

MSEX3014A-04

S E R V I C E N O T E

Supersedes:
NONE

MSEX3014A – Oscilloscope, Mixed Signal, 4+16 Channel,
100MHz

Serial Numbers: ALL

Corrupted firmware code renders the oscilloscope inoperable.

Parts Required:

| P/N | Description | Qty. |
|------|-------------|------|
| NONE | | |

ADMINISTRATIVE INFORMATION

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

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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.