

Firmware Update Instructions

Keysight E36100 Series

Prerequisite Information

1. Do not update more than one E36100 Series unit at a time.
2. For Windows XP, the tool requires Service pack 3 or later.
3. Download and install the Firmware Update Tool.
4. Go to C:\Program Files(x86)\Keysight\BasicFirmwareUpdate\Driver and open either the x64 folder (for 64-bit PCs) or the x86 folder (for 32-bit PCs). Right-click **My Computer**, click **Properties**, and verify the System Type if necessary.
5. Run dpinst_x86.exe or dpinst_amd64.exe to install the USB driver.
6. Read and record the USB Visa string from the instrument by navigating to [Menu] > I/O Config > USB.

Installation procedure

1. Connect the E3610XA USB port to a USB port on the PC.
2. Download the Keysight E3610XA_0_X_X_X_XX.dfu Firmware Revision file to your PC.
3. Open the Firmware Update Tool (**Start > Keysight Basic Firmware Update Utility**).
4. Click **Browse**, then select the firmware revision file from Step 2 and click **Open**.
5. Click **Next** and enter the USB Visa string that you obtained above.
6. If (and only if) your firmware is corrupted and the PC cannot communicate with the instrument through USB Visa, use the **Recover corrupted firmware** option and provide the model number (E36102A through E36106A).
7. Click "Update..." and verify the instrument information and the version you are updating. Click **Begin Update** if the information is correct.
8. If the tool prompts you to enter Boot loader, turn the instrument off. Then then press and hold [**Voltage/Current**] and [**Lock/Unlock**] while you turn the instrument on.
9. Ensure the instrument front panel indicates "Boot Loader" before you click **OK**.
10. When the update finishes, the instrument automatically reboots. There is no need to re-calibrate when new firmware is installed.
11. If the firmware update was interrupted or unsuccessful, click **Restart Firmware Update** to retry. If the firmware update fails again, turn the instrument power off. Then then press and hold [**Voltage/Current**] and [**Lock/Unlock**] while you turn the instrument. If another attempt still does not work, use the recovery option as described above.
12. Click **Update another instrument** to update another instrument with the same firmware. You can always click **Update another instrument** and then click **Back** to update another instrument with different firmware. Simply repeat steps 3 through 9.

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