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

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**Kuelblaz**

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

June 19th, 2014, 4:35 am

I found tek document (quoted in my reply to Hiker) that got me past first problem, now have encountered a second problem:

Firmware load is stuck at "insert disk 3" because the "OK, Load New Firmware" button is unresponsive ... As if the front panel is dead again.

*"Original problem with my TDS3012B was a dead front panel board. However before I reached that conclusion I had thought it was a network lockup and I attempted to flash the unit to the newest firmware (3.41), which of course failed because the front panel was dead and the buttons wouldnt work.*

*I finally got around to changing the front panel, which fixed the dead buttons and knobs. While loading the firmware last night, the unit would load the first disk, no problem, but when I load the disk 2, the unit hits the disk and spins it up very briefly then stops (I'm pretty sure the FDD head doesnt even move). I have reloaded disk2 (using different disks) several times to no avail . Disk 1 will always reliably load. I have tried using a 2nd and 3rd set of new disks with same results. I have made sure that disk1 was complete (left it overnigh even) with no imprpovement; I started it with disk1 in and out of the the unit when powered on with no change."*

Does anyone have any ideas?

Thank you, Bill Forbes

Last edited by [Guest](#) on June 21st, 2014, 1:51 pm, edited 1 time in total.

**David N**

Tektronix Applications



### Re: TDS-3012B Firmware Load Issue

June 19th, 2014, 10:50 am

Did you try downloading the firmware file form Tek.com a second time? If not, possibly the data file for disk 2 was corrupted during the original download.

**Kuelblaz**

## Re: TDS-3012B Firmware Load Issue

June 21st, 2014, 1:42 pm

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.
1. Power off the oscilloscope.
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3. Power on the oscilloscope.
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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."

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?

Again, my thanks  
K.

**David N**  
Tektronix Applications



**Re: TDS-3012B Firmware Load Issue ... #2**

June 23rd, 2014, 2:05 pm

Hello Kuelblaz,

If your unit had the original V1.0 firmware version, you may need to install V1.10 first prior to any later firmware versions. You can download a copy of V1.10 by clicking on the following link <https://danahertm.box.com/s/w4tfy3ozc5erbnn56g54>.

**Kuelblaz**



**Re: TDS-3012B Firmware Load Issue ... #2**

July 28th, 2014, 5:56 pm

Thanks hiker. I appreciate the upload ... My scope had FW v1.00. Is there a way to reset the firmware update process? At power up, it asks for disk 2, loads for a bit, then prompts for disk 3, but is unresponsive. I need to reset the process to load v1.1.

Thanks again for the assist  
Bill

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