

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**54820A-07B**

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

Supersedes: 54820A-07A

## Agilent Model 54820A Infiniium Oscilloscope

**Serial Numbers: US394900000/US402399999**

This service note applies to oscilloscopes with a rear panel VIN#030, 031, 032. Oscilloscopes with a VIN#033 do not require or qualify for this free warranty repair or modification.

**Correct intermittent lockups caused by the motherboard.**

**To Be Performed By: Agilent-Qualified Personnel or Customer**

**Parts Required:**

P/N	Description	Qty.
54810-68780	Vintage 33 Recovery Kit	1
8500-6571	Deoxidizer Cleaner	1

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X IMMEDIATELY X ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS:	LABOR: 1.0 Hours
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE ON-SITE X SERVICE CENTER	SERVICE INVENTORY:	RETURN X SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	RETURN X SCRAP SEE TEXT
AGILENT RESPONSIBLE UNTIL: April 2007			
AUTHOR: KO	PRODUCT LINE: 1A		
ADDITIONAL INFORMATION: Bill cost of parts and material to warranty back to division 0800.			

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**Situation:**

Infiniium Oscilloscopes, Model 54810A thru 54845A, with rear-panel labels "VIN # 030 thru 032" have experienced intermittent lockup problems due to connector contamination problems. The problems show up as general protection errors, illegal operation errors, Windows blue screen errors, or the display screen freezes with no response from the keyboard or mouse. This only applies to VIN #030 thru 032 units. VIN# 025 and below or VIN# 033 and higher units are not affected.

**Solution/Action:**

Using the kit instructions, replace the motherboard and DIMM. Transfer the existing processor and fan to the new board. Install the new power cable and GPIB board. Remaster the existing hard drive using the included LS-120 remaster media. See the following rework procedure:

**Rework procedure:**

Follow the included installation instructions to do the following:

1. Replace the A4 pc motherboard with kit supplied motherboard with preinstalled DIMM. Transfer the existing processor from the old board to the new motherboard. See service or installation instructions for the proper motherboard switch settings.
2. Reinstall the plug-in boards and install the new GPIB board after cleaning the edge connectors with the DeOxit cleaner. Install the new pc power cable with the better locking connector.
3. Reset the BIOS using the included installation instructions or the latest Infiniium service manual available off the web.
4. Remaster the hard drive to rev 3.72 or later code using the included LS-120 remastering disks p/n 54810-68778. The CDROM kit p/n 54810-68777 can also be used.
5. Reinstall the cabinet, warm up the unit for 30 minutes, run the selfcal and finally verify proper operation by running the selftests.

When finished please replace the rear-panel VIN # 03x label with the new 'VIN # 033' label thus indicating that service note 54810A-07B through 54845A-07B has been installed.