

Security Features

Agilent Technologies Signal Generators

This guide applies to the following Agilent signal generator models:

Agilent MXG:

N5161A (firmware revision - all)
N5162A (firmware revision - all)
N5181A (firmware revision - all)
N5182A (firmware revision - all)
N5183A (firmware revision - all)

Agilent ESG:

E4428C (firmware revision - all)
E4438C (firmware revision \geq C.03.40)

Agilent PSG:

E8247C (firmware revision \geq C.03.40)
E8257C (firmware revision \geq C.03.40)
E8267C (firmware revision \geq C.03.40)
E8257D (firmware revision - all)
E8267D (firmware revision - all)

Agilent E8663B (firmware revision - all)

CAUTION

Do not use the **Erase All**, **Erase and Overwrite All**, **Erase and Sanitize All**, **Erase, Overwrite**, or **Sanitize** procedures with any of these firmware revisions:

E44x8C: C.04.84, C.04.86, C.04.95
E82x7D: C.04.81, C.04.85, C.04.92
E8663B: C.04.90.

If you have one of those revisions, please upgrade *immediately* to newer firmware as follows:

E44x8C: upgrade to C.04.96 or later
E82x7D: upgrade to C.04.94 or later
E8663B: upgrade to C.04.93 or later



Agilent Technologies

Manufacturing Part Number: E4400-90621

Printed in USA

August 2010

© Copyright 2004–2010 Agilent Technologies, Inc.

Using Security Functions

This document describes how to use the signal generator's security functions to protect and remove classified proprietary information stored or displayed in the instrument.

The clearing and sanitization methods described in this document are based on the documents listed below. The intent of this document is to clearly describe the instrument's security functions so that you can better satisfy your security requirements.

- DoD 5220.22-M, National Industrial Security Program Operating Manual (NISPOM)
- Defense Security Service (DSS) Clearing and Sanitization Matrix

The information in this document is presented with the assumption that you are familiar with the basic operation of the signal generator. If you are not comfortable using the instrument's menu structure and functions, such as setting power level and frequency, refer to the *User's Guide*.

All security functions described in this section also have equivalent SCPI commands for remote operation. (Refer to the *SCPI Command Reference* for more information.)

NOTE For the N5161A/62A MXG, the softkey menus and features described in this guide are only available through the web-enabled interface or via SCPI commands. Refer to the *Installation Guide*, *Programming Guide*, and *SCPI Command Reference* for more information.

Understanding Memory Types

The signal generator has several memory types, each used for storing a specific type of data. Before removing sensitive data, it is important to understand how each memory type is used.

- [MXG Memory](#) on page 4
- [ESG/PSG Memory](#) on page 6
- [E8663B Memory](#) on page 9

MXG Memory

The following tables describe each memory type used in the base instrument and optional baseband generator.

Table 1 Base Instrument (All Models and Options)

Memory Type and Size	Writable During Normal Operation?	Data Retained When Powered Off?	Purpose/Contents	Data Input Method	Location in Instrument and Remarks
Main Memory (DRAM) 32 MB	Yes	No	firmware operating memory no user data	operating system	CPU board, not battery backed.
Main Memory (Flash) 8 MB	Yes	Yes	factory calibration/configuration data user file system ^a , which includes flatness calibration, instrument states, and sweep lists	firmware upgrades and user-saved data ^a	CPU board (same chip as firmware memory, but managed separately) Because this memory chip contains 8 MB of user data (described here) and 8 MB of firmware memory, a full-chip erase is not desirable. User data areas are selectively and completely sanitized when you perform the Erase and Sanitize function.
Firmware Memory (Flash) 8 MB	No	Yes	main firmware image	factory installed or firmware upgrade	CPU board (same chip as main flash memory, but managed separately) During normal operation, this memory cannot be overwritten. It is only overwritten during the firmware installation or upgrade process. Because this memory chip contains 8 MB of user data and 8 MB of firmware memory (described here), a full-chip erase is not desirable. User data areas are selectively and completely sanitized when you perform the Erase and Sanitize function.
Bootrom Memory (EEPROM) 8 kB	No	Yes	CPU bootup parameters no user data	factory programmed	CPU board During normal operation, this memory cannot be overwritten or erased except for LAN configuration. This read-only data is programmed at the factory.
	Yes	Yes	LAN configuration	Front panel entry or remotely	
Calibration Data (Flash) 256 kB	No	Yes	factory calibration/configuration data backup no user data	factory or service only	RF Board
LCD Display Memory (DRAM) 160 kB	No	No	display buffer	operating system	RF board, not battery backed.
Front Panel Memory (Flash) 32 kB	No	No	front panel keyboard controller firmware no user data	operating system	Front Panel board

