

S E R V I C E N O T E

SUPERSEDES: 54825A-07

Agilent Model 54825A Infiniium Oscilloscope

Serial Numbers: See Below

Correct Intermittent Lockups Caused By the Motherboard etc**Duplicate Service Notes:**

54810A-07A Serial Numbers: US39490000 / US40239999*
 54815A-07A Serial Numbers: US39490000 / US40239999*
 54820A-07A Serial Numbers: US39490000 / US40239999*
 54825A-07A Serial Numbers: US39490000 / US40239999*
 54835A-07A Serial Numbers: US39490000 / US40239999*
 54845A-07A Serial Numbers: US39490000 / US40239999*

* This applies to units with "VIN# 030 through 032" rear-panel labels only

To Be Performed By: Agilent-Qualified Personnel**Parts Required:**

Part No.	Qty	Description
54810-68780	1	VINTAGE 33 RECOVERY KIT
8500-6571	1	DEOXIDIZER CLEANER

Continued

DATE: July 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input checked="" type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 1.0 Hours		
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS:	<input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: November 2001		
AUTHOR: RK	ENTITY: 0840	ADDITIONAL INFORMATION: Bill kit installation to warranty code 02G			



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, blue screen errors, or 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:

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-07A through 54845A-07A has been installed.