

DSOS254A-03A

Modification Recommended Service Note

Supersedes: DSOS254A-03

DSOS254A – DSO Infiniium S Series 2.5GHz 4 channel

Serial Numbers: MY00000001 - MY58060101

The Problem – Under certain circumstances a PLL2 error may occur on the S-series products.

Parts Required:		
P/N	Description	Qty.
54911-69511	PCA – Acquisition Board (tested)	1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[X] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 4.0 Hours
LOCATION CATEGORY:	 []] CUSTOMER INSTALLABLE []] ON-SITE (active On-site contract required) [X] SERVICE CENTER []] CHANNEL PARTNERS 	SERVICE: [X] RETURN USED [X] RETURN INVENTORY: [[]] SCRAP PARTS: [[]] SCRAP [[]] SEE TEXT [[]] SEE TEXT
AVAILABILITY	: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: December 31, 2022
	[X] Calibration Required [[]] Calibration NOT Required	PRODUCT LINE: PL-1A AUTHOR: EG

ADDITIONAL INFORMATION:



Situation:

On the old acquisition board, 54911-66501/69501, a PLL2 error message sometimes occurs. The error message appears on the screen as below:

F	ile C	ontrol Set	up Display ⁻	Frigger Measu	re Math Anal	yze Utilities I	Demos Help	4:53 Pl Jan 18, 20		KEYSIGHT	
R	un S	top Single	🔿 10.0 GS	a/s 500 kpts	, ~~	$\sim\sim\sim$	~~~~	5	DO MHZ	1.000 V	l A
Tim	1	1MR 5.00 V/	8.0 V	2 1M2 200 r	mV/ 600 mV	3 1MR 2.00	V/ 8.00 V	4 1MQ 2.0	0 V/ 8.00	∨ ⊕ ₽	
e Mea											1.40 V
IS Ver											1.20 V
tical Me						+					1.00 V
eas											800 mV
								🤹 ?			600 mV
Me				Keysig	ht Service Cen	iter for assista	nce.		30		400 mV
easu	Ŧ			5		ОК					200 mV
rem											0.034
ent	4										-0.0 V
S						<u> </u>					-200 mV
		-5.00 µs	0.0 s 5	.00 μs 10.	0 μs 15.0	μs 20.0 μs	25.0 µs	30.0 µs	35.0 µs	40.0 µs	45.0 µs 2
\otimes		5.00 µs/	20.000000	0 µs 😰 🕕	<u></u>						
	Resu	ults (Measu	re All Edges)								8
	Meas	urement	Current	Mean	Min	Max	Range (Max-Min)	Std Dev	Count		
	Edge	-Edge(4-2)	7.7008813 µs	7.6/208/5 µs	7.0432938 µs	7.7008813 µs	57.58/5 ns	40.7205 ns	2		
	Edge	-Edge(4-3)	1 21000 V	1 20052 V	1 20916 V	1 21000 V	02./900 hs	44.3997 ns	2		
	V max	x(2)	1.21090 V	1.20933 V	1.20810 V	1.21090 V	2.74 mv	2.00 mV	2		
	V min	1(2) 100001(1)	6/381136 MH-	39 444306 MH-	6 396/180 MHz	1.00447 V 42 507070 MHz	2.90 mv 36 111552 MH -	5.0692711 ML	744		
	V am	ptd(2)	111.90 mV	113.37 mV	111.90 mV	114.85 mV	2.95 mV	2.09 mV	2		

There is a new acquisition board available for the S-series scopes (54911-69511); any repairs associated with the older 54911-69501 needs to be replaced with 54911-69511.

Solution/Action:

This Service note applies only for the specified failure on the 54911-66501 or 54911-69501 acquisition boards. If the failing acquisition board is 54911-66511 or 54911-69511, please ignore this Service Note.

- 1. Replace the acquisition board with the 54911-69511.
- 2. Save the Serial Numbers of the replaced and the new Acquisition Boards in Siebel. Please, follow this procedure:

a. For each Service Order in Siebel, there is a tab labeled Activities:

Activities	Menu 🔻 Query				
Activity #	Туре	Billing Type	Planned Start	Duration	Status
1-40WC9AU	Logistics	Not Billable	3/22/2017 12:20:53		Done
1-40WC9AX	Repair-Inc post C	Factory Warranty	3/22/2017 12:20:53		Done

b. Clicking on the Activity # associated with the Repair, you'll see this:

More into	Attachments	Assign	Contacts Empl	oyees Tools	Charges	items	messages	time	Logistic
Menu 🔻	New	luery							
Туре	Date		Labor Item Number	Quoted Time	Elapse	d Time	Reported 1	Пme	Original I
Standard Time	e 4/18/2017		RLR5A		4.00		4.00		
and the state	4/18/20	17	RLR5C		1.50		1.50		

c. Click on the Items tab to enter or see the parts that were ordered and/or used:

More Info	Attachments	Assign	Contacts Emplo	yees Tools	Charges	Items Me	essages	Time	Logi
Menu 🔻	New Q	uery Split	Line						
Part #	Product	t Description	Alternate Product E	les Qty	Orig	inal List Price	Extende	ed Amoun	t /
16800-68702	Power s	supply suba	ssiNetzteil Untereinhe	1					
0950-4822	Power \$	Supply 15-W	/A'	1					
0960-2875	NFTS; I	Mod and Se	r N	1					
0960-2939	Mod an	d Ser Nbr R	eq	1					

d. Somewhere in the parts record you'll find the serial number fields (Old Serial Number, and New Serial/Mfg Id)

New Serial/Mfg Id	Planned Date	Return Ship Date	Tracking #	Location	Product Line	Line Comment	Include in Billable Tot	Old Serial Number	Refer
	4/12/2017 09:47:11				8T		~		
	4/6/2017 17:23:31				8T		~		
	4/12/2017 10:32:47				8T		~		
	4/10/2017 16:34:16				8T		~		

e. The fields can be re-ordered in Siebel so that they are more easily found – like this:

More Info	Attachments Assign	Contacts Employ	ees To	ols Charges	Items Me	ssages	Time	Logistics	Audit Trail	CFD Language	
Menu 🔻	New Query Split	Line									
Part #	Product Description	Alternate Product D	et Qty	Pa	rts Fail Code	Old Ser	ial Number	Return T	0	New Serial/Mfg Id	Origin
16800-68702	Power supply subas	s/Netzteil Untereinhe	1	De	fective Assembl			Distributi	ion Center		
0950-4822	Power Supply 15-W	A	1	Ass	sembly/Part Not		•	Distributi	ion Center		
0960-2875	NFTS; Mod and Ser	Ν	1	Ass	sembly/Part Not			Distribut	ion Center		
0960-2939	Mod and Ser Nbr Re	pe	1	Ass	sembly/Part Not			Distributi	ion Center		

NOTE: The fields only take 19 characters. The acq board serial numbers are 24 characters. Please do not enter the "54911" portion of the serial numbers (the first 5 numbers) in the fields; enter only the remaining 19 characters.

Adding the serial numbers of both the failed (replaced/old) Acquisition Board and the new Acquisition Board in these fields will allow us to more easily find them in Siebel and Spotfire.

3. Return the failed 54911-69501 acquisition board to the factory..

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 Jan 2018	01	Ed Gorbea	As Published