## N

network  
  adding logic analyzer, 13  
  connection decision, 13  
  debugging, 41  
network connection problems, 41  
network settings, 32

## O

optional tools, 35

## R

recovery procedures, 45  
recovery process, 45  
registry error, 40  
restoring system, 45

running self tests, 38

## S

self tests, 38  
service  
  contacting Keysight, 49  
  ground modules, 27  
software  
  add-in, 35  
  installation, 13, 16, 35  
  updating, 35  
specifications, 29  
standalone operation, 13  
system  
  recovery, 45  
  software, 35

## T

tools, optional, 35  
touchscreen problems, 42

## U

update software, 35

## W

windows  
  power problems, 40  
  updates, 16  
Windows Boot Manager, 46  
Windows Firewall settings  
  changing, 33  
workgroup, 13  
  changing, 16

Index



