Modification Recommended Service Note

Supersedes:
NONE

E7515A UXM Wireless Test Set

Serial Numbers: ALL

The Problem
Customer Recovery Image is Deprecated - minimum recommended UXM software version is 1.4.3.0

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[[]] ON SPECIFIED FAILURE [X] AGREEABLE TIME	STANDARDS LABOR: 0.0 Hours			
LOCATION CATEGORY:	[X] CUSTOMER INSTALLABLE [ ] ON-SITE (active On-site contract required) [ ]SERVICE CENTER [] CHANNEL PARTNERS	SERVICE: INVENTORY:	[ ] RETURN [ ] SCRAP [X] SEE TEXT	USED PARTS:	[ ] RETURN [ ] SCRAP [X] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 02/01/2019			
	[ ] Calibration Required [X] Calibration NOT Required	PRODUCT LINE: PL13 AUTHOR: AJGG			

ADDITIONAL INFORMATION:

Situation:

There are some identified quality issues tied to old versions of E7515A software, prior to UXM 1.4 (version 1.4.3.0) software release, which was released in Oct/08/2015. For example, in some instances, a software upgrade from a UXM version prior to 1.4 would corrupt some of the UXM hardware modules, leading to a faulty state when instrument boots up after the software upgrade.

Therefore, the minimum recommended UXM software version is 1.4.3.0

Customers upgrading to 1.7.1.0 will also see a **Customer Recovery Image is Deprecated** warning message if the Windows version is also old and needs updated.

NOTE: This is a warning message and will not affect the UXM performance.

Solution/Action:

1. Check the UXM software version in the windows control panel. If it is older than 1.4.3.0, it is strongly recommended to upgrade the instrument to the latest official UXM software version available at www.Keysight.com.
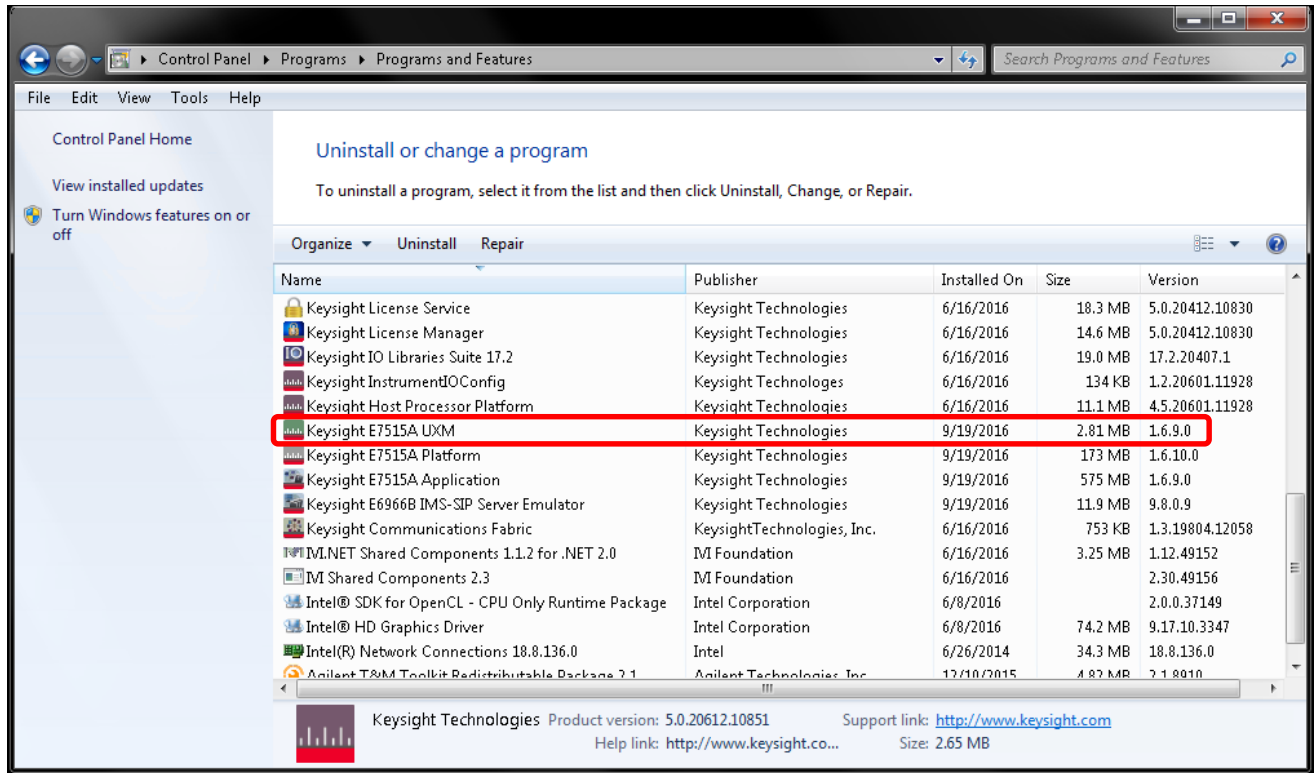

The software upgrade topic is covered in the E7515A Getting Started Guide, page 86, section "Updating the Keysight E7515A UXM Software":
http://literature.cdn.keysight.com/litweb/pdf/E7515-90001.pdf?id=2459161

