

# MSEX2022A-05

## S E R V I C E N O T E

Supersedes:  
NONE

2000 X-Series and 3000 X-Series scopes

Serial Numbers: ALL

**Method for correcting a “Corrupted Firmware” or “OS Version is not correct” error.**

**Parts Required:**

P/N	Description	Qty.
NONE		

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
<b>INFORMATION ONLY</b>	
<input type="checkbox"/> Calibration Required	PRODUCT LINE: 1A
<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR: DJB
ADDITIONAL INFORMATION:	

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**Situation:**

In some rare cases 2000 X-Series and 3000 X-Series scopes will display an error on screen stating “Corrupted Firmware” or “OS Version is not Correct.”

**Solution/Action:**

If this error occurs, load or reload the latest firmware of the scope.

Firmware can be found at:

[www.agilent.com/find/3000X-Series-sw](http://www.agilent.com/find/3000X-Series-sw) for the 3000 X-Series scopes

[www.agilent.com/find/2000X-Series-sw](http://www.agilent.com/find/2000X-Series-sw) for the 2000 X-Series scopes

If this error persists after reloading the firmware, please contact customer support.

**Note:** *Do NOT unzip the firmware file from the web, but install it as-downloaded from the website.*

**Revision History:**

Revision Number	Date	Author	Reason For Change
1.0	25-Jul-2013	Daniel Bogdanoff	As published