E4438C-17A

S E R V I C E   N O T E

E4438C Vector Signal generator
Firmware revisions: C.04.84, C.04.86, C.04.95

Serial Numbers: [0000A00000 / 9999Z99999]

**The 'Secure Erase and Sanitize' feature is erasing two important files:
License Keys and Self Test Dependencies**

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:
INFORMATION ONLY
AUTHOR: MW   PRODUCT LINE: PL15
ADDITIONAL INFORMATION:

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Situation:

E4438C Firmware revisions C.04.84, C.04.86, C.04.95 are known to have this defect.

Under the Memory Catalog menu there is the Security menu and the 'Secure Erase and Sanitize' feature. Executing this function will erase two important files: License Keys and Self Test Dependencies

You will get these two errors after you cycle power:
 Error 617 Configuration error
 Error 256 FILE NOT FOUND; /SYS/LICENSE.TXT

Solution/Action:

Do not perform the 'Secure Erase and sanitize' function under the memory catalog menu with Firmware releases C.04.84, C.04.86, C.04.95
 You must update firmware to version C.04.96 or greater before you perform this function.

If you have performed the "Secure Erase and Sanitize" function on your instrument. You will need to do the following to recover the lost files:

1) Download and install firmware C.04.96 or greater.
2) Contact your Agilent representative with unit model and serial number and request replacement license keys text file.
3) Connect the unit to LAN and launch and Internet Explorer page.
4) Enter **http:<instrument IP address>/update** page.
5) Locate the "Recover Self- test System Files" and press "execute".
6) Locate "over write LICENSE.TXT" cut-and-paste your license file from step 2 into the text box and press "execute".
7) Cycle power on the signal generator
8) Verify that all your instrument options are installed and the Self Test passes.
9) Your instrument should function properly now. If not contact the PGU,SOURCES e-mail node.