^aAnalog instruments only

Table 2 Vector Models with Baseband Generator (N5162A/N5182A with Options 651, 652, or 654)

Memory Type and Size	Writable During Normal Operation?	Data Retained When Powered Off?	Purpose/Contents	Data Input Method	Remarks
Waveform Memory (DRAM) ≤ 320 MB	Yes	No	waveforms (including header and marker data)	normal user operation	Not battery backed.
Extended Persistent Memory (Flash) ^a 4 GB	Yes	Yes	all user data	normal user operation	User data is completely sanitized when you perform the Erase and Sanitize function.
Calibration Data Memory (Flash) 128 kB	No	Yes	no user data	factory or service only	

^aFor serial numbers < MY4818xxxx, US4818xxxx, and SG4818xxxx, the persistent memory value = 512 MB.

ESG/PSG Memory

The following tables describe each memory type used in the base instrument, optional baseband generator, optional hard disk and option flash drive.

Table 3 Base Instrument (All Models and Options)

Memory Type and Size	Writable During Normal Operation?	Data Retained When Powered Off?	Purpose/Contents	Data Input Method	Location in Instrument and Remarks
Main Memory (SDRAM) 64 MB	Yes	No	firmware operating memory	operating system (not user)	CPU board, not battery backed.
Main Memory (Flash) 20 MB	Yes	Yes	factory calibration/configuration data user file system, which includes instrument status backup, flatness calibration, IQ calibration, instrument states, waveforms (including header and marker data), modulation definitions, and sweep lists	firmware upgrades and user-saved data1	CPU board (same chip as firmware memory, but managed separately) User data is not stored in this memory if hard disk (Option 005) or flash drive (Option 009) is installed. Because this 32-MB memory chip contains 20 MB of user data (described here) and 12 MB of firmware memory, a selective chip erase is performed. User data areas are selectively and completely sanitized when you perform the Erase and Sanitize function.
Firmware Memory (Flash) 12 MB	No	Yes	main firmware image	factory installed or firmware upgrade	CPU board (same chip as main flash memory, but managed separately) During normal operation, this memory cannot be overwritten except for LAN configuration. It is only overwritten during the firmware installation or upgrade process. Because this 32-MB memory chip contains 20 MB of user data and 12 MB of firmware memory (described here), a selective chip erase is performed. User data areas are selectively and completely sanitized when you perform the Erase and Sanitize function.
	Yes	Yes	LAN configuration	front panel entry or remotely	
Battery Backed Memory (SRAM) 512 kB	Yes	Yes	user-editable data (table editors) last instrument state, last instrument state backup, and persistent instrument state and instrument status	firmware operations	CPU board The battery is located on the motherboard for the ESG and on the CPU board for the PSG.
Bootrom Memory (Flash) 128 kB	No	Yes	CPU bootup program and firmware loader/updater	factory programmed	CPU board During normal operation, this memory cannot be overwritten or erased. This read-only data is programmed at the factory.
Calibration Backup Memory (Flash) 512 KB	No	Yes	factory calibration/configuration data backup no user data	factory or service only	motherboard
Boards Memory (Flash) 512 Bytes	No	Yes	factory calibration and information files, code images, and self-test limits no user data	factory or service only	all RF boards, baseband generator, and motherboard
Micro-processor Cache (SRAM) 3 kB	Yes	No	CPU data and instruction cache	memory is managed by CPU, not user	CPU board, not battery backed.

