MSOX2002A-04

S E R V I C E   N O T E

MSOX2002A – Oscilloscope, Mixed Signal, 2+8 Channel, 70MHz

Serial Numbers: ALL

Corrupted firmware code renders the oscilloscope inoperable.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY	
[[]] Calibration Required	PRODUCT LINE: 1A
X Calibration NOT Required	AUTHOR: EG
ADDITIONAL INFORMATION:	

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Agilent Technologies

Situation:
At regular intervals, the scope compares the checksum of the firmware code running in RAM with the checksum in Flash. This allows the detection of inadvertent or unauthorized changes to the files. If the two checksums ever differ, an error message is displayed and the scope becomes inoperable. The error message will read:

The InfiniiVision software has been corrupted. Please contact Agilent Support for help.

Solution/Action:
Go to Agilent.com, reload all files associated with oscilloscope model affected and without opening the file, download it to the scope.