2. Next check the Windows version by going to Windows/Start, then select "Computer", right click, and select "Properties".
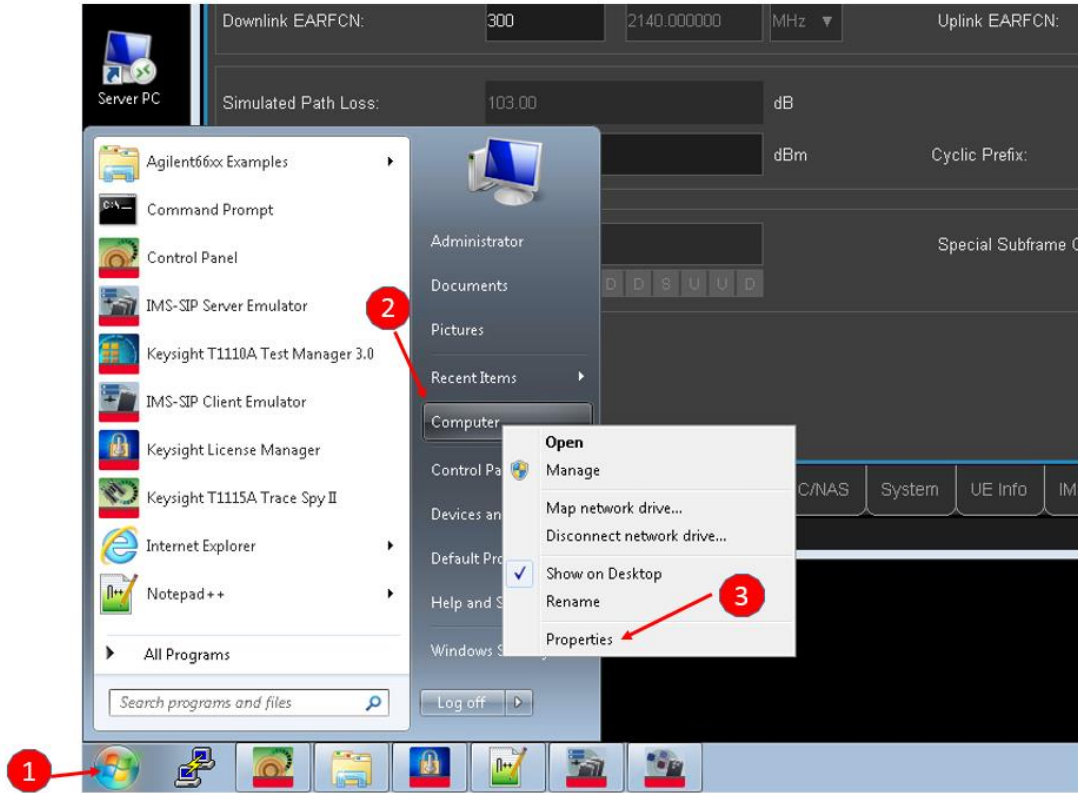
The Windows version can then be easily checked in the "Properties" windows:
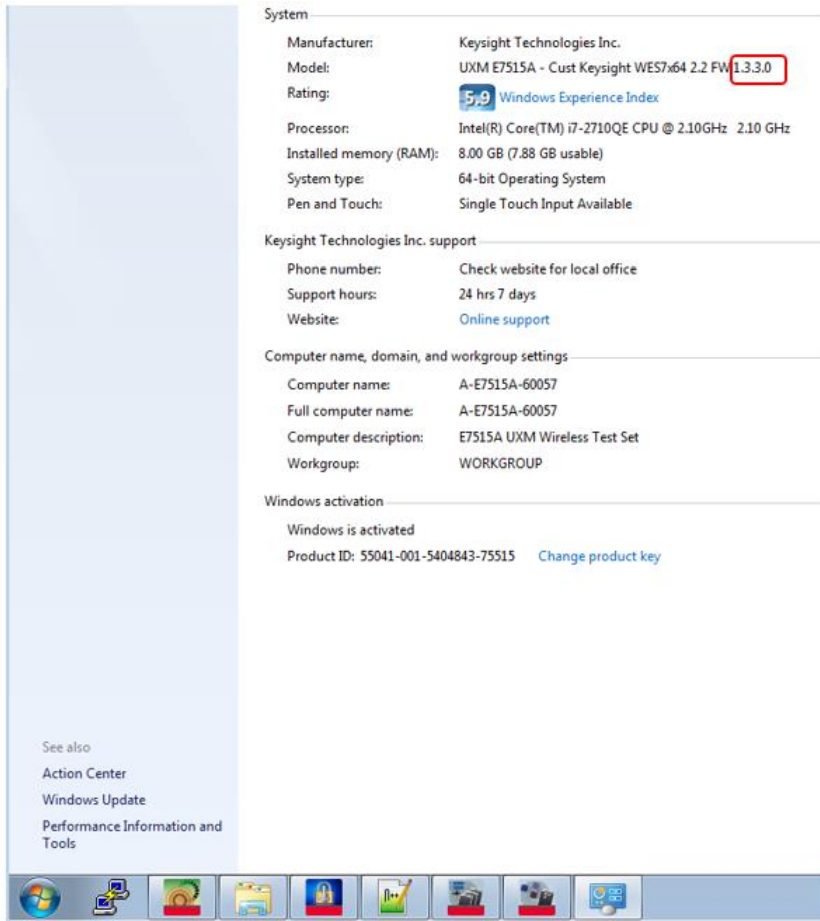
If the revision number shown is below 1.7.x.x (i.e. like the above image), please contact your Keysight Technical Support engineer to check your instrument and upgrade the Windows Recovery image at your next calibration.

Revision History:

Date	Service Note Revision	Author	Reason for Change
16 Jan 2017	01	Tony Guerrero	As Published
04 May 2017	02	Paul Rooney	Updates for 1.7.1.0 FW release