Table 4 Vector Models with Baseband Generator (E4438C/E8267D with Options 601 or 602)

Memory Type and Size	Writable During Normal Operation?	Data Retained When Powered Off?	Purpose/Contents	Data Input Method	Remarks
Waveform Memory (SDRAM) 40–320 MB	Yes	No	waveforms (including header and marker data) and PRAM	normal user operation	User data is completely sanitized when you perform the Erase and Sanitize function. Not battery backed.
BBG Firmware Memory (Flash) 32 MB	No	Yes	firmware image for baseband generator	firmware upgrade	
Coprocessor Memory (SRAM) 32 MB	Yes	No	operating memory of baseband coprocessor CPU	During normal operation, some user information, such as payload data, can remain in the memory.	This memory is used during normal baseband generator operation. It is not directly accessible by the user. Not battery backed.
Buffer Memory (SRAM) 5 x 512 kB	No	No	support buffer memory for ARB and real-time applications	normal user operation	This memory is used during normal baseband generator operation. It is not directly accessible by the user. Not battery backed.

Table 5 Hard Disk (E4438C/E8267C/E8267D with Option 005)

Memory Type and Size	Writable During Normal Operation?	Data Retained When Powered Off?	Purpose/Contents	Data Input Method	Remarks
Media Storage (Built-in Hard Disk) 6 GB or 10 GB (4 GB usable in both cases)	Yes	Yes	user files, including flatness calibrations, IQ calibration, instrument states, waveforms (including header and marker data), modulation definitions, and sweep lists	user-saved data	The magnetic residue requires several rewrite cycles or drive removal and destruction. The hard disk is an option for vector instruments (E4438C Option 005, E8267D Option 005, and E8267C Option 005) and is therefore not installed in some instruments. If it is installed, these files are stored on the hard disk instead of in flash memory. User data is completely sanitized when you perform the Erase and Sanitize function.
Buffer Memory (DRAM) 512 kB	No	No	buffer (cache) memory	normal operation through hard disk	

Table 6 Flash Drive (E8267D with Option 009)

Memory Type and Size	Writable During Normal Operation?	Data Retained When Powered Off?	Purpose/Contents	Data Input Method	Remarks
Memory Storage (removable compact flash drive) <i>size is user dependent</i>	Yes	Yes	user files, including flatness calibrations, IQ calibration, instrument states, waveforms (including header and marker data), modulation definitions, and sweep lists	user-saved data	<p>The flash drive, E8267D Option 009, replaces the hard drive, E8267D Option 005, on E8267D instruments with serial prefixes \geq US4829/MY4829. It is, therefore, not installed in some instruments. If it is installed, these files are stored on the flash drive instead of in flash memory.</p> <p>User data is completely sanitized when you perform the Erase and Sanitize function.</p>

E8663B Memory

The following tables describe each memory type used in the base instrument.

Table 7 Base Instrument (All Models and Options)

