

MODIFICATION RECOMMENDED

DSOX95004Q-01

S E R V I C E N O T E

Supersedes:
None

DSOX95004Q Infiniium High-Performance Oscilloscope: 50 GHz

Serial Numbers: MY00000000 - MY53300100, SG00000000 - SG53300100

Using the Real Channels with differential mode on and or Precision Probe on, causes the Main FPGA to dip and data fryers are observed due to voltage variations.

Parts Required:

P/N	Description	Qty.
54932-69502	Backplane board –exch	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 3.0 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE X RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED X RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: End of Support	
XCalibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: 1A AUTHOR: MR	
ADDITIONAL INFORMATION: charge time and materials to factory warranty.		

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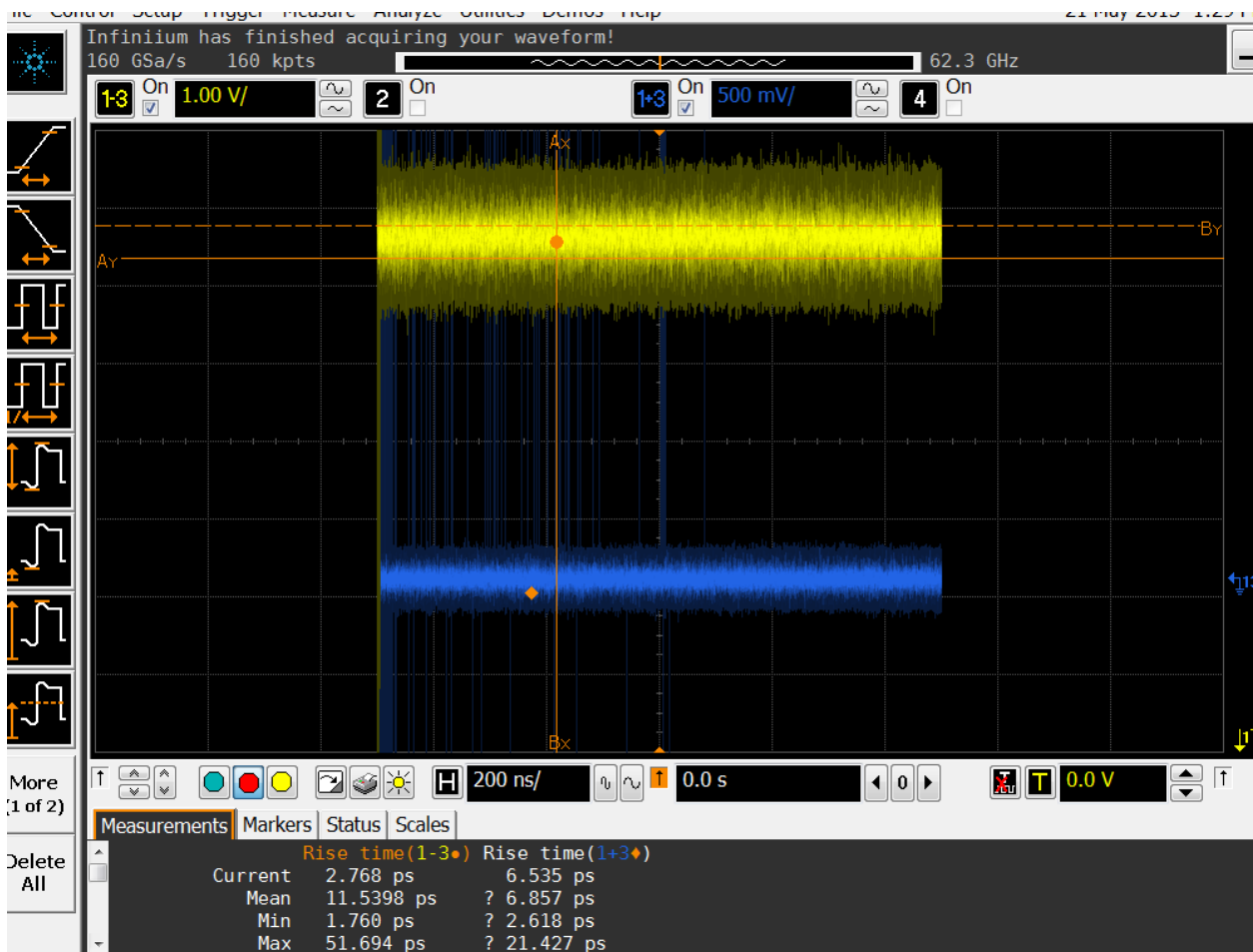
Situation:

Starting in July 2013 week 33 and ECO was implemented changing the power supplied to the Main FPGA. This fixed the Real channels having Data Flyers due to voltage variations. Scopes shipped previous to this ECO need to be updated to the reworded Backplane assembly.

Solution/Action:

Replace Backplane assembly following the service manual procedure. Factory Calibration is required after the backplane replacement.

Example of the data flyers:



Revision History:

Revision Number	Date	Author	Reason For Change
1.0	7/31/2014	Mark Rowley	As published