

E8267D-14A

S E R V I C E N O T E

Supersedes: E8267D-14

E8267D Vector 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:

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Situation:

E8267D 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) Send an email with the model and serial number to PGU,SOURCES (A-Sonoma,exgen1) requesting replacement license keys. License key information will be sent to you that you will use in step 6. (Not all license keys can be entered from the front panel so contacting the PGU, SOURCES email node is necessary.)
- 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) Next locate "over write LICENSE.TXT" cut-and-paste the license file or manually enter the information you received 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.