Memory Type and Size	Writable During Normal Operation?	Data Retained When Powered Off?	Purpose/Contents	Data Input Method	Location in Instrument and Remarks
Main Memory (SDRAM) 64 MB	Yes	No	firmware operating memory	operating system (not user)	CPU board, not battery backed.
Main Memory (Flash) 20 MB	Yes	Yes	factory calibration/configuration data user file system, which includes instrument status backup, flatness calibration, IQ calibration, instrument states, waveforms (including header and marker data), modulation definitions, and sweep lists	firmware upgrades and user-saved data	CPU board (same chip as firmware memory, but managed separately) Because this 32-MB memory chip contains 20 MB of user data (described here) and 12 MB of firmware memory, a selective chip erase is performed. User data areas are selectively and completely sanitized when you perform the Erase and Sanitize function.
Firmware Memory (Flash) 12 MB	No	Yes	main firmware image	factory installed or firmware upgrade	CPU board (same chip as main flash memory, but managed separately) During normal operation, this memory cannot be overwritten except for LAN configuration. It is only overwritten during the firmware installation or upgrade process. Because this 32-MB memory chip contains 20 MB of user data and 12 MB of firmware memory (described here), a selective chip erase is performed. User data areas are selectively and completely sanitized when you perform the Erase and Sanitize function.
	Yes	Yes	LAN configuration	front panel entry	
Battery Backed Memory (SRAM) 512 kB	Yes	Yes	user-editable data (table editors) last instrument state, last instrument state backup, and persistent instrument state and instrument status	firmware operations	CPU board The battery is also located on the CPU board.
Bootrom Memory (Flash) 128 kB	No	Yes	CPU bootup program and firmware loader/updater	factory programmed	CPU board During normal operation, this memory cannot be overwritten or erased. This read-only data is programmed at the factory.
Calibration Backup Memory (Flash) 512 KB	No	Yes	factory calibration/configuration data backup no user data	factory or service only	motherboard
Boards Memory (Flash) 512 Bytes	No	Yes	factory calibration and information files, code images, and self-test limits no user data	factory or service only	all RF boards, baseband generator, and motherboard
Micro-processor Cache (SRAM) 3 kB	Yes	No	CPU data and instruction cache	memory is managed by CPU, not user	CPU board, not battery backed.

Removing Sensitive Data from Memory

This section describes several security functions you can use to remove sensitive data stored in the signal generator before moving it from a secure development environment.

CAUTION The following functions do *not* erase or sanitize external media connected to the MXG's USB port. You must use some other method to dispose of information on this media.

CAUTION Do not use the **Erase All**, **Erase and Overwrite All**, **Erase and Sanitize All**, **Erase**, **Overwrite**, or **Sanitize**

procedure with any of these firmware revisions:

E44x8C: C.04.84, C.04.86, C.04.95

E82x7D: C.04.81, C.04.85, C.04.92

E8663B: C.04.90

If you have one of those revisions, please upgrade *immediately* to newer firmware as follows:

E44x8C: upgrade to C.04.96 or later

E82x7D: upgrade to C.04.94 or later

E8663B: upgrade to C.04.93 or later

Erase All

This function removes all user files, user flatness calibrations, user I/Q calibrations, and resets all table editors with original factory values, ensuring that user data and configurations are not accessible or viewable. The instrument appears as if it is in its original factory state, however, the memory is not sanitized. This action is relatively quick, typically taking less than one minute (the exact time depends on the number of files).

On the MXG, press: **File > More > Security > Erase All > Confirm Erase**

On the ESG/PSG/E8663B, press: **Utility > Memory Catalog > More (1 of 2) > Security > Erase All > Confirm Erase**

NOTE This function is different than the one that deletes all user files but does not reset the table editors:

MXG: **File > Delete All Files**

ESG/PSG/E8663B: **Utility > Memory Catalog > More (1 of 2) > Delete All Files**

Erase and Overwrite All

This function performs the same actions as **Erase All**, plus it clears and overwrites the various memory types, as described below.

SRAM *(Not applicable to MXG Models)* All addressable locations are overwritten once with random characters.

CPU Flash User data is erased with flash chip block-erase commands. No overwrite is performed. During erasure, the system files are temporarily moved to main memory and are then restored to CPU Flash when erasure is complete.

Extended Persistent Memory (Flash) *(N5162A/82A MXG only)* The file system is formatted, then all addressable locations are overwritten with random characters, and then the file system is reformatted again.

Hard Disk *(E4438C/E8267C/E8267D with Option 005 only)* All addressable locations are overwritten once with a random character.

Flash Drive *(E8267D with Option 009 only)* All addressable locations are overwritten once with a random character.

