

Consult your network administrator before performing the following tasks:

- Connecting the instrument to the network
- Configuring the network
- Changing IP addresses

2. Try out the following to resolve network connection failures:

- Check the network infrastructure. Exchange connecting cables, if obvious damage is visible.
- Observe the link status LED on the R&S SMB or the connected network device. The link status LED is located next to the LAN connector. If a link failure is detected, connect the instrument to a different device port or to a different network device.
- Check whether the LAN interface and the required LAN services are enabled. See "[LAN Services](#)" on page 117.
- If the IP address is set manually (no DHCP) or obtained via the Zeroconf (APIPA) protocol:
 - Check whether the IP address of the instrument is within the network's address range.
 - Check whether the IP address is valid.

See "[IP Address](#)" on page 106.

9.6 Measuring USB Cable Quality

To check the quality of the USB cable, see the service manual of the R&S SMB.

9.7 Obtaining Technical Support

If you encounter problems that you cannot solve yourself, contact your Rohde & Schwarz support center as listed at www.rohde-schwarz.com/support. Our support center staff is optimally trained to assist you in solving problems.

The support center finds solutions more quickly and efficiently if you provide them with information on the instrument and an error description.

- The following dialog boxes in the "Setup > System" menu provide useful information:
 - **Hardware Configuration:** hardware assemblies
 - **Software/Options:** the status of all software and hardware options installed on your instrument
- **System Messages:** displayed in the "Info" line and provide information on any errors that may have occurred.
See also the description of error messages [Chapter 9, "Status Information, Error Messages and Troubleshooting"](#), on page 499.