

CX3300 series Windows 10 support

Overview

In 2016, the CX3300 series device current waveform analyzer originally shipped with Windows 7. And in June 2018, it switched to the Windows 10 operating system and the instrument firmware is also updated to the revision 2.0.

Legacy Instruments

All the CX3300 (CX3322A and CX3324A mainframe) are under support period. Note that the legacy CX3300 (with Windows 7) may be upgraded to the Windows 10 with the latest firmware when it is repaired at the Keysight service center.

Requirements for a Windows 10 Upgrade

All the CX3300 (CX3322A and CX3324A mainframe) originally shipped with Windows 7 can be upgraded to the Windows 10 without restrictions. Note that the CX3300 firmware is also updated to the newest revision when the Windows 10 upgrade is applied.

What to Order

The following products are prepared for the Windows 10 upgrade for the CX3300 series.

- CX3322AU-W10
- CX3324AU-W10

The upgrade must be performed by Keysight service center and the installation fee is added. The CX3300 Windows 10 upgrade at Keysight service center will be available in October 2018.

Before you Upgrade

IMPORTANT BEFORE sending the CX3300 to the Keysight service center for the Windows 10 upgrade, the customers should back-up their data. Further information may be advised by the Keysight service center.

If you have any questions, contact your local Keysight field office or email: eisg.support@keysight.com.

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