86100C-05

S E R V I C E   N O T E

Supersedes:
NONE

86100C Infiniium DCA-J Wide Bandwidth Oscilloscope

Serial Numbers: All

After an A9 Hard Drive or A4 PC Motherboard replacement, the display may be blank.

Parts Required:
P/N	Description	Qty.

None

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:
INFORMATION ONLY
AUTHOR: DL   PRODUCT LINE: 8F
ADDITIONAL INFORMATION:

Agilent Technologies

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Situation:
After replacing the A9 Hard Drive or the A4 PC Motherboard, the display may appear to work at boot up and then go blank. There can be compatibility issues between various revisions of the A9 Hard Drive and the A4 PC Motherboard, which can result in incorrect display driver settings.

Solution/Action:

To redirect the monitor out:

1. Connect an external monitor to the A4 PC Motherboard VGA output. Do not use the A5 El Mirage display adapter output.

2. Connect a keyboard and mouse to the DCA

3. Power on the instrument.

4. The external video display will be active.

5. Allow the DCA to go through the boot sequence. During this time you will be prompted to install drivers for the "new" hardware that is found. This is normal and you should install all the drivers when asked.

Note: The following steps will set the video from the external monitor to the internal DCA display.

6. Close the DCA application by clicking File Exit.

7. Right click on the desktop to bring up the display properties.

8. Click Properties and then Settings.

Note:
The Digital Flat Panel (640x480) on Chips and Technologies is the DCA built-in monitor and is identified as monitor number 1.

The Default Monitor on Intel Graphics Controller is the external monitor connected directly to the PC Motherboard. It is identified as monitor number 2.

To Set the DCA to use the internal monitor (#1) click the following:

9. Click on the Blue Box representing monitor 1 (labeled "1").

10. Select "Extend my Windows desktop onto this monitor".

11. Select "Use this device as the primary monitor".

12. Click "Apply".

Note: Now the DCA monitor should be active. The next steps will disable the external monitor.

13. Looking at the DCA Screen Click on the Blue Box labeled "2".

14. Deselect "Extend my Windows desktop onto this monitor".

15. Click "Apply.

16. Set the Color Quality to High (24 bit).

17. Click on Advanced, Adaptor, List All Modes.

18. Select 640x480, True Color (24 bit) 60 Hz.

19. Click OK, OK, and OK.

20. Cycle power on the DCA. This completes the display redirect process.

Note: If an A9 Hard Disk Drive was replaced as part of a repair, you must create a new factory backup image of drive C. This process is explained the 86100C service guide under "Refurbish 86100C" or "To Remove the A9 Hard Drive".