

Information Only Service Note

Supersedes:
NONE

SR101EDUA Digital Learning Suite

Serial Numbers: ALL

The Problem – SR101EDUA Digital Learning Suite application is unable to start after re-booting its pre-configured virtual machine.

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

Calibration Required

PRODUCT LINE: GM

Calibration NOT Required

AUTHOR: LO

ADDITIONAL INFORMATION:

The SR101EDUA Digital Learning Suite is a software-only solution, consists of PW9300EDU Hybrid Collaborative Learning Module and KS8400EDU Test Sequencing and Control Module.

Situation:

This service note covers all the SR101EDUA Digital Learning Suite applications using version 1.1.1 and earlier.

Upon the initial startup or reboot of the virtual machine, the SR101EDUA Digital Learning Suite software is required to download MariaDB images from Docker Hub. However, due to an invalid link to MariaDB, the SR101EDUA Digital Learning Suite application is unable to fetch the latest images, consequently hindering the software from initiating. The below errors will appear when customer tries to login to the virtual machine mentioned.

```
## guacdb Error                                0.2s
## pgkeycloak Error                             0.2s
## guacd Pulling                                0.2s
** 72a69066d2fe Waiting                          0.0s
** b27d3a04ee88 Waiting                          0.0s
** 8c7f1b600748 Waiting                          0.0s
** 44cdce5b7b1f Waiting                          0.0s
** 186bcec7d3ef Waiting                          0.0s
** 3f16d9f63b0d Waiting                          0.0s
** fa8fca29f930 Waiting                          0.0s
## keycloak Error
```

Solution/Action:

Keysight to release a new software version which enables the application to run using pre-downloaded MariaDB images.

Users are recommended to update the SR101EDUA Digital Learning Suite software to version 1.1.2 and above which can be obtained from the link below:

<https://www.keysight.com/my/en/lib/software-detail/computer-software/sr101edua-digital-learning-suite-and-180-days-trial-license.html>

NOTES:

1. For **new user**, please download the SR101EDUA Digital Learning Suite version 1.1.2 from the link below and follow the instructions inside the installation guide to setup the application.

Link to the SR101EDUA Digital Learning Suite Installation Guide:

<https://www.keysight.com/my/en/assets/9923-01397/installation-guides/SR101EDUA-Digital-Learning-Suite-Installation-Guide.pdf>

2. For **existing user**, kindly refer to the upgrade guide to facilitate the setup process and ensure the preservation of your existing settings. Neglecting to follow this guidance may lead to data loss and the forfeiture of your current configuration.

Link to the SR101EDUA Upgrade Guide:

<https://www.keysight.com/us/en/assets/9923-02501/help-files/SR101EDUA-Digital-Learning-Suite-Upgrade-Guide.pdf>

Revision History:

Date	Service Note Revision	Author	Reason for Change
04 Dec 2023	01	LayLim Ong	As Published