On the MXG, press: **File > More > Security > Erase and Overwrite All > Confirm Overwrite**

On the ESG/PSG/E8663B, press: **Utility > Memory Catalog > More (1 of 2) > Security > Erase and Overwrite All > Confirm Overwrite**

Erase and Sanitize All

This function performs the same actions as **Erase All**, plus it clears and overwrites the various memory types, as described below.

SRAM	<i>(Not applicable to MXG Models)</i> All addressable locations are overwritten once with random characters.
CPU Flash	User data is erased with flash chip block-erase commands. No overwrite is performed. During erasure, the system files are temporarily moved to main memory and are then restored to CPU Flash when erasure is complete.
Extended Persistent Memory (Flash)	<i>(N5162A/82A MXG only)</i> The file system is formatted, then all addressable locations are overwritten with random characters, and then the file system is reformatted again. These actions are then repeated.
Hard Disk	<i>(E4438C/E8267C/E8267D with Option 005 only)</i> All addressable locations are overwritten with a random character three times.
Flash Drive	<i>(E8267D with Option 009 only)</i> All addressable locations are overwritten with a random character three times.

On the MXG, press: **File > More > Security > Erase and Sanitize All > Confirm Sanitize**

On the ESG/PSG/E8663B, press: **Utility > Memory Catalog > More (1 of 2) > Security > Erase and Sanitize All > Confirm Sanitize**

Removing Persistent State Information Not Removed During Erase

Persistent State

The persistent state settings contain instrument setup information that can be toggled within predefined limits such as display intensity, contrast and the GPIB address. In vector models, the user IQ Cal is also saved in this area.

The following key presses or SCPI commands can be used to clear the IQ cal file and to set the operating states that are not affected by a signal generator power-on, preset, or *RST command to their factory default:

Instrument Setup

- On the MXG, press: **Utility > Power On/Preset > Restore System Settings to Default Values > Confirm Restore Sys Settings to Default Values**
- On the ESG/PSG/E8663B front panel, press: **Utility > Power On/Preset > Restore System Defaults > Confirm Restore Sys Defaults**
- Or send this command to the MXG/ESG/PSG/E8663B: `:SYSTEM:PRESet:PERSistent`

LAN Setup

The LAN setup (hostname, IP address, subnet mask, and default gateway) information is not defaulted with a signal generator power-on or *RST command. This information can only be changed or cleared by entering new data.

User IQ Cal File (Vector Models Only)

When a user-defined IQ calibration has been performed, the cal file data is removed by setting the cal file to default, as follows:

- On the front panel, press: **I/Q > I/Q Calibration > Revert to Default Cal Settings**
- Or send this command to the MXG: `:CAL:IQ:DEF`
- And send these commands to the ESG/PSG/E8663B:
 - `:CAL:IQ:DEF`
 - `:CAL:WBIQ:DEF`

Using the Secure Mode

The secure mode automatically applies the selected **Security Level** action the next time the instrument's power is cycled.

Setting the Secure Mode Level

1. On the MXG, press: **File > More > Security > Security Level**

On the ESG/PSG/E8663B, press: **Utility > Memory Catalog > More (1 of 2) > Security > Security Level**

2. Choose from the following selections:

None – equivalent to a factory preset, no user information is lost

Erase – equivalent to **Erase All**

Overwrite – equivalent to **Erase and Overwrite All**

Sanitize – equivalent to **Erase and Sanitize All**

Activating the Secure Mode

CAUTION Once you activate secure mode (by pressing **Confirm**), you cannot deactivate or decrease the security level; the erasure actions for that security level execute at the next power cycle. Once you activate secure mode, you can only increase the security level until you cycle power. For example, you can change **Erase** to **Overwrite**, but not the reverse.

After the power cycle, the security level selection remains the same, but the secure mode is not activated.

