

DSO9254A-08

Information Only Service Note

Supersedes: NONE

DSO9254A – Infiniium DSO, 2.5GHz, 10/20 GSa/s, 4Ch

Serial Numbers: ALL

Upon completion of service or user calibration if the customer is not ok with upgrading the revision of software of the scope to >5.50.0033, there is a chance that the unit may end up with excessive noise on the screen at certain vertical settings.

Parts Required:

P/N Description Qty.

NONE

ADMINISTRATIVE INFORMATION

[]] Calibration Required [X] Calibration NOT Required PRODUCT LINE: PL-1A AUTHOR: EG

ADDITIONAL INFORMATION:



© Keysight Technologies 2015-2016 Information Only Service Note Version 1.1 | May 10, 2016| Page 1 of 3

Situation:

- 1. Noise appears all over the screen after performing service/user calibration.
- 2. The noise on full screen could happen on any channel in 50 Ohm impedance on certain vertical settings. Some instances occurs at 200mV/div and not on other settings, whereas some occur at 10mV/div and not on other settings.

File Control Setup Trigger Measure Analyze Utilities Help 20 May 2015 11:14 AM 10.0 GSa/s 10.0 kpts On On On On 200 mV/ 2 1 00 🙆 🖲 🖸 🌝 🔆 💾 100 ns/ More 0.0 s T 0.0 V 🌲 1 5 m 1 < 0 > (1 of 2) Status Scales Delete Acquisition: Sampling Mode Capture Time Trigger: Mode All Real Time Edge (†) 1.00 µs 50.0 ps/pt Effective Res Bits Of Res InfiniiScan NA 8 bits

Here are some screenshots of the issue:

File Cor	ntrol Setup Trigger M	Aeasure Analyze Utilit	24 Aug 2015 2:37 PM			
×	28.8 GSa/s 18.8 P	lots	3 On		20 mW/ 😂	- 0n
1,						
1						
Ūţ						
Ĵ.f						
11						
<u>_</u> _1						
<u> </u>						
1-1-1				a production of the second		
More (1 of 2)	Status Scales		0.0 s	101	T 0.0 V	T .
Delete All	Capture Time 500 Effective Res 50	al Timo)µs 8 ps/pt bits		Mode Edge InfiniiScan NA	(†)	

Solution/Action:

Install revision of software 5.50.0033 or higher.

Revision History:

Date	Service Note Revision	Author	Reason for Change	
11 May 2016	01	Ed Gorbea	As Published	