

MODIFICATION RECOMMENDED

MSO9404A-03

S E R V I C E N O T E

Supersedes:
None

MSO9404A - 4GHz Mixed Signal Oscilloscope

Serial Numbers: **MY00000000 up to and including MY50410100**
SG00000000 up to and including SG50410100

Repair for Windows "Power surge on hub" message

Parts Required:

P/N	Description	Qty.
54904-68711	Motherboard upgrade kit	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input 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 <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: Product support life	
AUTHOR:	KO	PRODUCT LINE: 1A	
ADDITIONAL INFORMATION:			

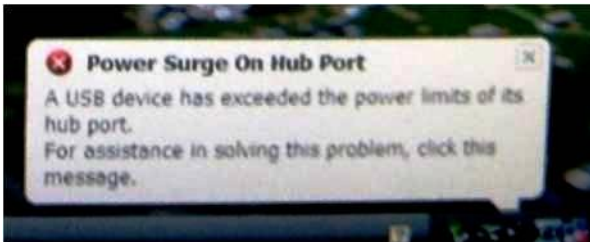
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Situation:

A few scopes display the below message. This upgrade kit installs three components which will resolve the problem and the message should disappear. If the message still appears, either the upgrade was done incorrectly or the motherboard is actually defective.

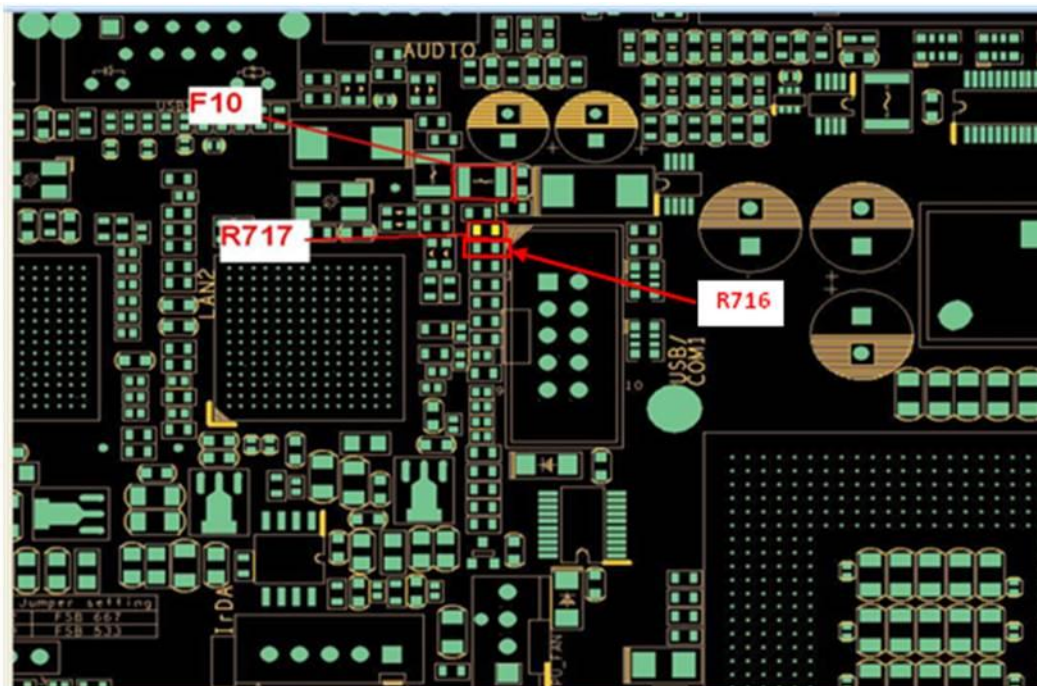
**Solution/Action:**

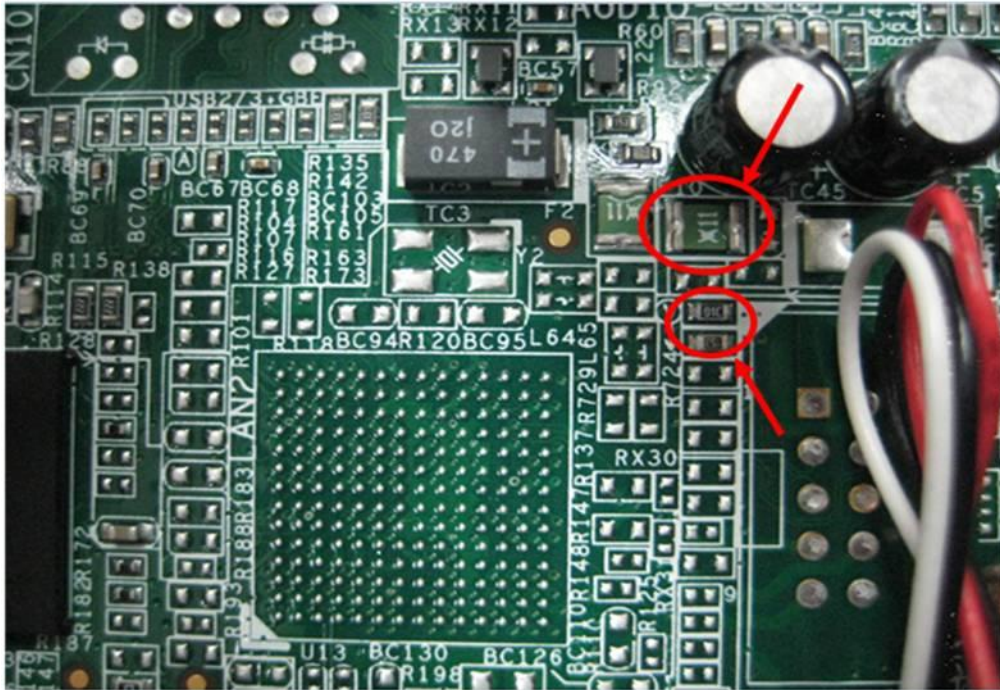
1. Refer to the service manual to remove the motherboard from the scope.
2. Install the three components from the upgrade kit on the motherboard. Refer to the below drawing and the drawing on the next page for component locations. The 0960-2789 motherboard is RoHS compliant and the below three components are also RoHS compliant. You should use a RoHS soldering station and RoHS solder techniques when possible.

F10 – 0837-3854 Thermistor

R717 – 0699-7654 10K Resistor

R716 – 0699-5789 15K resistor





3. Install the motherboard back into the scope and install the covers.
4. The motherboard upgrade does not impact the self cal or the scope calibration.
5. Charge the cost of parts and labor to factory warranty. The motherboard changes do not impact the instrument calibration. But if you do perform a new calibration, you can charge that cost to factory warranty also.