On the MXG press: **File > More > Security > Enter Secure Mode > Confirm**

On the ESG/PSG/E8663B, press: **Utility > Memory Catalog > More (1 of 2) > Security > Enter Secure Mode > Confirm**

The **Enter Secure Mode** softkey changes to **Secure Mode Activated**.

If Your Instrument is Not Functioning

If the instrument is not functioning and you are unable to use the security functions, you may physically remove the processor board and hard disk, if installed, from the instrument. Once these assemblies are removed, proceed as follows:

For removal and replacement procedures, refer to the *Service Guide* for your signal generator.

Table 8 Agilent Signal Generator Service Guides

Signal Generator Model	Link to Service Guide
N5161A/62A/81A/82A/83A MXG Signal Generators	http://cp.literature.agilent.com/litweb/pdf/N5180-90006.pdf
E4428C/38C ESG Signal Generators	http://cp.literature.agilent.com/litweb/pdf/E4400-90511.pdf
E8257D/67D PSG Signal Generators	http://cp.literature.agilent.com/litweb/pdf/E8251-90359.pdf
E8663B Analog Signal Generator	http://cp.literature.agilent.com/litweb/pdf/E8663-90009.pdf

Processor (CPU) Board

Either

- Discard the processor board and send the instrument to a repair facility. A new processor board will be installed and the instrument will be repaired and calibrated. If the instrument is still under warranty, you will not be charged for the new processor board.
or
- If you have another working instrument, install the processor board into that instrument and erase the memory. Then reinstall the processor board back into the non-working instrument and send it to a repair facility for repair and calibration. If you discover that the processor board does not function in the working instrument, discard the processor board and note that it caused the instrument failure on the repair order. If the instrument is still under warranty, you will not be charged for the new processor board.

A4 Memory Chip (MXG Vector Instruments Only)

Either

- Discard the board and send the instrument to a repair facility. A new board will be installed and the instrument will be repaired and calibrated. If the instrument is still under warranty, you will not be charged for the new board.
or
- If you have another working instrument, install the board into that instrument and erase the memory. Then reinstall the board back into the non-working instrument and send it to a repair facility for repair and calibration. If you discover that the board does not function in the working instrument, discard the board and note that it caused the instrument failure on the repair order. If the instrument is still under warranty, you will not be charged for the new board.

Hard Disk (E4438C Option 005, E8267D Option 005, and E8267C Option 005 only)

Either

- Discard the hard disk and send the instrument to a repair facility. Indicate on the repair order that the hard disk was removed and must be replaced. A new hard disk will be installed and the instrument will be repaired and calibrated. If the instrument is still under warranty, you will not be charged for the new hard disk.
or
- Keep the hard disk and send the instrument to a repair facility. When the instrument is returned, reinstall the hard disk.

Using the Secure Display

NOTE Front panel control of this feature is *not* available on PSG E82x7C signal generators with firmware revisions earlier than C.03.76. The feature can be activated remotely, however, using SCPI commands. Refer to the “System Commands” chapter of the *SCPI Command Reference* for more information.

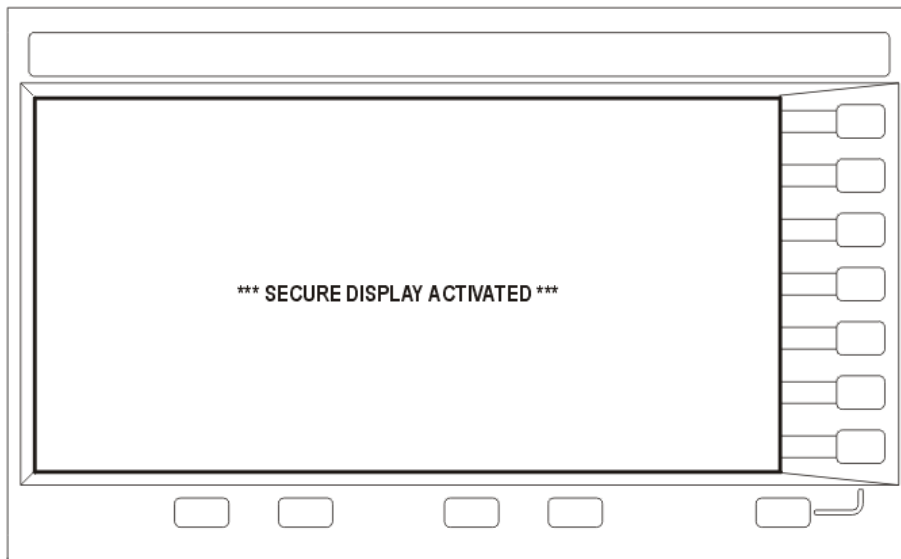
This function prevents unauthorized personnel from reading the instrument display and tampering with the current configuration through the front panel. The display blanks, except for the ***** SECURE DISPLAY ACTIVATED ***** message, and the front panel keys are disabled. Once this function is activated, the power must be cycled to re-enable the display and front panel keys.

