

INFORMATION ONLY – DOES NOT COMMUNICATE  
A MODIFICATION OR SAFETY CONDITION

**54855A-02**

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

Supersedes:  
None

## 54855A Infiniium Oscilloscope – 20 GSa, 4 Ch, 6 GHz

Serial Numbers: all

**This service note communicates how to recover the oscilloscope software to condition as originally shipped.**

**Parts Required:**

P/N	Description	Qty.
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None

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

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ADDITIONAL INFORMATION:

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**Situation:**

Customers may want to recover their oscilloscope hard disk to the state it was originally shipped. The hard disk may become corrupt over time due to a virus or other problems.

**Solution/Action:**

For an oscilloscope that was shipped from Agilent with rev 3.00 or 3.01, the recovery media is available for free from [www.agilent.com/find/infiniium\\_software](http://www.agilent.com/find/infiniium_software). Upgrade software and release notes are also available at this same web site. Recovery and upgrade instructions are included with the media you order.

If the serial prefix is MY42000377 and higher, then the oscilloscope was shipped with rev 3.10 or higher. The recovery media is already installed on the hard disk drive on a special partition. To recover the oscilloscope, turn off the oscilloscope. Press and hold the control key on the keyboard. Turn on the oscilloscope. Follow the instructions on the screen to recover the oscilloscope. For more detailed instructions, you can refer to the Infiniium Oscilloscope User's Quick Start Guide at [www.agilent.com/find/infiniium](http://www.agilent.com/find/infiniium) Select your model of oscilloscope. Then select manuals near the bottom of the page.