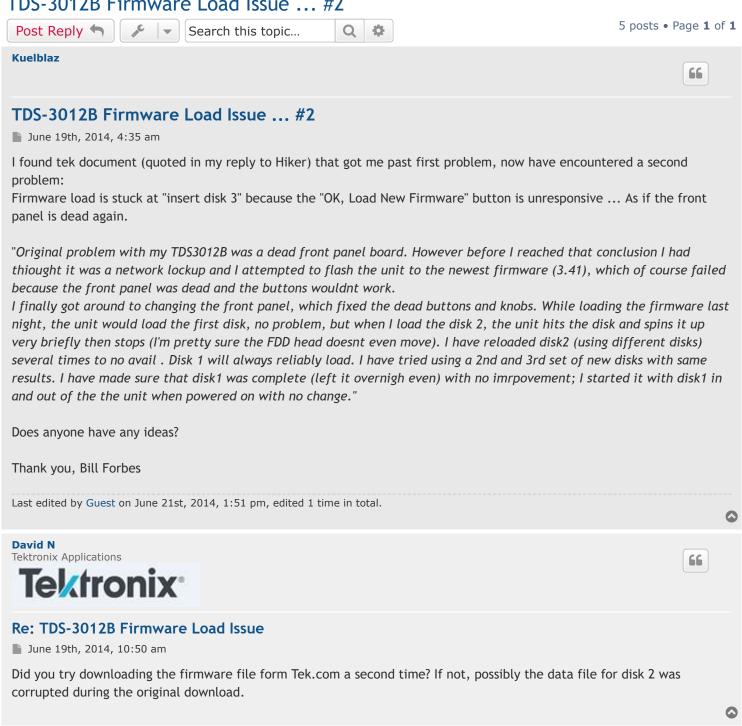


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## TDS-3012B Firmware Load Issue ... #2



Kuelblaz

## Re: TDS-3012B Firmware Load Issue

lacksquare lacksquare

Thanks Hiker, I found a tek document referring to a problem with v1.00 firmware update. I followed these instructions (quoted below) and have made it past my original problem, but have encountered a second problem;

"TDS3000 series oscilloscopes running firmware version 1.00 have a potential problem with the standard firmware update load process. This problem can leave the oscilloscope in an unusable state requiring you to return the oscilloscope to Tektronix for repair.

**NOTE**. Only use this process when upgrading TDS3000 series oscilloscopes with firmware version 1.00 installed.

- 1. Power off the oscilloscope.
- 2. Insert firmware disk 1 into the oscilloscope floppy disk drive.
- 3. Power on the oscilloscope.
- 4. Start the load firmware process when prompted by pushing the OK Load New Firmware side menu button. Wait for firmware disk 1 to load (approximately 3 minutes).
- 5. When the firmware disk 1 load operation is complete, the oscilloscope displays a message asking you to insert firmware disk 2 into the floppy drive. Do not insert disk 2 as prompted. Leave disk 1 in the instrument.
- 6. Power off the oscilloscope with firmware disk 1 still in the floppy drive.
- 7. Power on the oscilloscope. The oscilloscope displays a blue screen with white English-language text asking you to load new firmware.
- 8. Push the OK Load New Firmware side menu button to restart the load firmware sequence. Push the OK Load New Firmware side menu button again when the oscilloscope message asks you to insert disk 1.
- 9. Follow the on-screen instructions to finish the firmware load.NOTE. Only use this process when upgrading TDS3000 series oscilloscopes with

firmware version 1.00 installed.

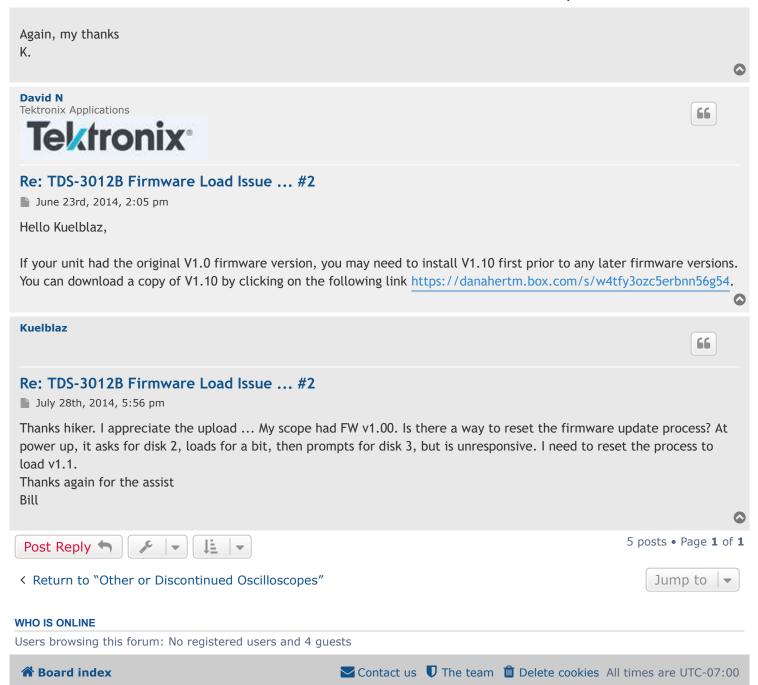
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- 8. Push the OK Load New Firmware side menu button to restart the load firmware sequence. Push the OK Load New Firmware side menu button again when the oscilloscope message asks you to insert disk 1.
- 9. Follow the on-screen instructions to finish the firmware load."

I followed these instructions and the firmware loaded disk 1 & 2, then rebooted.

## Now I have this problem:

The unit continued to load disk 2 then prompts for disk 3, but now "OK, Load New Firmware" button is unresponsive, as if the front panel is dead ... again.

Any ideas for this one?



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