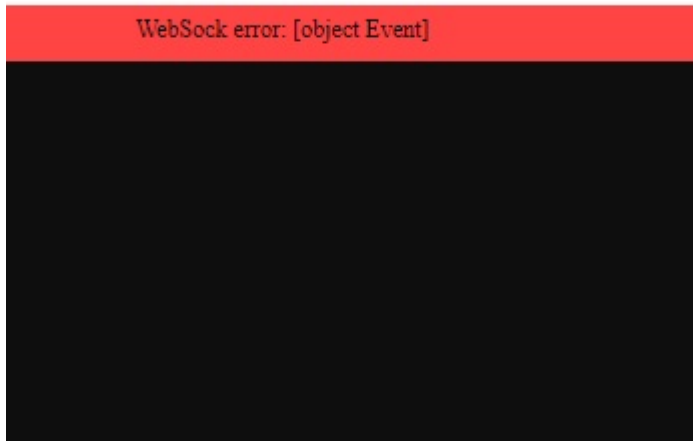
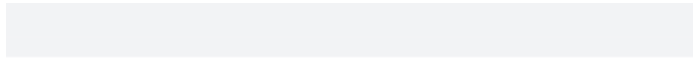


## X-E Instrument Control Websock error: [Object event]

February 15, 2019

If you attempt an Ethernet connection to your X-E series oscilloscope and receive the following error:



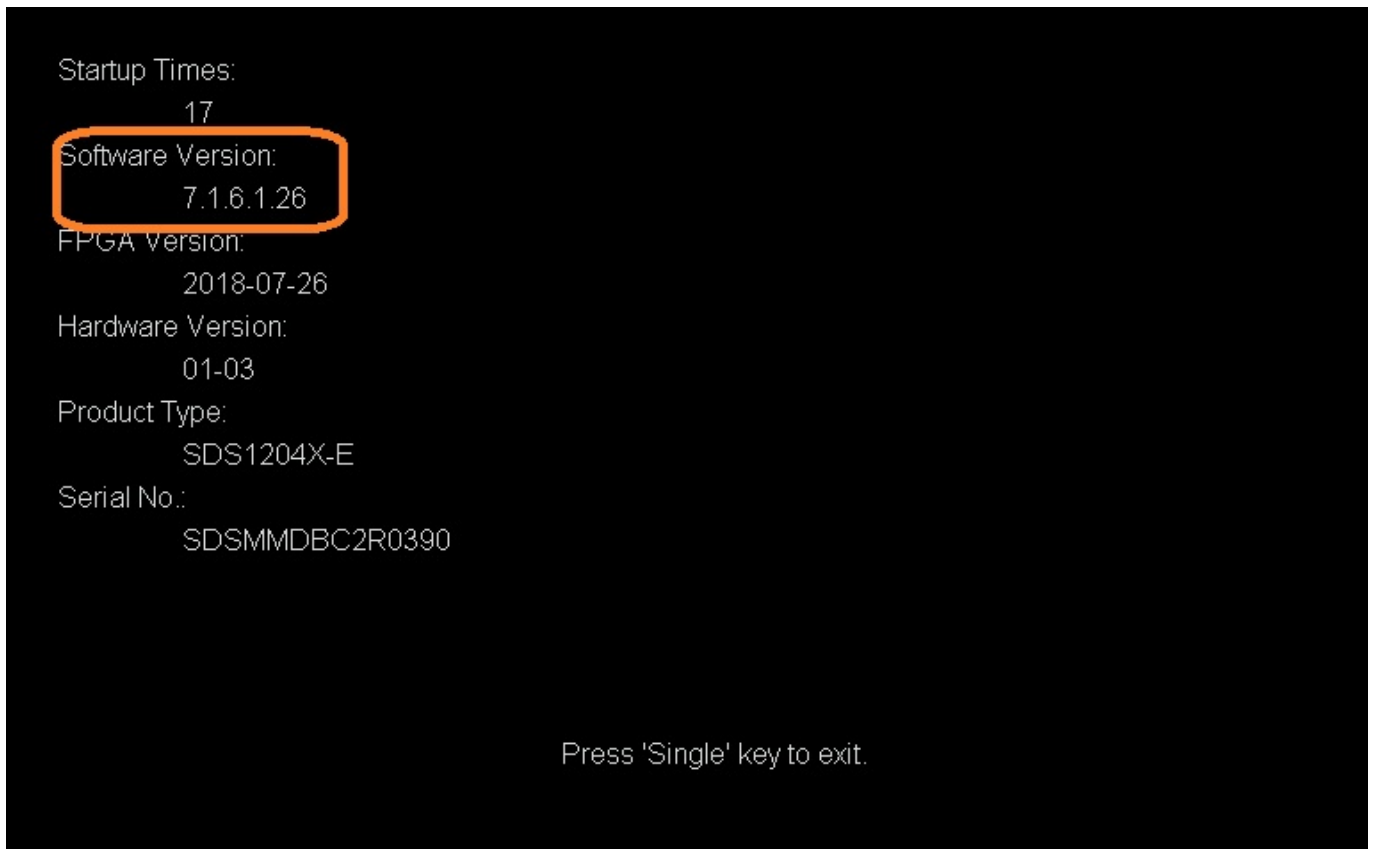
Check the operating system revision of the oscilloscope.

This is indicated as the second value of the Software Version that can be found on the System Info screen of the Utility menu.

To find the Software Revision:

- Press Utility > System Status (Page 1/4)

Here is an example:



In this example, the version is 7.1.6.1.26

The first "1" indicates that the OS is the first update.

Earlier versions of the OS show a "0" and will need to be updated to remove the websocket error.

You can find the latest firmware and OS updates here: [SDS1000X-E Software Downloads](#)



### **North American Headquarters**

SIGLENT Technologies NA  
6557 Cochran Rd Solon, Ohio 44139  
Tel: 440-398-5800  
Toll Free: 877-515-5551  
Fax: 440-399-1211  
[info@siglent.com](mailto:info@siglent.com)  
[www.siglentamerica.com/](http://www.siglentamerica.com/)

### **European Sales Offices**

SIGLENT TECHNOLOGIES GERMANY GmbH  
Liebigstrasse 2-20, Gebaeude 14,  
22113 Hamburg Germany  
Tel: +49(0)40-819-95946  
Fax: +49(0)40-819-95947  
[info-eu@siglent.com](mailto:info-eu@siglent.com)  
[www.siglenteu.com](http://www.siglenteu.com)

### **Asian Headquarters**

SIGLENT TECHNOLOGIES CO., LTD.  
Blog No.4 & No.5, Antongda Industrial Zone,  
3rd Liuxian Road, Bao'an District,  
Shenzhen, 518101, China.  
Tel: + 86 755 3661 5186  
Fax: + 86 755 3359 1582  
[sales@siglent.com](mailto:sales@siglent.com)  
[www.siglent.com/ens](http://www.siglent.com/ens)