

E8257D-16A

S E R V I C E N O T E

Supersedes: E8257D-16

E8257D Signal generator

Firmware revisions: C.04.81, C.04.85, C.04.92

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: DMc PRODUCT LINE: PL15

ADDITIONAL INFORMATION:

© AGILENT TECHNOLOGIES, INC. 2007
PRINTED IN U.S.A.



October 26, 2007

Situation:

E8257D Firmware revisions C.04.81, C.04.85, C.04.92 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.04.81, C.04.85, C.04.92
You must update firmware to version C.04.94 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.04.94 or greater.
- 2) If you have the instruments option license key information, enter it now. If you do not have the license key information, send an email with the model and serial number to PGU,SOURCES (A-Sonoma,exgen1) requesting replacement license keys. A listing of the license keys will be sent to you with instructions for entering the information. (All license keys can be entered from the front panel.)
- 3) To gain access to the update page connect the unit to LAN and launch Internet Explorer.
- 4) In the Internet Explorer address window enter **http:<instrument IP address>/update**.
- 5) On the update page locate the "Recover Self- test System Files" and press "execute".
- 6) Cycle power on the signal generator
- 7) Verify that all your instrument options are installed and the Self Test passes.
- 8) Your instrument should function properly now. If not contact the PGU,SOURCES e-mail node.