To apply this function:

On the MXG, press: **Utility > Display > More > Activate Secure Display > Confirm Secure Display**

On the ESG/PSG/E8663B: **Utility > Display > More (1 of 2) > Activate Secure Display > Confirm Secure Display**

Figure 1 Signal Generator Screen with Secure Display Activated



Security Feature Issues for Some Signal Generator Firmware Revisions

If you have one of the affected firmware revisions installed (see [Table 9](#)) on your signal generator, using certain security features may cause the deletion of some of the signal generator's system files. Before using the security features, update your firmware to the appropriate revision listed in [Table 9](#).

Table 9 Firmware Revisions by Signal Generator Model

Signal Generator Model	Affected Firmware Revisions	Update To
E4428C	C.04.84, C.04.86, or C.04.95	C.04.96 or later
E4438C	C.04.84, C.04.86, or C.04.95	C.04.96 or later
E8257D	C.04.81, C.04.85, or C.04.92	C.04.94 or later
E8267D	C.04.81, C.04.85, or C.04.92	C.04.94 or later
E8663B	C.04.90	C.04.93 or later

To obtain the latest firmware online, perform the following steps:

1. Access the signal generator model's web page: www.agilent.com/find/<model_number> (Example: www.agilent.com/find/E4438C).
2. Under the **Technical Support Tab**, select **Drivers and Software**, and follow the remaining links to the firmware upgrade page.

If web access is not available, Agilent can provide the new firmware on CD-ROM. To obtain the CD-ROM, contact Agilent or your Agilent representative.

Error Messages and Secure Environments

If you cannot upgrade the firmware prior to using the security features, Agilent will help you to recover from error messages which may appear after executing the security functions. The error messages indicate that instrument system files have been erased. The following list shows some of the possible error messages:

- -256, File name not found; /SYS/LICENSE.TXT
- 617, Configuration Error; License file not found. Creating empty one.
- A missing or damaged system file was encountered while trying to diagnose the system.

Even though these errors may occur, the security function has completely sanitized the signal generator. If the signal generator is located in a secure environment, it is safe to remove it. After removing it from the secure area, follow the process below to recover the lost system files.

Recovering Erased System Files

To recover the lost files, perform the following steps:

1. Obtain your signal generator's model and serial number.
2. Contact Agilent and request a replacement license file.
The Agilent representative will ask for the model and serial number.
3. Update the firmware to the proper revision shown in [Table 9](#).
 - a. If problems occur when upgrading the firmware, manually enter as many license keys as possible using **Utilities Instrument Info > Options Info > Auxiliary Software Options**
 - b. Upgrade the firmware again.
4. Open Internet Explorer and enter <http://<instrument IP address>/update>.
5. Locate **Recover Self-test System Files** and click **Execute**.
6. Locate **Overwrite LICENSE.TXT**, cut and past your replacement license file (obtained in Step 2) into the text box, and click **Execute**.

7. Cycle the power on the signal generator.
8. If configuration errors persist after completing the previous steps, contact Agilent.